



Written Questions and Answers II

Merchant Card Services & Tuition Payment Management Services

RFP UK-2510-25

Closing Date: 5/6/25

Today's Date: 04/28/2025

No.	Question	Answer
1	Would the University consider a proposal for only part of the RFP's scope (i.e., the Tuition Payment Management Services only, and/or the Merchant Card Payment Processing Services only)?	Yes. You can bid on any or all of the services...Merchant Card Services, Tuition Payment Management Services, and/or Alternative Payment Solutions (as described in 7.2 and 8.2)
2	For the Merchant Card Payment Processing Services, does the University currently pay (absorb) the processing fees, or are these passed along to payers as a convenience fee? <ul style="list-style-type: none"> ○ Does this differ by department/Merchant ID? ○ In either scenario, what are the fees charged by the University's current vendor(s)? ○ Is the University open to changing the fee structure (i.e., from absorbed to convenience fee, or vice versa)? 	Please see answers to questions 60, 61, and 81 in the Questions and Answers published on 4/23/2025.
3	On RFP p. 8, Table 1 includes merchant processing activity. Of the Visa, Mastercard, Amex, and Discover transactions, can the University estimate what percentage of these are credit cards, and what percentage are debit cards?	The data requested is not readily available.
4	Please clarify #7 on RFP p. 47. The University seems to be asking for settlement the next business day (i.e.,	We expect the funds to be credited to our bank account

	within 24 hours) and also with in two business days (i.e., within 48 hours). Which timeframe is correct?	within 24 hours after settlement is received by the processor.
5	On proposal forms requiring signatures, will the University accept electronic signatures, and/or scanned copies of original ink signatures?	Either are acceptable.
6	<p>In Appendix B (Merchant Pricing Pro Forma), can vendors offer different pricing for absorbed (University-paid) and convenience fee (customer-paid) models?</p> <ul style="list-style-type: none"> ○ If yes, how should this be incorporated into the spreadsheet? 	Please see answers to questions 60, 61, and 81 regarding convenience fees in the Questions and Answers published on 4/23/2025. We're open to hearing about convenience fee models, but we have found it to be quite challenging to comply with the card brand rules relating to convenience fees.