MISSISSIPPI UNIVERSITY FOR WOMEN

Request for Proposals (RFP) 20-003

Electronic Payment Processing Solution

for Mississippi University for Women

ISSUE DATE: May 26, 2020

ISSUING AGENCY: Office of Resources Management

Mississippi University for Women 1100 College Street

Columbus, MS 39701

Sealed Proposals, subject to the conditions made a part hereof, will be received June 30, 2020 at 2:00 PM in the MUW Office of Resources Management, same address above, for furnishing services and potentially, optional services as described herein.

IMPORTANT NOTE: Indicate firm name, and RFP number on the front of each sealed proposal envelope or package.

All inquiries concerning this RFP should be directed to:

Angie Atkins

Office of Resources Management (Same address above) [asatkins@muw.edu](mailto:asatkins@muw.edu)

1. Any addendum associated with this RFP will be posted at<http://www.procurement.msstate.edu/procurement/bids/index.php>located under RFP 20-003
2. Note 2: It is the respondent’s responsibility to assure that all addenda have been reviewed and if applicable, signed and returned.
3. UNIVERSITY OVERVIEW
   1. Mississippi University for Women is a publicly supported institution of higher education and is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award bachelors, masters, and doctoral degrees. The University operates on the semester system with the fall semester beginning in August and ending before Christmas. The spring semester begins in January and ends in May. The total enrollment is over 2,700. The University offers undergraduate and graduate programs of study leading to degrees in the Colleges of Arts, Sciences, & Education, College of Professional Studies, and the College of Nursing and Health Sciences.
   2. Additional information about MUW can be found at our website www.muw.edu.
4. INVITATION TO SUBMIT PROPOSAL ON RFP

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Mississippi University for Women (MUW) is seeking Request for Proposals from qualified service providers to submit competitive proposals to provide inbound payment solutions (credit card, debit card, eCheck, mobile payments, etc.). System must support the following needs: presentation of student billing statements, customer-facing cashiering function, processing payments against student accounts, payment plans, refunds, 1098T, convenience fee services, and integration with MUW’s current ERP (Ellucian BANNER).

1. SCOPE OF SERVICES REQUIRED
   1. Technical Requirements

The following requirements are absolute minimums that a vendor and their proposed electronic payment processing solution must meet. If these requirements are not met, the proposal will be removed from consideration. The vendor must provide a detailed description of how each of these requirements will be met by the solution.

* Vendor must be an Ellucian partner
* Support Student A/R transaction activity, to include incoming payments by students as well as their authorized payers.
* Support processing for payments from MasterCard, Visa, Discover and American Express
* Support processing payments by Electronic Checks.
* Support assessing a service fee for the use of credit and debit cards
* Support Real Time Payment notification for student A/R transactions
* Support Student A/R payment plans
* Support student refunds
* Supports 1098T
* Support student billing and statement presentment and electronic notification
* Support a customer facing cashiering function
* Support Payment Card Industry Standards (PCI) compliant hardware at multiple university locations on and off campus.
* Integrate with MUW’s current ERP – Ellucian BANNER
* Provide capability to auto post departmental transactions to ERP – BANNER
* Integrate with, at a minimum, current 3rd party partners being used for various functions on campus. These are:
* Banner
* Slate
* Operations Commander
* RezLife
* FireEngine Red
* Brightwheel
* EMS (Event Management Software)
* Provide ability to allow in-person, phone and on-line processing for departmental transactions
* Provide ability to allow merchants to establish online storefronts linked to the gateway
* Provide ability to accommodate a wide variety of departmental merchant needs, i.e. camps, workshops, conferences, events, courses, merchandise, services, etc.
* Provide a role based, or otherwise user restricted access, for processing payments.
* Provide a system that does not restrict the number of users that can access at any given time
* Provide password set up and maintenance that adheres to PCI regulations.
* Provide reporting to support daily reconciliation and on-going processing
* Provide reporting in multiple formats. Most reports, if not all, should be viewable on screen with options to download in Excel, PDF, CSV, Word, etc.
* Provide the administrative ability to create custom fields for different payment processing and the ability to access these fields by various reports.
* Provide on-going support 24/7 for the entire system.
* Provide training as needed for any changes and updates as they occur.
* Though not specifically required at this time, we are interested to know more about the following items / services:

1. Event management services that allows departments to create and manage events (e.g. hosting a conference) including processing registration fees.
2. Student refunding solution and discuss if it can also be used to support employee payments like payroll and travel reimbursements.
3. Support departmental collections for goods and services sold
4. Use of EMV and NFC technologies.
5. Hardware options that will facilitate processing mobile payments on and around campus.
6. INQUIRIES ABOUT RFP
   1. Prospective respondents may make written inquiries concerning this request for proposal to obtain clarification of requirements. Responses to these inquiries may be made by addendum to the Request for Proposal (RFP). Please send your inquiries to Angie Atkins via electronic mail at asatkins@muw.edu
   2. All inquiries should be marked “URGENT INQUIRY. MUW RFP # 20-003”
7. ADDENDUM OR SUPPLEMENT TO RFP
   1. In the event it becomes necessary to revise any part of this RFP, an addendum to this RFP will be provided to each respondent who received the original RFP. Respondents shall not rely on any other interpretations, changes or corrections.
8. ADMINISTRATIVE INFORMATION
   1. Issuing Office
      1. This RFP is issued by the following office:

Resources Management

Mississippi University for Women

1100 College Street

Columbus, MS 39701

* 1. Schedule of Critical Dates
     1. The following dates are for planning purposes only unless otherwise stated in this RFP progress towards their completion is at the sole discretion of the university.
        1. RFP Posted May 26, 2020
        2. Questions from Vendors Due June 9, 2020
        3. MUW Q&A Response Due June 16, 2020
        4. Proposal Submission Deadline – 2:00 p.m. June 30, 2020
        5. Award Date (Estimated Target) July 7, 2020
        6. Contract Effective Date (Estimated) August 1, 2020

1. PROPOSAL CONTENTS
   1. This is a two-step RFP process. The technical proposals and the cost proposals are to be submitted in separate sealed envelopes. Indicate firm name, RFP# and word “Technical Proposal” on the front of the sealed technical proposal envelope or package. Indicate the firm name, RFP# and the word “Cost Proposal” on the front of the sealed proposal envelope or package.
   2. At a minimum, the following items should be included in the contents of the Technical Proposal:
      1. Cover letter, indicating the scope of the proposal. The letter should include an overview of the services being offered. The letter should include a statement of exceptions to any of the terms and conditions outlined in this RFP. (Cover letter should be no more than 3 pages in length.)
      2. Corporate Structure and Credentials
         1. Number of years of experience
         2. Staffing levels and support proposed
         3. Examples of similar previous work
         4. References from Higher Education
      3. Operations and Ability To Perform
         1. Provide operation plan. This should include, but not be limited to, acknowledgement and agreement with all requirements as well as explanations, where applicable, of the intended plan to achieve the requirements.
         2. Describe how services will be provided to MUW.
      4. Security and Compliance
2. Provide certification that your company is PCI-DSS compliant.
3. Provide a statement stating whether your company is compliant with FERPA, GLBA, NACH and Red Flag Regulation requirements.
4. Provide a completed Higher Education Cloud Vendor Assessment Tool (HECVAT) (lite version available at: <https://www.ren-isac.net/public-resources/hecvat.html>).
   1. At a minimum, the following items should be included in the contents of the Cost Proposal:
      1. Fees for initial purchase of required hardware or software (including all preparation, installation, rollout, training and first year maintenance and support)
      2. Annual Maintenance Costs after initial purchase. This includes software, hardware, transaction fees, etc.
   2. Transition Assistance – Realizing that changing payment processors can be very complicated and costly to MUW, vendor must provide a detailed description of the services that will be provided to assist in the transition. This should include, but not be limited to, discussion of required equipment, estimated time to convert, training, other forms of support, etc.
5. DISCUSSIONS/EVALUATION CRITERIA/AWARD PROCESS
   1. MUW reserves the right to conduct discussions with any or all respondents, or to make an award of a contract without such discussions based only on evaluation of the written proposals. MUW reserves the right to contact and interview anyone connected with any past or present projects with which the respondent has been associated. MUW likewise reserves the right to designate a review committee to evaluate the proposals according to the criteria set forth under this section. MUW may make a written determination showing the basis upon which the award was made and such determination shall be included in the procurement file.
   2. MUW reserves the right to award this contract in whole or in part depending on what is in the best interest of MUW with MUW being the sole judge thereof.
   3. The evaluation factors set forth in this section are described as follows:
      1. The Vendor’s ability to deliver an application meeting the overall objective and functions described in the RFP
      2. Vendor’s partnership with Ellucian Banner
      3. Competitive fees
      4. Availability and access technical support
      5. Vendor’s experience processing inbound payments for other institutions of higher education
      6. Compliance with applicable State and Federal laws and regulations
   4. The committee may invite finalists for interviews and/or presentations
   5. Failure to attend a requested interview presentation before the committee may result in a proposal not being considered.
   6. Upon award of contract(s), successful respondent(s) will be asked to provide a transition plan and timeline and obtain MUW’s input and concurrence before moving forward.
   7. Proposals will be scored based on the following weights (100 points total):

Corporate Structure/Years of Experience/References – 20 pts Operation Plan/Ease of Use/Services Offered – 30 pts

Fees and other Projected Financial Impact to MUW 50 pts.

1. PROPOSAL SUBMISSION
   1. Proposals shall be submitted in two packages (envelopes or boxes) as set forth in Section 6a. Please make sure that the RFP number is clearly visible on the outside of the package.
   2. Technical Proposal – One (1) original and one (1) electronic copy (of the complete technical proposal in one pdf file on a flash drive) of parts 6(b)(i) (Cover Letter), 6(b)(ii) (Corporate Structure and Credentials), and 6(b)(iii) (Operations and Ability to Perform) should be sealed in a package with “Technical Proposal” in the lower left hand corner. Each submitted package should be a complete copy. The original shall be marked on the first page “Original”.
   3. Cost Proposal – One (1) original and one (1) electronic copy (of the complete cost proposal in one pdf file on a flash drive). Should be sealed in a package with “Cost Proposal” in the lower left hand corner. Each submitted package should be a complete copy. The original shall be marked on the first page “Original”.
   4. The proposal package must be received on or before 2:00 p.m. on June 30, 2020. It is the responsibility of the respondent to ensure that the proposal package arrives in the Resources Management office on-time. The proposal package should be delivered or sent by mail to:

Resources Management

Mississippi University for Women

1100 College Street

Columbus, MS 39701

* 1. Your response must include the signature page included in this RFP (See Appendix A) and contain the signature of an authorized representative of the respondent’s organization. The signature on the “Original” signature page should be in blue ink
  2. MUW reserves the right to reject any and all proposals and to waive informalities and minor irregularities in proposals received and to accept any portion of a proposal or all items bid if deemed in the best interest of the University to do so.
  3. Proposals received after the stated due date and time will be returned unopened. Submission via facsimile or other electronic means will not be accepted.

1. TWO-PHASE, BEST AND FINAL OFFER
   1. If the initial proposals do not provide MUW with a clear and convincing solution, or if MUW feels it is appropriate to offer the potential providers an opportunity to submit revised proposals, MUW reserves the right to use a two-phase approach and/or invite Best and Final Offers (BAFO). Based on the information obtained through the proposal submittals (Phase-One), MUW may choose a specific business model, and potential providers may be asked to submit revised proposals based upon that specific model.
   2. The evaluation committee may develop, for distribution to the top-ranked firms, refined written terms with specific information on what is being requested as a result of information obtained through initial RFP submittal process. Proposers may be asked to reduce cost or provide additional clarification to specific sections of the RFP. Selected proposers are not required to submit a BAFO and may submit a written response notifying the solicitation evaluation committee that their response remains as originally submitted.
2. TERM OF CONTRACT
   1. It is MUW’s intention to enter into a five (5) year contract beginning upon receipt of all required approvals (estimated August 1, 2020).
   2. MUW reserves the right to terminate this agreement with thirty (30) days notice, by the Director of Resources Management via certified mail to the address listed on the signature page of this RFP (See Appendix A) if any of the terms of the proposal and/or contract are violated.
   3. In the event the contractor fails to carry out and comply with any of the conditions and agreements to be performed under the specifications, MUW will notify the contractor, in writing, of such failure or default. In the event the necessary corrective action has not been completed within a ten (10) day period, the contractor must submit, in writing, why such corrective action has not been performed. The University reserves the right to determine whether or not such noncompliance may be construed as a failure of performance of the contractor.
   4. Termination of contract by contractor without cause can only occur with at least one- hundred and twenty (120) days notice prior to the proposed termination of the contract.
   5. In the event MUW employs attorneys or incurs other expenses it considers necessary to protect or enforce its rights under this contract, the contractor agrees to pay the attorney’s fees and expenses so incurred by MUW.
3. ACCEPTANCE TIME
   1. Proposal shall be valid for one-hundred and eighty (90) days following the proposal due date.
4. RFP CANCELLATION
   1. This RFP in no manner obligates MUW to the eventual purchase of any services described, implied or which may be proposed until confirmed by a written contract. Progress towards this end is solely at the discretion of MUW and may be terminated without penalty or obligations at any time prior to the signing of a contract. MUW reserves the right to cancel this RFP at any time, for any reason, and to reject any or all proposals or any parts thereof.
5. INDEPENDENT CONTRACTOR CLAUSE
   1. The contractor shall acknowledge that an independent contractor relationship is established and that the employees of the contractor are not, nor shall they be deemed employees of MUW and that employees of MUW are not, nor shall they be deemed employees of the contractor.
6. OTHER CONTRACT REQUIREMENTS
   1. Award Terms: This contract shall be awarded at the discretion of the University based on the capabilities and overall reputation of the Supplier, as well as the cost. Acceptance shall be confirmed by the issuance of a contract from the University.
   2. Piggyback clause: Include a piggy back clause to allow other state agencies to purchase from contract.
   3. Standard Contract: The awarded contractor(s) will be expected to enter into a contract that is in substantial compliance with MUW’s standard contract [http://www.procurement.msstate.edu/pdf/standard\_rfp\_contract.pdf.](http://www.procurement.msstate.edu/pdf/standard_rfp_contract.pdf) Proposal should include any desired changes to the standard contract. It should be noted that there are many clauses which the MUW cannot change (see Standard Addendum<http://www.procurement.msstate.edu/contracts/standardaddendum.pdf)>Significant changes to the standard contract may be cause for rejection of a proposal.
   4. The Procurement Process: The following is a general description of the process by which a firm will be selected to fulfill this Request for Proposal.
      1. Request for Proposals (RFP) is issued to prospective suppliers.
      2. A deadline for written questions is set.
      3. Proposals will be received as set forth in Section 8.
      4. Unsigned proposals will not be considered.
      5. All proposals must be received by MUW no later than the date and time specified on the cover sheet of this RFP.
      6. At that date and time the package containing the proposals from each responding firm will be opened publicly and the name of each respondent will be announced.
      7. Proposal evaluation: The University will review each proposal.
      8. At their option, the evaluators may request oral presentations or discussions for the purpose of clarification or to amplify the materials presented in the proposal
      9. Respondents are cautioned that this is a request for proposals, not a request to contract, and the MUW reserves the unqualified right to reject any and all proposals when such rejection is deemed to be in the best interest of the University.
      10. The proposals will be evaluated according to the criteria set forth in Section 7c.

APPENDIX A: SIGNATURE PAGE

Provide information requested, affix signature and return this page with your proposal: NAME OF FIRM: COMPLETE ADDRESS:

TELEPHONE NUMBER:

AREA CODE/NUMBER

FACSIMILE NUMBER: \_

AREA CODE/NUMBER

E-MAIL ADDRESS:

AUTHORIZED

SIGNATURE: PRINTED NAME: TITLE: