December 7, 2016

ADDENDUM NO. ONE

TO ALL OFFERORS:

REFERENCE:	Request for Proposal No:	**RFP# MLO-940**
	Dated:	**November 10, 2016**
	Commodity:	**Electronic Student Financial Services**
	RFP Closing On:	**December 15, 2016 at 2:00 p.m.** *(Eastern)*
		~~**December 13, 2016 at 2:00 p.m.** *(Eastern)*~~

Please note the clarifications and/or changes made on this proposal program:

1. **The closing date and time has been extended to <u>December 15, 2016 at 2:00 p.m.</u>**
   NOTE: The University will be closed for winter break December 21, 2016 – January 2, 2017.

2. <u>QUESTION:</u>   What is the current service fee charged for credit card payments?

   <u>ANSWER:</u>   **2.75%**

3. <u>QUESTION:</u>   In the RFP, it is stated that current participation for this term is +2,900. Is that for the fall term?

   <u>ANSWER:</u>   **Yes.**

4. <u>QUESTION:</u>   In the RFP, it is mentioned that you have a single-sign on (SSO) process in place with your current provider. What IDP is currently being utilized in your SSO process?

   <u>ANSWER:</u>   **JMU utilizes Oracle's Interaction Hub as it's one-stop self-service portal for students. JMU prefers a solution that would support the secure passing of URL data about the student so that it automatically pulls up their account when directed to the vendor site; EMPLID and a key/token.**

5. <u>QUESTION:</u>   On page 2, section A, part 1.a, the question is if the system can allow a student to designate a relationship of the authorized user. Does JMU currently collect this information and how is it utilized?

   <u>ANSWER:</u>   **The current vendors collect that information on their sites.**

6. <u>QUESTION:</u>   On page 2, section A, park 1.k., would you be able to expand on the type of integration required with JSA Technologies and CBORD? Is the selected vendor required to collect and pass information on to these other platforms, or execute a SSO from their platform to these other platforms?

   <u>ANSWER:</u>   **The University is asking if the offeror currently integrates with JSA and/or CBORD.**

7. <u>QUESTION:</u>   Who does JMU currently use for processing Credit Card and ACH Payments for services outlined in the RFP?

ANSWER: **CashNet processes the direct ACH and credit card payments for JMU from the billing site. OnPlanU utilizes JMU's bank Wells Fargo for the ACH and Monaris for the credit card payments.**

8. QUESTION: In section IV. Statement of Needs, subsection A. Specific Services, item 1b, what do mean by "account searches"? What type of information would the students/authorized users be searching for?

ANSWER: **Any combination of date search parameters such as calendar dates, calendar years, semester(s). Search information such as charges, payments, financial aid, etc.**

9. QUESTION: In section IV. Statement of Needs, subsection F. Technical, item #7, what do you mean by "support lifecycle?"

ANSWER: **JMU is requesting the offeror's approach to support for releases. How many updates/releases are provided a year and on what schedule? How long is a release typically supported (ex: once a new version is released, support for previous release is supported for "x" months/years)?**

10. QUESTION: Does JMU wish to charge students a service/convenience fee for credit card payments?

ANSWER: **Yes.**

11. QUESTION: On page 2, Customized Student Billing and Current Account Activity Portal, Technical – it states to provide real-time integration of payments between student account data in PeopleSoft Campus Solutions and Interaction Hub. Will anything else other than the student account data need to integrate with Interaction Hub?

ANSWER: **The University desires the awarded offeror to "push" payments to JMU and retrieve appropriate student data from the JMU PSSA in real time.**

12. QUESTION: On page 2, Customized Student Billing and Current Account Activity Portal, are you looking for an international payment solution that is integrated as well?

ANSWER: **Any student payment would be included whether domestic or international.**

Signify receipt of this addendum by initialing *"Addendum #1"* on the signature page of your proposal.

Sincerely,

Matasha Owens, MPA, VCO, CUPO
Buyer Senior