Auburn University
Request for Proposal

Credit Card & E-Commerce Processing
RFP NO. B0008523

Release of RFP: March 2, 2020
Due: 10:30a.m. CST on March 25, 2020

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RFP No. B0008523: Auburn University Credit Card & E-Commerce Processing Contract

Section I. Request for Proposal

A. Expectations for the Auburn University Credit Card & E-Commerce Processing Contract

Auburn University through this Request for Proposal, RFP, is seeking a non-exclusive partner for the processing of credit card and e-commerce transactions for Auburn University's main campus located in Auburn Alabama and Auburn University at Montgomery, located in Montgomery Alabama. This RFP is being issued to improve the current process based on the growth of e-commerce and credit card activity at Auburn University.

Section II. Proposal Instructions

A. Address Instructions

- Suppliers should prepare an original written proposal and three (3) copies signed by an officer of the company who is authorized to bind the company by contract. Such proposals should be submitted in a sealed envelope marked Credit Card & E-Commerce Processing Proposal RFP # and addressed to the following:

Auburn University
Procurement & Business Services
Matthew Pike
212 Ingram Hall
Auburn, AL. 36849-5194

In addition, we encourage sending an electronic version of the proposal as well to facilitate review by the committee. Electronic versions should be include in your response.

B. Delivery

- Proposal must be received by mail or hand delivered to the above address no later than 10: 30 a.m. on March 25, 2020. Fax transmissions are not acceptable. Proposals submitted or received after that date will not be accepted or considered. Responders may submit changes or addenda to their bid in writing, signed in original ink by the original proposal signatory, and cross referenced clearly to the relevant section, in a sealed envelope, prior to the proposal due date. Such changes/addenda must meet all requirements for the proposal. No changes or withdrawals are permitted after the proposal due date.

C. Proposal Format

- Submit one (1) copy of the initial response on a USB drive, preferably in Word® and/or Excel®. The original response must contain the original manual signature of the authorized person signing the proposal, and the electronic copy of the proposal. The 'Pricing Matrix' response shall be in Excel® as provided.

- Submit one (1) original and three (3) copies of the offeror's proposal in hard copy form. *Failure to include the original response, the electronic Excel ®, and all signed copies may be grounds for rejection of your initial response without further evaluation*.

- Original proposal and all copies must be on 8-½ x 11 text weight paper, using binding tabs that will facilitate the distribution and evaluation of the proposals.

- The original hard copy response must be spiral bound, tabbed and numbered as described on the following page.

    - Copies must be bound but may be bound using alternative binding.

    - If there is any information or required submittals which due to size or binding cannot be incorporated following the proper tab, the offeror must provide information following the numbered tab, telling the evaluator where the information can be found in the response.

- Copies may be submitted in bulk.

- The outer carton of the response must include the name of Company, RFP number, and due date and time.

- Questions and requests for information may not be rearranged, regrouped, or divided in any way.

- No telephone, facsimile or telegraphic proposals will be considered. Proposals received after the time for closing will be returned to the proposer unopened.

A. Tabular / Paginated Format

- Tab 1: A one to two page executive summary of the offeror's proposal, including brief descriptions of the company's expertise procuring a contract the size and scope described in the RFP, and how the proposer plans to address the University's requirements.

- **Tab 2**: Completed and signed RFP Bid Cover Page, Data Security Questionnaire, & Accessibility Addendum, Vendor Response/Quotation Page, & Pricing Matrix.

- **Tab 3**: Contact name(s) and title(s) of the individual(s) responsible for the company's proposal and negotiation during this RFP process.

- **Tab 4**: The financial statements of the company for the past three years. If the company is a division of a larger corporation, the statements must be submitted for the corporation as a whole **and** for that division of the corporation.

- **Tab 5**: A listing of the company projects/customers similar in size and scope to the services described in the RFP. This list must include the name, address, telephone, and email address of the client contract administrator. If applicable, please list examples of services rendered in the state of Alabama, particularly within institutions of higher learning.

- **Tab 6**: Description of the process of producing "best value" for the University and its users, through creative marketing and/or other programs.

- **Tab 7**: Description of any financial considerations and flexibility of the bidder.

- **Tab 8**: Exceptions to any terms and conditions.

- **Tab 9**: Description of environmental and sustainability policies of the bidder.
- **Tab 10**: Additional comments.
- **Tab 11**: Vendor Disclosure Statement.
- **Tab 12**: Contract for review by Auburn University.

D. Decisions Regarding Proposals

Auburn University reserves the right to:

- Make all decisions regarding this proposal, including, without limitation, the right to decide whether a proposal does or does not substantially comply with the requirements of the Request for Proposal;
- Accept, reject, or negotiate modification in any terms of responders' proposals or any parts thereof;
- Reject any or all proposals received.

- The University shall not be responsible for any cost incurred by the Responder in preparation of the proposal. It must be specifically understood that this Request for Proposal does not create any obligation on the part of Auburn University to enter into any contract or undertake any financial obligation with respect to the program referred to herein. Any responder who expends time or money prior to award does so at the responder's own risk and expense. The Responder understands that, if selected, Auburn University reserves the right to provide its opinion publicly and privately regarding the Responder's performance.

E. Responder Inquiries

- No negotiations, decision, or actions shall be executed by any Responder as a result of any oral discussions with any University employee. Only those transactions that are in writing shall be considered valid. Likewise, the University shall only consider communications from responders that are in writing or emailed. Inquiries concerning this request for Proposal shall be submitted to the address in Section II, A.

F. Responder Presentations

- Part of the bid/proposal evaluation process may include a formal presentation from the selected highest-ranking responder(s). If invited, responders should use this presentation to provide evaluators with further insight regarding their proposal and to clarify any issues.

G. Review Criteria

- The University will review all accepted proposals with particular emphasis on:
  i. **10%**-Responder's record of performance and service.
  ii. **10%**-Responder's conformance to RFP's specifications, requirements, terms, conditions and provisions.
  iii. **10%**--Extent of Responder's experience, stability, supporting resources, and management.
  iv. **35%**--Responder's overall financial package.

v. **15%**-Cost of products to be purchased by the University.

vi. **5%**-Innovation offering and solutions to further enhance the partnership.

vii. **15%**-Responder's financial stability. Evidence of financial ability to meet operational requirements. Include a bank reference for you organization. Include audited financial reports for the past three (3) years. Please do not bind these documents with the main portion of you proposal. Responder must include these documents in the prepared proposal package.

H. Estimated Time Table

Issue RFP	March 2 , 2020
Q&A Deadline	March 9, 2020
Q&A Addendum	March 11, 2020
RFP Submittal	March 25, 2020
Oral Presentations (if necessary)	TBD
Final Negotiations	TBD
Contract Execution	TBD

I. Proposal Validity

- Proposals should be considered valid for at least 180 days from the proposal submission deadline.

J. Proposal Response

- Proposers may withdraw proposals at any time prior to the time and date set for opening.

- The University reserves the sole and exclusive right to reject or accept any or all proposals and to waive any informality in proposal. The best interest of the University and their subsequent facilities shall be considered as the number one determining factor in selecting or not selecting a Proposer.

- No department, school, or office at the University has the authority to solicit official proposals other than Procurement and Payment Services. All solicitation is performed under the direct supervision of the Executive Director of Procurement and Payment Services and in complete accordance with the University policies and procedures.

- The University reserves the right to conduct discussions with proposers, and to accept revisions of proposals, and to negotiate price changes. The University will make reasonable efforts to protect proprietary information but all records are subject to State of Alabama open records laws.

- Proposers submitting proposals which meet the selection criteria and which are deemed to be the most advantageous to the University may be requested to give an oral presentation to a selection committee. Procurement and Payment Services will schedule the presentations.

- The University is committed to the development of Small Business and Small Disadvantaged business (SB & SDB) suppliers. If subcontracting is necessary, the contractor will make every effort to use SB & SDB in the performance of this contract.

Reporting will be required throughout the duration of the contract indicating the extent of SB & SDB participation.

- The Suppliers shall indemnify, defend, and hold harmless the University, its officers, agents, and employees from any claims, damages, and actions of any kind or nature arising from or caused by the use of any materials, goods, equipment, or services furnished by the Supplier, provided that such liability does not attribute to the sole negligence of the University.

- The successful supplier will have to attest to the following: By signing this contract, the contracting parties affirm, for the duration of the agreement, that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the state of Alabama, Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom."

- Read and comply with all instructions, specifications, General Terms and Conditions, and Bid Conditions.

Section III. Auburn University Information

A. Overview of Auburn University

Auburn University was established in 1856 as the East Alabama Male College, 20 years after the city of Auburn's founding. In 1872, under the Morrill Act, the school became the first land-grant college in the South and was renamed the Agricultural and Mechanical College of Alabama. In 1899 the name again was changed, to the Alabama Polytechnic Institute. Finally, in 1960 the name of the school was changed to Auburn University, a title more in keeping with its location, and expressing the varied academic programs and larger curriculum of a major university.

Today, Auburn is one of the few universities to carry the torch as a land, sea and space grant university. Our Fall 2019 semester enrollment was 35648. Our students can choose from more than 140 degree options in 13 schools and colleges at the undergraduate, graduate and professional levels.

Auburn University has developed into one of the largest universities in the South, remaining in the educational forefront with its traditional blend of arts and applied science, and changing with the needs of today while living with a respect for the traditions and spirit that are Auburn.

Section IV. Background and Objectives

A. Background

Auburn University has annual revenue from all sources totaling over $1,273 billion, per our most recent audited financial statements. Although portions of this revenue are not subject to credit card or e-commerce payment options (i.e. state appropriations, student financial aid, grants and contracts), a significant portion of the University revenue is received through payments from individuals and other entities for tuition, fees and services. The ability for Auburn University to accept multiple forms of payment, including major credit cards, is critical to its future revenue streams. The emerging technologies of e-commerce have also opened possibilities for accepting credit cards and other electronic payments over the internet. Auburn University accepts credit cards through the internet for tuition payments, based on customer demand.

Credit cards and other e-commerce options are in use for tuition payments, continuing education courses and conferences, auxiliary enterprises, development gifts, alumni activities, and general sales operations. The University does have peaks in credit card usage especially for student payments. A listing of all current merchants subject to this proposal, including monthly usage statistics is available in Appendix A and B.

Auburn University Main campus and Auburn University at Montgomery uses Touchnet as their e-commerce payment gateway. The certificates are managed separately at each campus. Auburn University main campus has 153 total merchant account (90 e-commerce merchant IDs and Auburn University at Montgomery has 11 e-commerce merchant IDs. Auburn University main campus has 43 stand-alone credit card terminals and Auburn University at Montgomery has 9 stand-alone credit card terminals).

Some of the University's departments do not use Touchnet as their e-commerce payment gateway. They are as follows: AU Ticket office, Tigers Unlimited (uses Paciolan as their e-commerce provider), AUM Dining Services (Chartwells), AUM Book Store (Total Computing Systems), and AU Book Store (Ratex).

B. Objectives

Request for Proposal (RFP) is for the purpose of soliciting contract proposals for providing services for credit card and e-commerce processing. The selected Responder will be expected to enter into a written contract with the University that will include the terms of the RFP. The agreement will include, but not be limited to the following components:

a) Provision of credit card processing services for Visa, MasterCard, American express, and Discover
b) Provisions of ACH processing services
c) Provision of other e-commerce services as required by Auburn University based on its needs now and in the future.

Auburn University's business strategy for e-commerce is to streamline operations, reduce costs and improve controls and security. The growth in e-commerce and the new technologies available have provided this opportunity. Our goal is to provide more self-service payment options for our customers through e-commerce, to allow more merchants at Auburn University to accept e-commerce payments, and to streamline e-commerce and credit card procedures for Auburn University merchants through automation and integration with our current business systems.

Cost reduction, both direct discount fees and indirect process savings, are also part of this goal. The University is open to ideas and suggestions on how to reduce and manage the cost of providing credit card and e-commerce payment options.

One goal is to move toward processing all credit card and e-commerce operations, even those using traditional POS terminals, through our e-commerce framework. The objective is to provide a single interface to our systems for posting payment information and recording income, to provide standard reporting from the e-commerce framework for all merchants, and to provide a centralized service where security and privacy of transactions and cardholder data can be better controlled.

C. Term & Cancellation

- **Contract Term**:
  - The University intends to negotiate and execute a non-exclusive five (5) year contract with renewable options with the successful Responder. No contract will be automatically renewable at the end of the contract term. Both the University and the Supplier will be required to provide intent of renewal or termination of the contract one hundred eighty (180) days prior to the expiration of the contract.

- **Contract Cancellation**:
  - Default and termination provisions shall be included in the final agreement and such other agreements as may be necessary. In general, the agreement shall contain provisions allowing termination by the University for the following reasons:
    a) The failure of the Provider to perform in accordance with the terms of the agreement.
    b) The filing of a petition in bankruptcy by or against the Provider.

Section V. PCI DSS, PABP Compliance, and P2Pe

Successful Responder represents and warrants that any application, system and/or service it provides to Auburn University to interface, store, process or transmit sensitive cardholder data will meet all applicable Payment Card Industry-Data Security Standards (PCI-DSS) for Service Providers, Payment Application Data Security Standard (PA-DSS) and/or Payment Application Best Practices (PABP) and that whenever possible the Responder will provide (or make available to) Auburn University Point-to- Point Encryption (P2PE) Solutions. Furthermore that Contractor must certify at time of contract/agreement to be in compliance by providing validation either by appearing on the VISA Certified Service Provider List (CISP), Payment Card Industry (PCI) Security Standards Council listing of Validated Payment Applications or PCI Point-to-Point (P2PE) Solutions. Contractor shall provide a completed and signed Attestation of Compliance, or letter of compliance signed by a PCI approved

Quality Security Assessor (QSA). Any change in Contractor's certification requires prompt written notification to Auburn University.

Successful Responder agrees to continue to meet all applicable PCI Security Standards Council requirements and to validate compliance annual by providing validation by appearing on the VISA Certified Service Provider List (CISP), and, as appropriate, the , Payment Card Industry Security Standards Council Validated Payment Applications list r PCI Point-to-Point Encryption (P2PE) Soltions lista completed and signed Attestation of Compliance, or a letter of compliance signed by a PCI approved Quality Security Assessor (QSA). If request by the University's Assessor, Contractor agrees to provide any other supporting documents such as Approved Scan Verification (ASV) external scan results and completed SAQ D. Contractor agrees to indemnify the University for any breach of its cardholder data attributed to the application, system or service provided by the Contractor.

Section VI. Proposal Response Required

The following section is divided into components that require a detailed response from the Responder. Responses must be formatted and numbered to coincide with the RFP.

Alternate Proposals: Through this request for proposal, the University is committed to finding the best possible solution to meet our credit card and e-commerce processing needs. We encourage vendors to identify products, services, processes and ideas that will provide the best

overall solution to meet the University's needs. If you feel that you have an innovative solution which might better meet the needs of the University but might deviate from the requirements of this "request for proposal", we ask that you provide an alternate proposal in addition to the requested proposal. Such products, services or solutions should be bid as an alternate to the requested bid. Any exceptions or deviations from the original specifications must be clearly identified. The benefits of the alternate proposals will be reviewed. The University reserves the right to make all decisions concerning the original proposal and the alternate proposal.

Following are the specific areas for which a detailed response is required to assess each proposal and its fit with Auburn University's needs and priorities. Please respond to each question in the order and numbering scheme presented. Current capabilities are critical for our assessment, so clearly delineate current and future capabilities throughout your response to these specifications.

A. Processor Background

If you are using a third-party processor, provide answers to the following questions for both your organization and the processor.

- **Safety and Soundness**

  a. Indicate the key measures of the processor's financial strength (e.g. capital ratios, market capitalization, cash flow ratios, available credit lines).

  b. Provide ratings for the processor from two ratings agencies, such as Standard & Poor's and Moody's.

  c. Provide a bank reference for your organization. Include audited financial reports for the past three (3) years. Please do not bind these documents with the main portion of your proposal. Responder must include these documents in the prepared proposal package.

- **Personnel**

  d. List names, title, phone number and email addresses and provide brief biographies of relationship management contacts and senior management.

  e. Describe the relationship management team that will service the Auburn University account, as well as their functional responsibilities.

  f. How many employees does the processor have in each functional area involved in providing service to Auburn University?

- **Experience**

  g. Provide a general overview and brief history of your organization, including parent and/or subsidiary companies and the number of employees.

h. How long have you offered card processing services?

i. How long have you offered e-commerce services?

j. Do you use a third party for any segment of customer or card processing services? If yes, explain.

k. Specify the number of customers for which you are providing card processing and e-commerce services and categorize them by segment (e.g., retail, telephone, mail order, and internet).

l. What is the average number of transactions currently processed daily?

m. What would our volume ranking be, given our current number of transaction? What is the volume of your largest customer?

n. List all card brands and types currently supported, including credit cards issued by foreign banks.

- **Competitive Position and Future Commitment**

o. What differentiates your service from that of other providers?

p. How do you plan to stay current and competitive?

q. What approach is your company taking in the development of new services, especially in the area of e-commerce?

r. What new services or features do you plan to offer and within what time frame?

s. Explain your company's representation on MasterCard, Visa or other boards or committees.

t. List industry-related associations or organizations of which your company is a member or in which it has direct representation.

u. List any major credit/debit card rule or policy changes your company has proposed or influenced.

v. What formal or informal bank/vendor relationships do you have and how can they be leveraged in merchant card processing?

w. Is there any current litigation that would impact your ability to perform this RFP? If yes, please detail.

x. Are there any pending mergers or acquisitions, which you can disclose, which would impact your ability to perform this RFP? If yes, please detail.

y. Provide detail on any problems or issues with major credit providers (Visa, MasterCard, American Express, and Discover) that would impact your ability to serve the Auburn University account. Have you ever been sanctioned in any way by these providers? If yes, please detail.

- **References**

z. Provide names and phone numbers of three references, preferable similar to Auburn University or comparable volumes and communication capabilities, who are currently using your card processing and/or e-commerce services. Select a mix of long-standing and recently acquired customers.

aa. Provide any additional information that is relevant to this RFP and your capabilities to provide the services requested (e.g., product brochures, articles in trade journals).

B. Processing

- **Authorization**

a. Describe the authorization method you recommend for Auburn University. List and describe alternatives.

b. What are the procedures to reverse an incorrect authorization?

- **Settlement**

c. The University requires settlement to be deposited via ACH to the University's designated bank account within two (2) days of the transaction, and funds availability one (1) day after settlement. Can you comply? If not, detail why.

d. What is the settlement transmission time frame for Visa, MasterCard, Discover, and American Express?

e. What is the latest time that sales transactions can be transmitted to meet these settlement times (specify time zones?)

f. How do the settlement times affect our processing/discount expense?

g. Are debits and credits netted for settlement purposes?

h. Do you allow for multiple settlement accounts?

i. Are settlement amounts listed separately on the bank statements or will they appear as one lump sum? Will Saturday and Sunday activity be combines into Monday activity?

- **Ticket Retrieval and Chargebacks**

j. Describe the ticket retrieval request process and turnaround time.

k. What details can you provide on a retrieval request? For example, would the order ID be provided to us since we will not be storing the credit card number?

l. What response times do you require for ticket retrieval? How do these time frames compare to your Association rules?

m. If there is a fee assessed for chargebacks, is there any way to refund the fee if the chargeback was not legitimate?

n. Will you provide a designated contact person or a department to help us manage chargebacks?

o. Are credit card chargeback and other debit adjustments netted from daily proceeds, or are they debited separately? Are funds debited from the operating account or a separate escrow account?

- **Debit Card Processing**

p. Do you support BIN (Bank Information Number) file management to differentiate between debit card and credit card transactions?

q. Describe your debit card processing capabilities. Which networks can you use?

r. Can you program a debit card transaction to the lowest cost network? Explain.

s. Can you process online debit transactions?

- **General**

t. Describe the dispute and procedures for both cardholders and merchants.

u. Does your processing system identify and eliminate duplicate transactions?

v. What are the procedures to correct duplicate transactions?

w. Do you offer processing solutions that perform?
    a. Deferred billing?
    b. Installment billing?
    c. Recurring billing?

x. Do you provide fraud-management training or awareness programs? If so, what additional cost is involved?

y. Is data imagining (e.g., signature capture) available? If so, describe your capabilities.

z. Is your company able to process smart card transactions? If so, describe.

aa. Are there limitations on the number of transactions?
   a. Contained in a batch?
   b. Processed daily?

bb. Are there limitations on the number of files transmitted each day?

cc. Describe the refund process used.

dd. How long are credits available for processing on your on-line system (i.e., 6 months, one year, etc.)? Please describe the process for issuing refunds beyond that period of time.

ee. Are there any minimum or maximum amounts required on credit card or ACH transactions? Are there other regulations of which Auburn University should be aware of?

Technical Capabilities

System Capabilities

ff. Describe the processing platforms pertinent to your recommended solution for Auburn University. Provide system specifications, if appropriate.

gg. What are the standard/expected lead times for changes to technology and interfaces?

hh. Please provide a schematic showing the flow of both credit card and ACH transactions from Auburn University through your processing system to the deposit of the funds. Detail all third-party providers' roles in the flow of the transaction.

ii. Provide an overview of how new technologies for payment processing are assessed and implemented and how that would impact our relationship.

jj. Please state what technology/features are currently in production and what are future developments. For future developments, provide the proposed timeline for implementation.

kk. What is your process for handling test transactions? Do you provide test cards and if so, what types?

- **Communication Options**

ll. Describe the monitoring and notification process if a transmission fails.

mm. What authorization methods do you support and which do you recommend e.g., dial, mainframe dial, (remote job entry), lease line, frame relay, Internet)?

nn. Provide your average response times for whichever authorization methods you recommend for both peak and normal periods. How does this compare to industry standards?

oo. List any processor-specific hardware needed to support these option.

pp. Auburn University would like to have an open standard, non-proprietary interface to you as the provider, is this possible with your system? If not, please explain.

qq. What communications equipment do you recommend we obtain for processing? Do you provide this equipment for lease/sales? Provide processing details. What is your maintenance and/or replacement policy for this equipment?

rr. Do you support Clover Devices, a wholly owned-First Data Subsidiary of First Data Corp.

ss. Do you support Bluefin and Freedom Pay?

- **Equipment (Point-of-Sale)**

tt. What would be the minimum equipment you would recommend to limit discount fee rates?

uu. How many transactions can be processed before settlement is required? Is settlement automatic or manual?

vv. Provide detail on the acknowledgement speed for equipment used for authorizations.

ww. How will changes to terminals – such as merchant name and locks on transaction amounts be processed? Can this ability be delegated to authorize individuals at Auburn University?

xx. Describe your ability to provide terminals that would allow single point of entry for Visa/MasterCard, Discover, & American Express.

yy. What are guarantees on malfunction for service or replacement of equipment?

zz. How will equipment you provide interface to our payment processing system? What is the name of your payment processing software?

aaa. Auburn University has the need to do off-site processing-“mobile” operations.
    a. What options can you provide in an arena?
    b. What additional equipment would be required and what additional costs would incurred for this service?
    c. Do transactions times for “mobile” operations differ significantly from your response to C. Communication Options #3? If so, please indicate why.

bbb. As technology changes, what charges will there be for updating equipment?

- **Security and Privacy**

ccc. Provide disclosure statements concerning your policies on security, confidentiality, and privacy.

ddd. Provide a statement regarding how sensitive data is protected through SSL or other encryption methodologies when transmitted via the internet or wireless technologies to/from Auburn University sites and other sites with which they connect.

eee. What types and levels of encryption are used by your solution(s)?

fff. What is the minimum level of encryption software required on servers and/or workstations that have to transmit data to/from servers involved with your solutions(s)?

ggg. Describe the security measures used to prevent unauthorized user access to either the system or the data.

hhh. Provide detail on major security breaches that have occurred, on the system components that Auburn University would be using, since January 2016 and action taken to resolve the problems.

iii. If available, please provide any reports or findings from any independent third party reviews, audits, or certifications that relate to the credit card processing applications, security, and/or other solutions that your firm is proposing in response to this RFP.

jjj. If Auburn University can have direct access to Auburn University data on your system, or otherwise access your system, describe how user accounts are set up, how users authenticate themselves, how many users are permitted, and any other user access requirements, etc.

kkk. Provide detail on security measures, including compliance with Visa CISP program and other brand-required security programs.

lll. What data is included on printed receipts or acknowledgements?

mmm. Does your solution require that customer credit card numbers ever reside permanently on a server or workstation (other than for the momentary “pass thru” time as the credit card transaction is being processed)? If so:

a. Describe under what condition credit card numbers must reside on Auburn University servers and/or workstations.
b. Describe how long (e.g. number of months, years, etc.) the credit card numbers must reside on Auburn University servers and/or workstations.

c. Describe the methodology used to remove credit card numbers from these servers and/or workshops once they are no longer required for credit card processing requirements.
d. Describe what solutions you provide or suggest protecting this data from unauthorized access.

nnn. Provide detail on how cardholder privacy will be secured.

ooo. Please describe what measures you would recommend to prevent, or otherwise control, the caching of sensitive reporting data that you supply via web browsers to Auburn University client workstations.

ppp. Provide specific data element information that is obtained and retained by those entities involved with the solution you are proposing for this RFP.

qqq. Describe these entities policy(s) on releasing data element information described in the preceding item to other entities.

rrr. Do you do fraud monitoring and is there a fee?

- **Disaster Recovery**

nn**.** Describe in detail your disaster recovery and business contingency plans with focus on the particular systems which Auburn University would be using:

a) Be sure to comment on how the following technologies are deployed in your plans:
1. Stand-n processor or (another company that will automatically authorize transactions if you are down).
2. High availability (redundant servers) hardware solutions
3. Multiple data paths to the Internet
4. Hot sites (off-site servers with potentially up-to-date data).

b) In the event of a catastrophic event, disabling your central data center, how many minutes, hours, and days would it take to regain?
1. 25% transaction processing capacity
2. 50% transaction processing capacity
3. Full transaction processing capacity

oo. Discuss your data recovery strategies, i.e. redundant storage, back-up, timing, location, recovery process.

pp. Describe the last time that use of your back up system was required, the circumstances, and the length of time the back-up system was in use.

- **Up-time Percentage**

qq. What are established service levels for system availability?

rr. Provide system availability statistics for the current and prior year.

ss. Over the past year, what was the longest period that you were unable to authorize transactions? Describe the situation, including the source of the problem and the time it took to fix the problem

Information Reporting

- **Reporting**

a. Describe the daily and/or monthly reconciliation reports to the merchant.
   a. Provide samples of standard reports, including detail and summary reports.
   b. What is the standard delivery time frame?
   c. What is the frequency of summary reports (daily, weekly, monthly)?
   d. What delivery methods are available (e.g., mail, email, fax, encrypted transmissions).

b. Who can access reports? Is it auto-generated or can data be sent so it can be manipulated (i.e. Excel spreadsheet)?

c. If custom reports are available, what costs are involved to develop these customer reports?

d. Are these separate reporting options for merchants versus central users?

e. What business intelligence reports are available to central decision-makers to maximize the efficiencies of our credit card and e-commerce processing?

f. What service is available from you to assist us with recognizing and correcting inefficiencies?

g. Is there an ability to do ad hoc type reporting, using a custom report generator?

h. Does the capability exist to download data so Auburn University can use the data for ad hoc reporting and possibly other purposes?
   a. If downloaded using the Internet, describe how this information is protected while in transit. If encrypted, include types and levels of encryption and the minimum hardware and software required to facilitate the download process.
   b. If download using other than the Internet, describe the methodology and hardware and software requirements.

i. Are reports or other information available via the Internet, PC access, or other online method?

j. How can your reporting tools compliment or integrate with the Touchnet application?

k. Describe other reports available to the merchant.

l. If a merchant needs reports from a previous period, or a specific

time frame, are they readily available? How long is reporting data stored in your system?

m. Is historical information regarding sales, refunds, and chargebacks maintained in a database for access by the merchant? If yes, what access method is available? For how many months may historical data be retrieved?

a. Are monthly statements available in Electronic & paper form?

n. Can reports be tailored to specific financial accounting time schedules?

o. Describe the training available to new recipients of your reports. Is there any additional cost for this training? If so, please detail.

- **Merchant Accounts**

p. Describe the process for assigning merchant accounts and what the options are to have different "names" on accounts (names being the merchant name listed on the cardholder statement).

q. Can we control the merchant name printed on the cardholder statement?

r. Are there any limitations on the number of merchant accounts Auburn University can have?

s. Describe how multiple merchant numbers are reported and the flexibility afforded the merchant for customizing the reports. Can the merchant "roll up" specific groups for reporting independent of others?

t. Can reports be tailored to send specific sections, for example, report groups comprising a subset of merchant numbers, to different locations? Is there an additional cost for this service?

u. Will fees be assessed for merchant accounts that are not being used (ie. Seasonal)?

v. Can funds be deposited to any bank?

- **Reconciliation**

w. Detail the information that is included the data transmitted from the processor to the bank.

x. What services do you provide to support electronic reconciliation to Auburn University bank statements to our credit card/e-commerce settlement reports? Please detail any fees or additional software or equipment that might be required.

y. Indicate the feasibility of receiving a unique indicator for each transaction to assist in reconciliation-authorization ID, order ID, or transaction ID. If this is not feasible, discuss the barriers for implementation. Do you have another solution to assist in reconciliation of these charges?

z. Describe in detail your process for error resolution and the reports available to assist in the process.

C. Implementation

a. Provide a sample contract, if available.

b. What transaction services will you provide if you are selected as the vendor?

c. Describe the merchant implementation process (i.e., steps in the process of bringing a merchant into production) and the normal time frame for implementation.

d. Describe the merchant training process with regard to:
   a. Initial new merchant training
   b. Ongoing training (e.g., courses offered, frequency, location, and cost).
   c. Update and dissemination of industry-related rule or regulatory changes.

e. Does your organization host seminars and/or publish newsletters covering industry issues, rules and regulations? How often?

f. Specify the persons, by name and function, in your organization that have primary responsibility for merchant implementation and training.

D. Customer Service and Quality

- **Customer Service**

a. Explain the process for adding new locations and closing existing locations (e.g., assignment of merchant ID's, toll-free phone numbers, communications, and turnaround time to add/delete locations).

b. Describe the promotional support you provide (e.g., signs, supplies, funds for specific purposes, advertising allowance). Is there any additional cost for this support?

c. Describe your customer services organizational structure. Is the customer service function performed in-house, or is it outsourced?

d. Will a specific customer service representative be assigned to Auburn University? Describe the responsibilities of the customer service personnel, including the chain of command for problem resolution.

e. Do you have separate contacts for technical and merchant support? Are 800-numbers available for our use? Is this 24/7 support? If not, what are the hours of coverage? Specify time zone.

f. Will the employees working the support desks be dedicated to Auburn University? Are they trained in technical or merchant support, or simply an answering service?

g. Do you hold regular meeting with customers to review the service? If so, describe the frequency and topics of discussion.

h. Are these established turnaround times for research items? If so, specify.

i. What is your record for meeting established response times?

j. Provide documentation on your response time for authorizations and settlements.

k. Provide documentation on your standards for system down notification and response time for system fixes. What have your actual results been for the last five system downs and system fixes for the system Auburn University would be using?

l. Declines-can you provide detail electronically to our customers at the time of the decline for three situations: 1) cannot process because server is down, 2) declined by bank, with reason (lost /stolen, exceeds credit, expiration date passed). and 3) notice to customer to call credit card company to verify transaction.

m. Does your organization host or sponsor focus groups, on-site training, user groups, etc.? If so, provide examples and costs involved.

n. What key performance measures do you track? What is the reporting frequency and period for each measure? What are your last three performance levels for each measure?

o. What specific feedback and suggestions do you regularly provide to the merchant to improve quality (e.g., recommendations on ways to reduce certain types of chargebacks, system or process modifications)?

E. Pricing

- **Auburn University Pricing/Costing Scenarios**

a. For each of the scenarios below indicate clearly the flow of information between the various payment systems components. Include authorization and settlement. Indicate the various discounts and interchange fees that would be paid by the University for each type of transaction.

- Card Present (card is swiped) transaction conducted at a sales counter using a VeriFone or other vendor recommended credit card terminal.
- Card-not-present (card is manually entered) transaction conducted at a sales counter using a VeriFone or other vendor recommended credit card terminal.
- Card present (card is swiped) transaction conducted at a sales counter using a personal computer connected to Auburn University's Touchnet.
- Card not present (card number manually entered) transaction conducted at a sales counter using a personal computer connected to Auburn University's Touchnet.
- Internet transactions acquired via the Web and processed via Auburn

University's Touchnet.

b. Auburn University has several unique situations related to the costs of credit card processing. Please provide your approach to solving the problems listed below:

- Auburn University has several venders, of varying sizes, processing capabilities (card present, not present, internet), and volume. What would be your approach to assure the best possible pricing across the University? Please address if it would be possible or prudent for Auburn University to negotiate an aggregate interchange rate for the University business included in this RFP or if it is optimal to have various discount rates.
- Auburn University has a purchasing card program in place. What solutions can you offer that will allow Auburn University purchasing card holders to use their purchasing cards to purchase goods and services from other Auburn University entities without paying the discount and other fees normally charged for purchases made from "external" vendors?
- Auburn University has the need to accept micro payments (transactions under $1.00), especially for the University Library, but can't afford to pay the traditional discount and transaction fees for these payments. What solutions do you have available for Auburn University to be able to process micro payments in a cost-effective manner?

- **General**

Provide a price schedule for services described in the RFP. Include any one-time or set up charges, research fees and <u>all other fees</u> that will or could be charged e.g., interchange rate by location, regular and ad hoc reporting costs). Define and list transaction fees for authorization, settlement, network, communications and any other fees.

<u>Compensation and Fees</u>: AU requires all bid responses to be in the following format:

a. Assessment fees on GROSS plus Interchange on NET + VI/MC/DSC third party fees (ie: APF, NABU, Visa Base II fees) at pass through + per item mark-up fee (per NET transaction)

b. Please use the mark-up fee of $0.080 - $0.10 per NET transaction as your benchmark. This is simply a target. <u>If you are unable to submit a bid at this rate please still submit a proposal using your best rate as the University's decision is not based on pricing alone</u>.

c. Your Per Item processing price [in cents per item] should be based on total credit card and electronic payment transactions

d. NET all at pass-through

e. Please indicate your per item pass through pricing on all other electronic payment types (PIN Debit, American Express, etc.)

f. Please indicate your chargeback fee. The benchmark is $5.00 per chargeback

g. Your proposal should not include any other material fees such as: batch header fees, downgrade surcharges, monthly minimum fees, statement fees, electronic reporting fees, or any other hidden fees of any kind

Note: Do not submit any other pricing format other than in cents or Basis Points (BPS) per transaction on net. In addition, online reports and hard copy reporting needs must reflect the same format. Please show all interchange categories and the corresponding qualification as well as all assessment fees and pricing fees.

i. Are discount fees calculated on gross or net sales? Is a tool provided for individual merchants to audit the discount fees charged?

j. Provide detail on all related costs-new merchant set-up, equipment leasing or purchase, chargeback fees, authorization fees, transaction fees, statement fees, cost of supplies, and any other miscellaneous fees.

k. Is there a standard account maintenance fee for each merchant?

   a. Are there fees for service calls, technical support calls or merchant inquiries? If so, detail.
   b. Are there any other costs involved in having a relationship with the vendor that have not yet been detailed?
   c. Provide detail on any benefits that would accrue to Auburn University by having a relationship with the vendor.
   d. Provide a pro forma analysis based on our indicated volumes and service requirements.
   e. Can customers order charge slips, signs, imprinters, and other supplies through you or directly from a vendor? How are they handled? What are the costs?

l. How and when will Auburn University be notified of price adjustments?

m. What assistance, if any, would you provide to help reduce the discount fees assessed?

   a. Is there certain equipment that can lead to lower rates (i.e. swipe versus keyed transactions for card present)?

n. What strategies would you suggest to avoid the EIRF discount fee rate?

o. How can Auburn University best manage payment through the Touchnet, but avoid having transactions as classified as “e-commerce”?

p. Do you charge a monthly PCI fee?

q. How do we attest compliance? Hard Copy? Portal (if so, what company)?

Alternate Proposals: Through this request for proposal, the University is committed to finding the best possible solution to meet our credit card and e-commerce processing needs. We encourage vendors to identify products, services, processes and ideas that will provide the best overall solution to meet the University's needs. If you feel that you have an innovative solution which might better meet the needs of the University but might deviate from the requirements of this "request for proposal", we ask that you provide an alternate proposal in addition to the request for proposal. Such products, services or solutions should be bid as an alternate to the requested bid. Any exceptions or deviations from the original specifications must be clearly identified. The benefits of the alternate proposal should be clearly identified with supporting data. Both proposals will be reviewed. The University reserves the right to make all decisions concerning the original proposal and the alternate proposal.

Section VI. AU General Terms and Conditions

1.0 – General Terms and Conditions
1.1 – These terms and conditions are hereby incorporated into this quote/bid and apply in like force to any subsequent contract order resulting from this bid quote/bid. Some conditions listed herein may not apply due to the nature of the product or service, or the manner in which it is procured.

1.2 – Whenever and wherever items of materials or equipment have been identified by describing a proprietary product, the identification is intended to be descriptive, but not restrictive, and is used to indicate the quality and characteristics of products that will be satisfactory to the University. Bids offering equal or alternate materials and equipment will be considered for award provided such items are clearly identified in the bids, and are determined by Auburn University to be of equal value in all material respects to the proprietary items specified.

Unless the firm submitting the bid has clearly indicated in its bid that it is offering an "equal," or "alternate" items the bid shall be considered as offering the items as specified in the invitation for bids/ quotations.

If the firm submitting the bid plans to furnish an equal or alternate items , the brand name and identifying numbers and/or letters are to be inserted in the spaces provided or shall be otherwise clearly identified in the bid. The evaluation of the bids and the determination as to quality of the product offered shall be the responsibility of Auburn University. The bid award shall be based on the information furnished by the bidder or identified in the bid, as well as information reasonably available to the Procurement Services.

1.3 – The University will consider acceptable substitutes that meet, or exceed the quality of materials and workmanship of the items specified in the bid/quotation. Substitutions shall be of the same general design, size and style.

All proposed substitutes submitted must be accompanied by illustrations showing the design and style. Each illustration is to have on it, or attached to it, the item number of the specified piece to which it is an alternate. Sizes shall also be included.

All substitutes shall be listed in the spaces provided. Should additional space be required, the bidder shall use separate sheet of paper to list alternates. Any additional list should be prepared in like form to the bid document.

Auburn University will consider all proposed; however, it is not bound to any which, in the University's opinion, is not in the University's best interest.
1.4 – Any deviation from these general terms and conditions or exceptions taken shall be described fully and appended to the bid form on the bidder's letterhead and over the signature of the person authorized to sign the bid form. Such appendages shall be considered part of the bidder's bid form. In the absence of any statement of deviation or exception, the bid shall be accepted as being in strict compliance with all terms and conditions.

1.5 – There are no Federal or State laws that prohibit vendors from submitting bids/quotes lower than a price or bid given to the U. S. Government.

1.6 – The successful bidder may be required to furnish a monthly or quarterly summary of purchases made under the provision of the contract. The format and frequency of the report will be determined by the University.

1.7 – Auburn University reserves the right to require a performance bond from the successful bidder at the discretion of the University's Procurement Professional. Unless specifically to the contrary in the bid documents, the cost of the bond shall be paid for entirely by the successful bidder.

When required, the proper and timely submission of any performance and payment bonds is a material condition for award/performance of this order. Vendor is not authorized to proceed with work and/ or deliveries unless all required bonds have been obtained, are acceptable to and received by the University.

1.8 – Failure of the successful bidder to adhere to delivery schedules as specified or to promptly replace rejected materials shall render the successful bidder liable for the difference between the “open market” and the quoted price where emergency purchases become necessary.

1.9 - Any and all items received under a resulting contract will be subject to inspection and testing to determine the quality and to ascertain that they meet specifications.

1.10 – Samples, when required, must be furnished free of expense after the opening of the bid and if not destroyed, will upon request, be returned at the bidder’s expense. Request for the return of samples must be made within ten days following the opening of bids/quotations, unless otherwise stated. Each individual sample must be labeled with the bidder’s name and item number.

1.11 – Deliveries shall be F.O.B. Auburn University (destination). Delivery by the successful bidder to the common carrier will not constitute delivery to the University.
1.12 - Successful bidder must agree to replace, free of charge, all defective items delivered under contract. All transportation charges covering return and replacement of items is to be done by the successful bidder.

1.13 - Payment for any item delivered may be withheld until all items and conditions have been complied with in full.

1.14 - It is agreed and understood that the bidders may attend the bid opening and may inspect the bid tabulation. However, no information will be given out as to opinion concerning the ultimate outcome while consideration of the award is in progress. Information regarding disposition will be available after an award is made and upon request.

1.15 – The successful bidder shall maintain, or have available for his own use, an inventory sufficient to make delivery within the time specified in this bid/quotation, provided that no default shall occur to deliver in less than the number of days stated in this bid/quotation from the date of receipt of notice to ship/deliver.

1.16 – Auburn University is not necessarily bound to accept the lowest bid if that bid is contrary to the best interest of the University. In making an award, intangible factors such as the service capability, integrity, facilities, equipment, reputation and past performance of the firm submitting the bid may be weighed. When other factors are clearly stated in the bid document, they will also be used in determining an award.

In the case of a tie for low cost, the Procurement Official may use the following: If one of the bidders has an existing contract and performance on an existing contract is satisfactory, this bidder gets the award.

Conversely, if performance on an existing contract is documented as not satisfactory, award goes to the other tie bidder. If one tie bidder is local, preference may be given to that bidder.

1.17 – All additional charges such as shipping, installation, insurance or other cost must be fully itemized with the bid/quote. Charges not specified at the time of the bid/quote will not be honored.

1.18 – It is mutually agreed by and between Auburn University and the bidder that the University’s acceptance of the bidder’s offer by the issuance of a Purchase Order shall create a contract between the two parties. Any exceptions taken by the bidder, which are not included in the Purchase Order, will not be a part of the contract. Therefore, in the event of a conflict between the terms and conditions of this bid/quote and information submitted by a bidder, the terms and conditions of this bid/quotation and resulting Purchase Order will govern.

1.19 – The successful bidder must provide service manuals with full documentation and schematics when applicable and appropriate.

1.20 – The apparent silence of this specification and any supplemental specifications as to any details, or the omission from it of a detailed description concerning any point shall be regarded as meaning that the best commercial practices are to prevail, and that only materials of first quality and correct type, size, and design are to be used. All workmanship is to be first quality. All interpretations of this specification shall be made on the basis of this statement.

1.21 – Should it become necessary in order to evaluate a bidder’s qualifications, the University may require the bidder to furnish information as indicated below:

1. Financial resources
2. Personnel resources
3. Executive or key person resumes
4. Evidence of ability to meet delivery schedule
5. Ability to meet specification quality requirements
6. Availability of production capacity

1.22 – In the event that the successful bidder fails to make delivery of acceptable goods on or before the agreed delivery date and the University expends unreasonable time, effort, telephone calls and correspondence, the University will bill the supplier at a reasonable cost for such and deduct it from the applicable invoice.

1.23 – Any Purchase Order/contract resulting from this bid/quotation can be cancelled without penalty if any of the following conditions exist:

a. Breach of contract

b. The vendor fails to furnish a satisfactory performance bond within the time specified when such a bond is required.
c. Failure of the vendor to make delivery within the time specified.
d. In the event material, supplies or equipment furnished does not meet specifications.
e. Where the contract was obtained by fraud, collusion, conspiracy or any other unlawful means.

The Purchase Order/contract may also be cancelled by convenience by any party. The effective date of cancellation shall be thirty days of written notice of intent by one of the parties. The vendor will, however, will be required to honor all orders that were prepared and dated prior to the date of cancellation, if required to do so by the University.

1.24 – The University reserves the right to award as many term contracts for the supply of any class or type of commodity as may be to the best interest of the University.

1.25 – This section will apply when items in the bid/quotation are requested to be on a "furnish and install" basis. The successful bidder will have the complete responsibility for the items or system until it is in place and working. Any special installation preparation and requirement will be submitted to the University after the receipt of a purchase order. All transportation and cooperation arrangements will be responsibility of the successful bidder. The delivery of equipment will be coordinated so that items will be delivered directly to the installation site. This will minimize the risk of damage and avoid double handling by University personnel.

1.26 – Any alleged oral agreement made by a bidder or contractor, with any university department or employee will be disregarded.

1.27 – Prompt payment discounts ("cash discounts") will not be considered in determining the lowest bidder.

1.28 – Successful bidder may be required to furnish policies or certificates of insurance, with Auburn University, its Board of Trustees, Faculty, Staff, and agents named as additional insured, as follows:

1. a. Workman's Compensation – Statutory
   b. Employer's Liability - $1,000,000.00

2. Comprehensive General Liability

   a. General Aggregate - $1,000,000.00
   b. Products-Complete - $1,000,000.00 Operations Aggregate
   c. Personal & Advertising - $1,000,000.00 injury
   d. Each occurrence or single limits of - $1,000,000.00

3. Automobile Liability

   a. Bodily injury - $1,000,000.00 Each Person $1,000,000.00 Each Occurrence
   b. Property damage or combined single $1,000,000.00 each occurrence limit of $1,000,000

Due to the nature of some projects, Auburn University reserves the right to require additional limits of liability coverage.

1.29 - Successful bidder agrees to comply with the conditions of all applicable Federal Non-Discrimination and Equal Opportunity laws, the Federal Occupational Safety and Health Act of 1970 (OSHA), the Washington Industrial Safety Act of 1973 (WISHA), as amended, and the standards and regulations issued there under, and certifies that all items furnished and purchased will conform to and comply with such applicable standards and regulations. All applicable contracts will comply with the Davis-Bacon Act.

1.30 – ADVERTISING. No advertising or publicity matter having or containing any reference to Auburn University or any of its faculty/staff shall be made by successful bidder or any one in successful bidder's behalf unless successful bidder has written consent of the University.

No public release of information, news release, announcement, denial or confirmation of this order or the subject matter hereof, shall be made without the University's prior written approval.

1.31 - LAW. The laws of the State of Alabama shall govern any order, and the venue of any action brought hereunder may be laid in or transferred to the County of Lee, State of Alabama.

1.32 – PAYMENT TERMS. Unless otherwise specified in the purchase Order/contract terms of payment are "Net 30 days."

1.33 – INSOLVENCY. If vendor ceases to conduct normal business operations (including inability to meet its obligations), of if any proceedings under bankruptcy or insolvency laws is brought by or against vendor, or a receiver for vendor is appointed or applied for, or vendor makes an assignment for the benefit or creditors, the University may terminate this order, without liability, except for deliveries previously made and for supplies completed and subsequently in accordance with the terms or the order. In the event of the vendor's insolvency, the University shall have the right to procure the balance of this order from others without liability.

1.34 - CANCELLATION FOR LACK OF FUNDING. This purchase order/contract may be cancelled without further obligation on the part of Auburn University in the event that sufficient, appropriated funding is unavailable to assure full performance of its terms. The Vendor shall

be notified in writing of such non-appropriation at the earliest opportunity.

1.35 - Contractor certifies that neither it, nor any of its employees who will provide or perform services under this contract, have been debarred, suspended, or declared ineligible as defined in the Federal Acquisition Regulation (FAR 48 C.F.R Ch 1 Subpart 9.4). Contractor will immediately notify the University if the Contractor or any of its employees who will provide or perform services under this contract is placed on the Consolidated List of Debarred, Suspended, and Ineligible Contractors.

Appendixes.

- **APPENDIX A**

January 1, 2019- December 31, 2019	GRAND TOTAL	GRAND TOTAL	Device
PACIOLAN Software with Bluefin SRED devices for CNP sales			
TICKET OFFICE-new	$ 19,821,607.25	38561	SRED
TIGERS UNLIMITED WEB-new	$ 31,932,519.25	11461	SRED
TOTALS	**$ 51,754,126.50**	**50022**	
AUM DINING-Chartwells with Freedom Pay P2Pe	**$ 246,178.96**	**45223**	Micros
AUM BOOKSTORE-Total Computing Systems	**$ 608,305.53**	**15065**	
RATEX			
AU BOOKSTORE-REMOTE	$ 341,249.67	1561	Clover Flex
AU BOOKSTORE-RATEX	$ 9,786,735.49	195627	MX915
AU ONLINE BOOKSTORE	$ 750,027.17	8853	
AU STUDY ER-LIBRARY	$ 177,176.84	45820	MX915
	$ 11,055,189.17	**251861**	
AUDIENCEVIEW MERCHANTS/PAYCONEX/BLUEFIN			
DEPT OF MUSIC-AV	**$ 105,177.96**	**7936**	SRED
DEPT OF THEATRE-AV-7834	**$ 46,098.00**	**1131**	SRED
GOGUE PERF ARTS CNTR	**$ 1,824,642.50**	**7094**	SRED
JCSM ART MUSEUM-AV	**$ -**	**0**	SRED
PHARMACY-McKESSON	**$ -**	0	
EMPLOYEE PHARMACY	$ 199,946.83	8837	Cayan Genius
EMPLOYEE PHARM-TRANSAX	$ 94,764.49	3127	
STUDENT PHARMACY	$ 214,498.91	11638	Cayan Genius
SEIB PHARM--#7693	$ 280,390.34	15969	Cayan Genius
SEIB PHARM-TRANSAX	$ 28,544.71	1044	
TOTALS	**$ 818,145.28**	**40615**	
Tiger Card Acct. Merchant	**$ 2,230,816.78**	**19225**	
AU AND AUM STANDALONE			
Large Animal Clinic	$ 1,585,972.54	2248	Vx520, FD410, Clover Flex
Small Animal Clinic	$ 4,162,954.29	9036	FD410 (2), Vx520, Clover Flex (6)

Aviation	$	1,333,738.32	3153	Clover Mini
Theatre (closed)	$	60.00	1	Recently closed
Speech & Hearing	$	210,241.76	1125	Clover Mini
Student Media (Plainsman)	$	1,268.00	3	Closed recently
Harrison School	$	8,083.33	405	Vx520
AUM Speech	$	211,660.04	805	Clover Mini
AUM Cashier #2330	$	127,531.54	25	Clover Mini
Library	$	2,367.15	74	Vx520
Engineering Media	$	13,311.37	250	Clover Flex
MBA Programs	$	9,904.90	28	Vx520
Psychological Ser.	$	57,139.25	768	Clover Mini
AUF	$	1,434,909.50	925	Vx520 (3)
TUF	$	96,251.98	211	Clover Mini (2)
AAA	$	217,145.14	915	Clover Flex (2)
Scho of Forestry & Wildlife	$	72,792.73	137	Vx520
JCSM Museum	$	106,654.82	1173	Clover Mini
Admission Marketing	$	20,660.00	257	Vx520
Photographic Serv.	$	16,033.75	439	Vx520
Athletic Rehab	$	15,180.85	63	FD130
Student Ctr (Union)	$	17,218.00	90	Clover Mini
Meats Lab	$	269,656.35	8039	Clover Mini
Parking Serv.	$	246,390.01	3642	Clover mini (3)
AUF Special Events	$	20,780.00	63	Clover Flex (2)
AUM Alumni #6653	$	7,665.00	93	Clover mini
Campus Rec.	$	185,249.81	6001	Bluefin PAX S500 (5)
TUF Special Events	$	155,269.00	84	FD410 (2)
Sci. Supply Store	$	321,953.09	9657	Bluefin PAX S500 (2) Clover Flex
Vet Clinic Pharm	$	16,212.01	58	Recently closed
Arena Events	$	20,207.92	322	Bluefin PAX S500, Clover Mini, Clover Flex
Auburn Tech Asst.	$	155,831.83	56	Vx520
COSAM Outreach	$	117,999.00	350	Vx520
CVMADMIN-remote	$	44,580.01	136	Bluefin PAX D210
Glanton House	$	22,652.06	881	Clover Mini
Human Resources	$	9,608.99	272	Bluefin PAX S500
Special Events	$	138,035.37	939	Bluefin PAX D210, Clover Flex
HCOB Store	$	2,278.37	75	Recently closed
Community Practice	$	3,901,088.58	8810	Bluefin PAXS500
AUM Campus Serv.	$	20,762.68	29	Clover Mini
AUM Student Health	$	43,547.00	1617	Bluefin PAX S500
SE Raptor Ctr.	$	2,309.17	154	Clover Flex

Testing Services	$	2,855.50	125	Vx520
AUM Special Events	$	10,619.76	258	Clover Flex
GEDI (CGS)	$	12,275.00	28	Recently closed
TUF Donations	$	259,165.47	36	Vx520
Aquatics Center	$	16,536.00	434	Clover Mini
Athletic Events	$	-	0	FD410
Path. Diag. Servs	$	43,074.04	183	Recently closed
Professional Flight	$	28,923.49	126	Clover Mini
Internatl Prgrms	$	64,282.25	126	FD410
Health Insurance	$	126,815.00	209	Clover Flex
Vet Specialist (Gulf Shores)	$	131,593.33	304	Clover Flex
AUM dba Athletics	New			Clover Flex (3)
AUF dba Special Events #2	New			Clover Flex
Subtotal	$	16,119,295.35	65238	
REV PIP	$	10,961,525.25	9918	
	$	-	0	
TOTAL OF ALL STANDALONE	**$**	**27,080,820.60**	**75156**	
AUM TOUCHNET				
AUM Webb	$	11,140,735.98	13046	
AUM Cashiering #6455	$	1,252,352.31	1421	
AUM Alumni -Web	$	29,692.50	566	
AUM Early Childhood-Web	$	128,175.80	383	
Graduate School	$	17,050.00	682	
Housing & Res. Life	$	71,590.00	724	
Wellness Ctr.	$	506,912.00	9603	
AUM Coll. Arts/Sciences	$	21,011.01	152	
AUM College of ED				
TOTAL OF AUM TOUCHNET	**$**	**13,200,860.69**	**26730**	
	$	**-**	**0**	
AUM BLUEFIN/PAYCONEX interfaces w/ACEWARE/STUDENT MGR.	**$**	**-**	**0**	
School of Cont. Ed	**$**	**217,270.25**	**811**	SRED
ESL	**$**	**348,671.00**	**1041**	SRED
TOTAL	**$**	**565,941.25**	**1852**	
AU TOUCHNET				
Graduate School	$	281,970.00	4459	
AU Web #2 (pinless debit)	$	3,427,472.69	4789	
Prof & Cont Ed (Outreach)	$	4,121,232.08	9023	SRED/STUDEN T MGR/ACEWAR E & TOUCHNET
Spcl Events Web (Conference) Reg.	$	61,734.00	314	
Admissions TN	$	2,365,051.00	25591	
Mechanical Eng.	$	30,250.00	126	
AAES (also used a VX520 w/sames merchant #)	$	26,719.00	567	
Tiger Club-Web	$	4,400.00	20	

Bus. & Eng. Web	$ 227,888.25	953	SRED/STUDEN T MGR/ACEWAR E & TOUCHNET
ACES-Web	$ 291,169.48	3395	
AAA-Web	$ 234,322.00	1748	
Career Dev.	$ 256,190.00	542	
Vet Med Outreach	$ 348,454.20	1996	
Housing	$ 1,226,700.00	9915	
NCAT	$ 134,493.40	189	
Eng Gift Sales	$ 24,493.33	453	
Photographic Web	$ 53,353.74	1363	
Col. Of Agriculture	$ 111,283.75	659	
AUF-Web	$ 2,748,479.63	9588	
Co-Op Education	$ 58,150.00	192	
Media Prod	$ 5,925.00	77	
JCSM Museaum-Web	$ 5,248.00	118	
HSOP PGE-Web	$ 55,770.00	891	
College of LA	$ 10,440.00	82	
Student Affairs	$ 3,400.00	8	
College of Human S	$ 279,326.40	736	
TUF-TN-NP	$ 590,597.42	989	
Comm. & Marketing	$ -	0	
Gov & Econ Dev	$ 157,665.00	693	SRED/STUDEN T MGR/ACEWAR E & TOUCHNET
Dept of Theatre-Web	$ 1,572.00	30	
War Eagle Day #1	$ 20,410.00	820	
HSOP- Student Aff	$ 37,000.00	96	
Comm. Journ	$ 90.00	2	
CMDCAH	$ 650.00	24	
English	$ 5,079.00	104	
AAA Gift	$ 145,004.88	495	
Kinesiology	$ 127,411.64	1969	
Rec. & Wellness	$ 266,263.20	4245	
COB Career Mgmt	$ 83,700.00	208	
EMBA/MRED Programs	$ 51,329.00	168	
Forestry & Wildlife-Web	$ 59,177.50	570	
AAA Events	$ 169,643.65	1143	
AUF Phonathon	$ 353,988.19	6127	
Student Involvement	$ 25,555.50	1087	
HCOB Online	$ 10,488.33	44	
Athletics-Web	$ 54,660.50	358	
Dept. of Music-Web	$ 61,678.50	429	
AU Bands-Web	$ 76,927.55	2545	
SchOfAccountancy	$ 55,050.00	214	
VetView-Web	$ -	0	
CADC-Web	$ 158,800.00	213	
Curric and Teaching	$ 52,100.00	282	
Auburn Online-Web	$ 647.00	5	
AUF dba AU Gift Processing	$ 446,251.89	5315	
Alumni Calling- Authorize.net	$ 117,301.00	2456	

Fund Raising Event	$ 183,974.19	568	
Office of the Registrar	$ 15,810.00	286	
Raptor Center-Web	$ 9,025.00	441	
Biological Sciences	$ 8,630.00	26	
SFS Account Services	$ 588,182.10	732	
Crtr4EdOutreach	$ -	0	
Graduate Business	$ 202,200.00	366	
HELC Tuition Payments	$ 1,332,817.60	1499	
Vet Hosp. E-Pymnt	$ 203,289.09	698	
COSAM Web	$ 3,530.10	147	
Eng.Prof Dev-Web	$ 39,220.75	120	
Patho Diag Serv-Web	$ 104,798.65	538	
Vet Clin Pharm-Web	$ 149,447.51	448	
Auburn Plainsman	$ 13,153.00	24	
OLLI	$ 78,944.00	367	
Community Garden-Web	$ -	0	
Aviation-Web	$ 792.35	25	
TOTAL AU TOUCHNET	**$ 22,456,772.04**	**114710**	
	$ -	**0**	
GRAND TOTAL OF MC, VISA, DISC, AMEX	**$ 131,993,075.26**	**656,620**	

Note: AU Web is the tuition account but as of Dec. 2019 moved to Heartland for processing and will not be included in this RFP.

AU Web $ 177,735,705.86 86105

- **APPENDIX B**

				JANUARY 1, 2019-DECEMBER 31, 2019								
	MC	TRANS.	VISA	TRANS.	DISCOVER	TRANS.	AMEX.	TRANS.	PINLESS DEBIT/GENERIC	TRANS.	TOTAL $$	TOTAL TRANS.
AU HEADQUARTER	$ 43,553,858.26	108910	$ 130,683,731.76	400501	$ 8,935,332.60	23504	$ 57,818,379.93	49906	$ 3,616,441.17	16123	$ 244,607 ,743.72	598944
AAA HEADQUARTE	$ 151,524.42	1241	$ 467,244.32	3954	$ 34,306.85	292	$ 230,341.08	1270	$ -	0	$ 883,416.67	6757
AUF HEADQUARTER	$ 792,704.08	4084	$ 2,168,315.71	13709	$ 141,972.33	1112	$ 2,085,391.28	3681	$ -	0	$ 5,188,383.40	22586
AUM HEADQUARTE	$ 2,734,247.19	13345	$ 10,320,060.37	68944	$ 636,932.43	2537	$ 1,178,074.08	2507	$ 184,594.89	4406	$ 15,053,908.96	91739
TUF HEADQUARTER	$ 4,279,436.13	2124	$ 12,074,581.13	6108	$ 760,477.00	434	$ 15,919,308.86	4115	$ -	0	$ 33,033,803.12	12781
SUBTOTAL	$ 51,511,770.08	129704	$ 155,713,933.29	493216	$ 10,509,021.21	27879	$ 77,231,495.23	61479	$ 3,801,036.06	20529	$ 298,767 ,255.87	732807
MINUS AU WEB	$ 27,557,192.01		$ 92,251,961.78		$ 6,289,361.45		$ 51,637,190.62				$ 177 ,735,705.86	86105
	$ 23,954,578.07		$ 63,461,971.51		$ 4,219,659.76		$ 25,594,304.61		$ 3,801,036.06		$ 121,031,550.01	646702
									Rev. PIP		$ 10,961,525.25	9918
											$ 131,993,075.26	656620
Note: AU Web is the tuition account but as of Dec. 2019 moved to Heartland for processing and will not be included in this RFP.												
					SUBTOTAL	$ 121,031,550.01	646,702					
				Rev. PIP-AMEX		$ 10,961,525.25	9,918					
				TOTAL	TOTAL TRANS.	$ 309,728,781.12	742,725					
					Minus AU Web	$ 177,735,705.86	86,105					
						$ 131,993,075.26	656,620					