

## ADDENDUM ONE QUESTIONS and ANSWERS

Date: June 25, 2021

To: All Bidders

From: Annette Walton/Connie Heinrichs, Buyers  
AS Materiel State Purchasing Bureau (SPB)

RE: Addendum for Request for Proposal Number 6556 Z1 to be opened August 10, 2021 at 2:00 P.M. Central Time

### Questions and Answers

Following are the questions submitted and answers provided for the above-mentioned Request for Proposal. The questions and answers are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
1.			In the document "Evaluation Criteria," the table indicates that in order to respond to the RFP, "Contractor must be a bank." This requirement is not mentioned elsewhere in the RFP, so I wanted to confirm that it is accurate. I appreciate your time.	Yes, the bidder is required to be a bank, licensed to do business in the State of Nebraska pursuant to 77-2387(2). This requirement is also stated in Attachment A. Statutory Project Requirements Form.
2.			Evaluation Criteria, p. 1: Per the Evaluation	See response to question 1.

			Criteria chart, Part 2, "Contractor must be a bank." This is the only reference to banking in the RFP. Is this requirement correct?	
3.			What types of payments are currently being accepted/desired to be accepted at Nebraska universities?	Please see Section V.E. Current Project Environment 5. University of Nebraska Campuses.
4.			Is the State's current Merchant Card Services contract publicly available?	Yes. <a href="https://das.nebraska.gov/materiel/purchasing/contracts/pdfs/66533(o4)ren(2)awd.pdf">https://das.nebraska.gov/materiel/purchasing/contracts/pdfs/66533(o4)ren(2)awd.pdf</a>
5.			Attachment A, p. 9, question S: Could the State please clarify what is meant by "simultaneously process"?	The bidder must be able to process many card transactions at the same time as participating agencies are doing business throughout the day.
6.			Attachment A, p. 11, question AD: Could the State please provide more details around the University of Nebraska's	Computer Shop and Dairy Store – Lightspeed POS with Cayan gateway Campus Recreation – Vermont Systems POS with CardConnect gateway Athletic Ticket Office – Paciolan POS with Cybersource gateway Nebraska Union Starbucks – Micros POS with Fusebox gateway

			current POS system?	<p>Housing Dining and C-Stores – Blackboard Transact POS with Payment Express gateway</p> <p>International Quilt Museum – Bepoz POS with Bridgepay gateway</p> <p>Lied Center for Performing Arts – Tessitura POS with WorldPay gateway</p> <p>Parking Garages – T2 with Authorize.net and Credit Call gateways</p>
7.			Attachment A, p. 11, question AE: For “mobile payments,” is the State looking for the capability for customers to make payments via smartphone, or for the provision of mobile POS devices (a tablet, Square, etc.)?	The State is asking the bidder to describe the options offered by the bidder for mobile payments, whatever those may be.
8.			Attachment A, p. 13, section FR 8, question A: For 24x7x365 customer support, is the State looking for customer support via live agent call center? If this is not available, can the Vendor provide 24x7x365 support via	Please provide a response that best meets the requirements of the RFP.

			IVR, live chat, or email?	
9.			Attachment A, p. 15, question F: Does the State expect the Vendor to have sole responsibility for the State's PCI compliance, or simply provide compliance assistance to the State?	Attachment A FR-11, c – The bidder is to assist and support State Agencies.
10.			Per "S. Request for Proposal/Proposal Requirements" (RFP p. 5), #1, Original Request for Proposal for Contractual Services form is to be "signed using an indelible method." Would electronic signatures via DocuSign meet this requirement, or should signatures be in ink?	Page 39 of the RFP does state that DocuSign is an acceptable method to sign.
11.	V-C-1	Page 28	Would the state be open to a	Pursuant to 77-2387, 77-2389, 77-2395 and 77-2398 entity must be a bank, capital stock financial institution, or qualifying mutual financial institution designated as a public depository.

			non-bank/financial institution meeting this requirement through a Letter of Credit?	
12.	V-C-2-a	Page 29	For the purposes of this requirement, does the state consider a company registered with registered with Visa and Mastercard as a Merchant Processor and/or a Payment Facilitator as being a member?	It is recommended that the bidder should be a member but not mandatory.
13.			In the evaluation criteria, the 2 <sup>nd</sup> item lists that contractor must be a bank? Is this a requirement of this RFP?	See response to question 1.
14.			If chosen, will the contract executed with the state act as a master agreement for all agencies listed in the RFP, or must each agency be contracted separately?	Yes. It will act as a master agreement for all agencies listed.

15.			Will all hosted payment pages remain under NIC custody?	The hosted payment pages currently hosted by NIC will remain with NIC. The State Records Board has a contract with NIC to provide web portal services.
16.			In Exhibit #2, can you explain the fees listed? Are these the fees the state pays?(i.e. interchange, or are they something else?	These are fees from the State's current contract and include all fees with the exception of gateway costs.
17.			In Exhibit #2, at the bottom is listed NIC Nebraska? What agency is that?	NIC Nebraska is Nebraska Interactive and is not an agency of the State but a contractor that provides web/payment portal services to the State of Nebraska agencies. Credit card transactions are processed through the State's merchant services contract.
18.			Is paperless billing offered? Is this an option of interest?	Both paperless and paper billings are currently offered. If paperless billing is a service you are interested in providing, please note that in the RFP response.
19.			Are you currently accepting ACH payments? If so, are you using your own ODFI to originate payments, or is your current processor providing this?	The State Currently does accept ACH payments.  The State also has a separate contract for ACH Origination services separate from this RFP.
20.			Who is the current processor? When does their contract expire with all agencies	The current processor is Elavon with U.S. Bank, the contract expires June 30, 2022.

			listed? 1 date, or many different dates?	
21.			Is this RFP just for backend processing services? Or is the state seeking a solution that includes a gateway as well?	The State is looking for processing services with the ability to work with various Gateways the agencies are currently using.
22.			Will the agreement for this RFP automatically convert the agencies listed, or is it a 'license to sell' into these agencies?	The contract resulting from this RFP will cover all state agencies, universities and state colleges that wish to accept payment cards.
23.			Once awarded and contract signed, what is the expectation for installing all agencies listed on the RFP?	The bidder should include per Attachment A, the projected timeline for a conversion/implementation. However, the implementation must be completed prior to the current contract expiration of June 30, 2022.
24.			Will the state require any paper billing and mailing?	There are agencies, universities and state colleges that currently receive paper billing statements, but that is subject to change at the request of the agency.
25.			What is the reason for seeking a new payment processor?	Please see response to Question 20.
26.			With what bank does Nebraska have their deposits currently?	As it relates to this RFP, the State currently uses U.S. Bank.

27.	I. C. Sched ule of Events	2	Please confirm the RFP submission due date. There is an opening date of August 10th, but we didn't see the specific reference to submission date and time.	The Opening Date is the Respond By date. August 10, 2021. No later than 2:00 P.M. Central Time.
28.	V. E. NCSP C	30	State of Nebraska referenced a surcharge for NCSPC. Do any other departments/agencies pass the fee to the payer? If yes, will State of Nebraska provide which departments?	Currently NCSPC, DOR, NE Real Estate Commission and Nebraska Department of Corrections charge a fee to the payer.
29.	Attach ment A; Form A.2; FR 2 – Vendo rs or Gatew ays	4, 5	Can State of Nebraska provide the gateways by department? Are any of the departments using "off the shelf software"? If so, which departments and what software?	Attachment A FR 2 – Vendors and Gateways, provided a list of the gateways that were used by the State. A list by Agency with Gateways and software will be provided upon contract award.
30.	No refere nce found		We do not see a reference to eChecks; do any of the agencies involved in this RFP accept eChecks as a	This is outside of the scope of this RFP. eChecks would fall under the State's ACH origination services contract.

			form of payment today? If so, should we include eCheck as a part of our solution? Are you able to provide current eCheck payment volumes in format similar in Exhibit 3?	
31.			Will the state consider awarding business to a bidder that does not support a particular existing gateway, nor directly provide a compatible replacement; resulting in the need to procure a 3 <sup>rd</sup> party replacement or maintain the existing processor for that particular solution?	The State will only consider this request if there is no charge to the State for conversion costs – see Section V. Project Description and Scope of Work E. Current Project Environment 7. c. FR 2 in Attachment A provides for a vendor recommendation should bidders not work with a current Gateway.
32.			Why are you putting out an RFP?	See response to question 20.
33.			What are the pain points you experience with your current process?	This question is outside of the scope of the RFP.
34.			Is the 2.49%	Section V. Project Description and Scope of Work E. Current Project Environment 1. Nebraska Child

			charged by NCSPC a surcharge, a convenience fee or a service fee?	Support Payment Center (NCSPC) the 2.49% is identified as a surcharge.
35.			Who provides the current IVR systems and to what gateways are they compatible?	The IVR for NCSPC is provided by a different contract and the IVR provide to DOR is provided by ACI Payments.
36.			Do both Official Payments, a service of ACI Payments, Inc. and Brown Paper Tickets each provide separate IVR systems for DOR?	ACI Payments, Inc. supports DOR through both IVR and WEB based credit card transactions. Brown Paper Tickets support DOR only through WEB based transactions.
37.			The IDTech ISKD-534833TEB-B1 is a card swiper/key pad; what payment gateway is it connecting too?	Swiper/key pad is used when accessing University Ticket website with Converge.
38.			What is the name of the gas pump (i.e. Gilbarco, Dresser Wayne),  what is the software/gateway + version used at the AFD/gas pump?  What is the	The fuel pump located at Lewis and Clark SRA is a Gilbarco Encore 700S NAO single hose product dispenser.  The software system is purchased through Stanley Petroleum Maintenance and is a Passport V20 for HPS Chicago – Elavon, Windows 10.

		<p>Ingenico model used for the AFD dispenser.</p> <p>Are you processing fleet cards (i.e. WEX and Voyager) and if so, which ones?</p> <p>What connectivity are you using for the AFD/gas pumps (i.e. data wire/secure transport, VPN, micro node, etc.)?</p>	<p>Credit card model used for the AFD Dispenser. The credit card processor located at the Marina is an Ingenico Gilbarco Veeder-Root model #PA0412000 HP50.</p> <p>Voyager Fleet cards are processed.</p> <p>Connectivity, the pump has isolated hard wired internet access and uses the Gilbarco secure zone router module PA04240001.</p>
39.		<p>Is the Ingenico Desk 3500 stand alone or integrated? If integrated, then please confirm the middleware (software or payment gateway + version used with the Ingenico Desk 3500).</p>	<p>The Ingenico Desk 3500 is a standalone terminal.</p>
40.		<p>Is the Ingenico Desk 5000 stand alone or integrated? If integrated, then please confirm the middleware (software or payment</p>	<p>The Ingenico Desk 5000 is a standalone terminal.</p>

			gateway + version used with the Ingenico Desk 5000).	
41.			Is the Ingenico ICT 250 stand alone or integrated? If integrated, then please confirm the middleware (software or payment gateway + version used with the Ingenico ICT 250).	The Ingenico ICT 250 is a standalone terminal.
42.			What middleware (software or payment gateway) are you using with the Ingenico IPP 320?	The Ingenico IPP 320 is semi integrated with Fusebox.
43.			What middleware (software or payment gateway) are you using with the Ingenico IPP 350?	The Ingenico IPP 350 is a standalone terminal.
44.			What middleware (software or payment gateway) are you using with the Ingenico ISC 250?	This is used with the UNL Quilt Museum POS with Bridgepay Gateway.
45.			What middleware (software or	Standalone terminal with cellular connection.

			payment gateway) are you using with the Ingenico IWL 250?	
46.			What middleware (software or payment gateway) are you using with the Ingenico Move 5000?	Standalone terminal.
47.			What middleware (software or payment gateway) are you using with the Lane 3000?	Fusebox middleware is integrated on the Lane 3000.
48.			Is the Verifone VX680 stand alone or integrated? If integrated, then please confirm the middleware (software or payment gateway + version used with the Verifone VX680).	The Verifone VX680 is a standalone terminal.
49.			For Active Network (Integrated with Cybersource), did you purchase the CYB gateway directly from CYB or your current vendor?	From the State's current contractor.

50.			What middleware (software or payment gateway) you are using with Aspira?	Cybersource
51.			For Authorize.net, did you purchase directly from Authorize.net or your current vendor?	Authorize.net
52.			Are you using BridgePay PayGuardian BPN?	The State is currently using Bridgepay Network Solutions' Paylink.
53.			What payment gateway are you using with Brown Paper Ticket?	Authorize.net
54.			What middleware are you using with CashNet?	Monetra
55.			For Cybersource, did you purchase the CYB gateway directly from CYB or your current vendor?	Cybersource
56.			For Cybersource (Integrated with Paciolan), did you purchase the CYB gateway directly from CYB or your	Cybersource

			current vendor?	
57.			For PayPal, is this PayPal Express (direct) or PayFlow Pro? If PFP gateway did you purchase the gateway directly from PayPal or your current vendor?	PayFlow
58.			For Salesforce/Authorize.net, did you purchase directly from Authorize.net or your current vendor?	Authorize.net
59.			For SimpleCirc (integrated with contractor hosted payment page), what payment gateway are you using?	The State currently uses Converge.
60.			For Vantive (integrated with Tessitura), what payment gateway are you using? Is it Element Payment Services gateway (certified on Nashville) or Windcave PxUpLink gateway	Currently the State is using Paciolan as the Gateway.

			(certified on Nashville)?	
61.			Attachment 4 includes a breakdown of the various Agencies. Can you please include their current processing application software/Vendor, gateway POS equipment (to include vendors and model numbers)? Also, please differentiate the Agencies that are using standalone terminals.	See response to question 29.
62.			Please describe the current IVR process. Will NCSPC utilize the contractor's customer service team for IVR payments or Is there an existing in-house team associated with the IVR process that will be used?	This is outside the scope of this RFP.
63.			Department of Revenue – Can you please provide a breakdown	During the period of 1/1/2019 – 6/15/2021 DOR processed less than 15 chargebacks on over 29,000 payments.

			of the Chargeback volumes for the previous two years?	
64.			Does the Department of Revenue need the capability for card present transactions at a terminal or is it ecommerce payments only?	DOR is ecommerce only.
65.			Vendors- Is the State amenable to the continued use of existing gateways and/or the replacement of those existing gateways with newly proposed gateways on an agency by agency basis.	See Attachment FR 2 Vendors or Gateways – the bidder can circle yes or no if they are certified with a current Gateway, or propose a recommendation in its place.
66.			Multiple agencies are allowed to offer a Managed Service Fee solution with the Government and Higher Education program that is paid by the customer of the state. Is the state interested in moving those agencies	This is outside of the scope of this RFP.

			to this solution allowing the state to put funds back into the state's budget and the processor to take on the full management of all fees that are paid?	
67.			Would the State be willing to provide twelve (12) months of statements for each agency?	Due to confidential information on the statements we are not able to provide per agency but have provided monthly statements for all agencies combined See attached 12 Months of Statements.
68.			ACI (Official Payments) Service Fee - Please provide what the existing fee amount is that is being charged?	The service fee charged to the cardholder by ACI is 2.35% of the transaction amount with a minimum fee charge of \$1.00.
69.			Colleges and Universities- Do any of the listed colleges/universities charge a service fee for tuition today? If so, what are the tuition volumes?	This is outside of the scope of this RFP
70.			Game & Parks Commission - Please describe your use case for auto renewal of permits & magazine subscriptions.	<b>UC1.1 Description of the Event:</b> Auto Renew is an "Opt In" process under which the support period for a selected renewal (Annual Hunt/Fish/Fur permit) will be automatically extended for an additional period. <b>Assumptions:</b> The initial renewal order email has been sent to the customer.

				<p>Customer has selected auto renewal 30 days before permit expires.</p> <p>Customer has added their credit card information into the Permit System.</p> <p><b>UC1.2 Flow of Event:</b> System sends communication to the merchant generating a “Token Certification “</p> <p><b>UC1.2.1</b> Indicate how long the token will last – “Expiration Date”.</p> <p><b>UC1.2.2</b> Automatically generate a new “secondary” certification before the current one expires.</p> <p><b>UC1.3 Alternative Flow: N/A</b></p> <p><b>UC1.4 Expected Outcome and/or Requirements:</b></p> <p><b>UC1.4.1</b> System should be able to generate two self-signed certificates. One certificate for tokenization, and one for token encryption.</p>
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This addendum will become part of the Request for Proposal and should be acknowledged with the Request for Proposal response.