

## RFP Questions Received

1. Can you provide a copy of the RFP for the College and Foundation in WORD format?  
**Yes**
2. Will you accept an electronic copy of our proposal in a PDF format via email instead of on a flash drive or CD-ROM? **No, proposals must be either on a flash drive or CD-ROM**
3. Will you accept a link to the bank's website for information requesting financial reports?  
**No. Reports need to be provided**
4. Can you please provide the 2 most current Merchant Service statements along with information of what type of equipment/terminals you use? **Yes**
5. Please provide us with the last 3-months of account analysis statements to include volumes and pricing. **Yes**
6. Please describe if at all the College's digital transformation strategy related to finance, accounting and receivables & payables processing. **There is no transformation strategy, as we are proceeding as normal**
7. Has the College considered reviewing procure to pay strategies as a part of a digital transformation process? **The College is not currently involved in a digital transformation process**
8. Please describe the Colleges openness to allowing the awarded bank to provide guidance with these digital initiatives and strategies. **Not applicable**
9. Does the College use a third party for tuition payment plans? **Yes, Nelnet**
10. Does the College issue ACH debits (pulling funds) for tuition payments? **No**
11. Does the College issue ACH credits (pushing funds) for vendor payments? **Yes**
12. Does the College provide ACH credits for payroll? **Yes**
13. For employees that receive a check, are you open to issuing a pay card? **No**
14. Please provide the highest ACH debit file you would submit in any one day. **The College only sends credit files**
15. Please provide the highest ACH credit file you would submit in any one day. **M1 Payroll, approximately \$700,000**
16. Does the College have Investment Accounts? Will those balance be a part of the RFP?  
**The College utilizes SBA, but the Foundation investments currently held at CenterState will be held by the new selected bank**
17. Does the College utilize Smart Safe at any of its locations? If so how many? **No**
18. Are the Remote Deposit Scanners leased or purchased? **Scanners are purchased and owned by the College**

19. Does the College utilize ACH Positive Pay? **Yes**
20. Does the College have any ACH fraud prevention? **ACH fraud policies are currently in place**
21. Does the College employ a Commercial Card program and if so please provide the vendor lists? **JP Morgan**
22. Will the College Accept an electronic copy of the institutions financials as opposed to a thumb drive? **No, the College does not have the software capability to do so**
23. Who is the Colleges current Bank and how long have you banked with the institution?
24. **CenterState Bank since 2014**
25. Please provide specifics on your current annual processing dollar volume broken down by card type. **Yes**
26. What is your average transaction amount and your highest individual transaction amount? **Unable to provide highest individual transaction amount**
27. How many merchant accounts will you need in total? **6 merchant accounts**
28. What are you accepting payments for? **Tuition and fees**
29. Please provide 3 months of recent Merchant Statements from your incumbent processor/processers. **Yes**
30. Please describe all payment application terminals, software and gateways being used in your existing merchant accounts. **We own VX520 credit card terminals and My Vision X RDC. The gateway used is Official payment, processor is Vantiv, no information on software is available.**
31. Will you be processing PIN Debit transactions? **Yes**
32. Will you be processing EMV transactions? **Yes**
33. Do you accept Advanced Payment by Credit Card? If yes, what is the timeframe from payment to delivery of the product or service? **No**
34. What percentage of your transactions are Card Present? and Card Not Present? **This information is not available**
35. Does South Florida State College want to charge a Convenience Fee as a part of its merchant payment model? **No**
36. What new abilities and/or solutions are you seeking? **The College is not seeking anything new at this time**
37. What are your concerns with your current provider/providers? **There are no concerns at this time**
38. When does your current merchant contract expire? **March 31, 2021**
39. The foundation and the college need to be separate accounts correct? **Yes**

40. We understand that proposal is due on February 22<sup>nd</sup>. Would the School consider changing the due date to the 26<sup>th</sup>? Depending on when SFSC issues its Question Addendum, proposers could potentially have very little lead time to mail out responses given this COVID environment relative to mail delivery. **The due date has been increased by 3 days, see Addendum #2**
41. The RFP states, "12. The ability to get change funds or cash requests should be accommodated by the Bank per request by telephone from designated College Business Office personnel." Can the College kindly advise on the frequency of change request in a given month and the average amount of change/currency requested? **Generally, every other month, with a change request in excess of \$1,000**
42. Would the College allow proposers to submit its proposal and/or financials electronically? **No, the College does not have the software capacity to do so.**
43. Who owns the ATM machine and what are the number of ATM transactions for 2019-2020? **The machine is placed through a third-party vendor by CenterState Bank. The ATM count for 2019 and 2020 is as follows:**  
**2019: 406**  
**2020: 300**
44. Has the College considered extending the due date for the RFP? **The due date has been increased by 3 days, see Addendum #2**
45. Does the college have a contract with their current provider Vantiv? **Yes, we do have an active contract with VANTIV** Is there a cancellation fee? **Yes**
46. Is the college using a Point of Sale system or a gateway to process transactions? **Yes, we are using both. We use Official Payments as the gateway, Vantiv is the processor.**
47. Are the Vx520 terminals used as stand-alone terminals? **Yes, they are not used with PIN**
48. Do all locations have internet connection to the terminals? **Yes**
49. Can you advise if SFSC will still require hard copies of our Proposal or if an electronic PDF will be accepted. **No, the College does not have the software capability to do so**
50. Would SFSC accept electronic copies of our Corporate Financial Statements as opposed to a disk or thumb drive? **No, the College does not have the software capability to do so**
51. Manufacturer model of existing machines? **See Addendum #1 for full list and details**
52. Who is the current processor? **Vantiv**
53. Do the machine operate in a stand-alone environment or are the hooked to software? **Stand-alone**
54. Verify the volumes they gave us: **These are correct**  
a. Transactions: 388  
b. Amount: \$7,636,561