

Q: Would the Treasurer grant a deadline extension for submission of proposals?

A: No, the Treasurer will not grant a deadline extension. The deadline to submit proposals is February 7th, 2014 at 3:00pm Eastern.

Q: Are respondents required to provide an SSAE 16, Type II (or most recent SAS 70, Type II)?

A: Although it is requested, no, a respondent is not required to provide an SSAE 16, Type II (or most recent SAS 70, Type II).

Q: Would the Treasurer be willing to sign a Non-Disclosure Agreement in order to receive the requested SSAE No. 16?

A: The Treasurer's office is required to comply with the Ohio Public Records Act (O.R.C. § 149.43). Accordingly, it is not possible for the Treasurer's office to sign any non-disclosure agreements. To the extent permitted by the Ohio Public Records Act, documents submitted to the Treasurer's office can be held confidential. Alternatively, the Treasurer's office will accept a scenario in which the SSAE No. 16 can be viewed, but not downloaded, printed, or otherwise reproduced.

Q: Would the Treasurer be willing to sign a NDA prior to the submission deadline to authorize the bank to respond to section 5.1 Security?

A: The Treasurer's office is required to comply with the Ohio Public Records Act (O.R.C. § 149.43). Accordingly, it is not possible for the Treasurer's office to sign any nondisclosure agreements. To the extent permitted by the Ohio Public Records Act, documents submitted to the Treasurer's office can be held confidential. Alternatively, the Treasurer's office will accept a scenario in which the SSAE No. 16 can be viewed, but not downloaded, printed, or otherwise reproduced.

Q: Would the Treasurer consider increasing the page count limit for the response to the RFP?

A: No, the Treasurer will not increase the page count limit. Responses are limited to 100 pages.

Q: May the fee proposal portion, 7.0, be completed and submitted in Word format?

A: For ease of evaluation, the Treasurer prefers Excel format.

Q: Can the Treasurer confirm that the only information to be included in the Fee Proposal is Section 7 – Fee Proposal and Exhibit D – Fee Proposal Minimum Information?

A: At minimum, the Treasurer prefers that the information in Section 7 and Exhibit D be included in the Fee Proposal.

Q: To what email address should the SSAE 16 report be sent to?

A: OhioBOD@tos.ohio.gov

Q: Who is your current merchant card processor?

A: Fifth Third Processing Solutions (Vantiv).

Q: When does the contract for your current merchant card processor expire?

A: July 1, 2014.

Q: What is the time frame of your current funding for payment of your settlement items?

A: Next day.

Q: How are you funded – wire or ACH?

A: ACH.

Q: What bank provides your funding?

A: Fifth Third.

Q: How many merchant accounts does the State process with today?

A: Approximately 160.

Q: Per the RFP, today you accept Visa, MasterCard, Discover, and American Express. Do you accept any of the following payment types: eCheck, PIN debit, PINless debit, Signature debits, Alternative payments, ACH? What is the annual processing volume for each payment method? What is the annual number of transactions for each method?

A: Not applicable to this RFP.

Q: Are any agencies accepting payment via eCheck today?

A: Not applicable to this RFP.

Q: What are the various methods that you accept payments?

A: Methods of payment acceptance are determined by each state agency.

Q: Do you currently use terminals?

A: Terminal usage is determined by each state agency.

Q: Do you currently use PIN pads?

A: PIN pad usage is determined by each state agency.

Q: Do you currently use check readers?

A: Not applicable to this RFP.

Q: Can you provide us information on your credit card software applications by location?

A: No, software applications are determined by each state agency.

Q: Can you provide us information on your Internet payment gateway by location?

A: No, internet payment gateway is determined by each state agency.

Q: Are you currently accepting payments on your Website?

A: Acceptance of payments by Website is determined by each state agency.

Q: Do you wish to continue using the equipment in place today, or are you looking to replace equipment?

A: Equipment decisions are determined by each state agency.

Q: What specific computer hardware are you referring to in 5.3 Implementation and Customer Service item d.?

A: Any computer hardware utilized by Proposer to process financial transaction devices.

Q: Are you using any third-party POS systems, payment interfaces, applications, middleware, or software in addition to the three third-party gateways provided?

A: Usage of third-party POS systems, payment interfaces, applications, middleware and software is determined by each state agency.

Q: Could the Treasurer provide a list of processing solutions (terminals, gateways, VARs, etc.) utilized today?

A: Processing solutions vary from agency to agency and are determined by each state agency independently.

Q: Is the State willing and able to implement gateways or solutions other than those currently utilized?

A: The State is willing and able to implement new gateways and solutions. Each state agency determines which gateways and solutions to utilize.

Q: Does the CBOSS gateway use a third-party payment interface?

A: CBOSS would need to be contacted directly to answer this question.

Q: Do you use an IVR for payment acceptance today?

A: Not applicable to this RFP.

Q: What communication methods do you use today to process payments?

A: Communication methods for payment processing are determined by each state agency.

Q: Is any agency using a direct send process to the current provider for payment processing today?

A: Usage of a direct send process for payment processing is determined by each state agency.

Q: Does any agency use VPN, Frame Relay, or MPLS connectivity today to the current provider?

A: Not applicable to this RFP.

Q: Do you currently have a recurring billing process in place?

A: Not applicable to this RFP.

Q: Do you have a need for B2B or Purchasing Card Level II and/or Level III?

A: No need has been identified at this time.

Q: Do you currently charge a convenience fee for any of your payment acceptance processes?

A: Convenience fees for payment acceptance processes are determined by each state agency.

Q: Do you currently offer Dynamic Currency Conversion (DCC)?

A: No.

Q: Do you currently accept mobile applications payments?

A: Not at this time.

Q: What specific conversion cost you anticipate? The RFP refers to it in EXHIBIT B – BUSINESS REQUIREMENTS under number 14.

A: Setup fees, new build costs, transfer fees, etc.

Q: Do you use tokenization today?

A: Tokenization usage would be determined by each state agency.

Q: Are you PCI compliant today?

A: Yes.

Q: What are the strategic objectives for merchant payment acceptance?

A: Objectives are summarized in section 1.1 of the RFP.

Q: What are the projected transactions/totals and how many agencies does the State plan to include on this contract?

A: See Exhibit A to the RFP for totals over a recent twelve month period and list of state agencies currently included. Any additional state agencies wanting to participate will be included on this contract.

Q: Does the Treasurer want information related to the Proposer's relationship management team, or the general customer service group? If the answer is the general customer service group, how detailed would the Treasurer prefer to have an organization chart for that very large group?

A: The Treasurer would like to see information pertaining to the Proposer's relationship management team.

Q: Regarding section 5.2(f), are you asking what the proposer could offer the impacted state agency (for recovery) in the event of a catastrophic occurrence at a state agency or facility? Is this question assuming that the impacted agency would need/accept office space from a non-state of Ohio entity? Is this question also assuming that the impacted state agency has already enacted its own disaster recovery plan?

A: In the event of a service disruption to the State, we would like the Proposer to discuss any services, including office space such as at a branch office or processing center, where State payments can be accepted until normal operations resume.

Q: Would the Treasurer like for the Proposer to add their answers to the original RFP document or provide a word document containing just the answers?

A: The Treasurer prefers that the Proposer incorporate their answers into the original RFP for ease of evaluation.

Q: Regarding section 5.0(g) Financial Transaction Device relationships, could you define what you mean by Financial Transaction Device relationship and how it applies to State Account Holders?

A: The Treasurer defines this as any merchant services relationship that the Proposer currently provides to any state agency.

Q: Is the State interested in upgrading to EMV chip card technology?

A: The Treasurer welcomes any information on chip card technology, but the adoption of such technology is determined by each state agency.

Q: Regarding section 7.0(d), is the State interested in receiving Interchange Plus pricing?

A: Yes, all pricing proposals will be accepted.

Q: Regarding section 7.0(f), do municipal or governmental subdivisions currently process transactions under the existing state contract?

A: No.

Q: Regarding Exhibit A, could the State provide a list of the top 10 volume generating agencies with their credit card volume, number of transactions and gateway provide with version of software?

A: At this time, we cannot provide volume breakdowns on a per agency basis.