

**Title of RFP:** Payment Gateway provider for Alabama Community College System

**RFP Issue Date:** Wednesday, April 24, 2019

**Purpose:** Payment gateway and services solicitation

**Procurement Method:** Invited competitive proposals

**Contract Term:** The System anticipates awarding the contract the first week of May 2019 and engaging in a four (4) year contract with an option to extend the contract each year for an additional four (4) years.

**Issuing Office:** Information Technology Services

**Issuing Office Point of Contact:** Ben Rosebrock  
ACCS  
Ben.rosebrock@accs.edu

**Deadline for Receipt of Proposals:** Wednesday, May 1, 2019 at 2:00 p.m. Central Time

Governed by the Alabama Community College System Board of Trustees, the Alabama Community College System consists of 23 comprehensive community and technical colleges; Marion Military Institute, one of five junior military colleges in the nation; and Alabama Technology Network (ATN), an extensive workforce development initiative.

Approximately 300,000 people are served annually by all the entities of our system, including ATN, workforce development, and adult education. Of those served, approximately 100,000 are enrolled in credit courses.

The Alabama Community College System's commitment to access is characterized by statewide geographical locations, open enrollment, and low-cost tuition, as well as a variety of programs and services that remove barriers to college entrance, education pathways and workforce training opportunities. In addition, thousands of citizens statewide enjoy access to our facilities for community activities and enrichment programs.

The Alabama Community College System (ACCS) is committed to providing a unified system of institutions delivering excellence in academic education, adult education, and workforce development.

**The Alabama Community College System provides:**

- General education and other collegiate programs at the freshman and sophomore levels prepare students for transfer to four-year institutions to complete baccalaureate degrees.
- Adult Education focuses on improving individuals' skills, productivity and training with GED preparation and testing, basic skills, and English as a Second Language.
- Workforce development initiatives provide customized, flexible, short-term training programs that are responsive to industry needs—from highly specialized training to programs that help prepare entry level employees to meet growing demands.

**Mission:**

To provide a unified system of institutions dedicated to excellence in delivering academic education, adult education, and workforce development.

**Vision:**

To develop an educated, prosperous population by providing an affordable pathway to help citizens of any walk or stage of life succeed through quality education and training; a community college system where education works for all.

**Values:**

- Integrity
- Excellence
- Accessibility
- Accountability
- Diversity

Additional information about each institution is provided in Appendix A.

## **Purpose of Proposal**

ACCS and its member institutions are seeking to standardize on a single payment gateway solution as all institutions migrate to a single multi-entity processing cloud-based ERP environment. The Colleges are seeking a total solution approach that provides a state-of-the-art integrated approach with the ERP.

The Colleges are seeking an intuitive, modern user interface that provides the ease of use and browser and device agnostic access that the colleges' communities would expect from a major commercial website (e.g., Google or Amazon). The desired solution will have detailed reporting, deep native integration with Ellucian Banner, and offer industry leading security and compliance functionality. The primary purpose of this RFP is for payment gateway services; however, vendors should propose opportunities for each college to add additional functionality like 1098T processing, campus cards, refunds, payment plans, cashiering, and storefronts. Qualified vendors must demonstrate their capability to implement in a MEP environment utilizing Ellucian Ethos and provide references for similar implementations.

The purpose of this Request for Proposal (RFP) is to invite qualified vendors to submit proposals for the solution(s) described above. While creative future-looking proposals are encouraged, the new system must provide the tools needed to be responsive to increasing demands for accountability by accreditation, funding agencies and regulatory compliance.

## **Scope of Services Required**

ACCS is seeking responses to this Request for Proposal (RFP) for an inbound payment solution that encompasses a broad set of integrated functionality that will:

- Support Student A/R transaction activity, to include incoming payments by students as well as their authorized payers.
- Support processing for payments from MasterCard, Visa, Discover, and American Express
- Support processing payments by Electronic Checks
- Support assessing a service fee for the use of credit and debit cards
- Support Real Time Payment notification for student A/R transactions
- Support Student A/R payment plans
- Support student billing and statement presentment and electronic notification
- Support a customer facing cashiering function
- Support departmental collections for goods and services sold
- Support Payment Card Industry Standards (PCI) compliant hardware at multiple locations around the state of Alabama.
- Integrate with ACCS's current ERP – MEP instance of Ellucian Banner
- Provide capability to auto post departmental transactions to ERP.
- Provide ability to integrate with 3<sup>rd</sup> party partners used for other campus functions.
- Provide in-person, phone, and on-line processing for departmental transactions
- Provide ability to allow merchants to establish online storefronts linked to the gateway
- Provide ability to accommodate a wide variety of departmental merchant needs, i.e. camps, workshops, conferences, events, courses, merchandise, services, etc.
- Provide a role based, or otherwise restricted user access for processing payments.
- Provide a system that does not restrict the number of users that can access at any given time

- Provide password set up and maintenance that adheres to PCI regulations.
- Provide reporting to support daily reconciliation and on-going processing
- Provide reporting in multiple formats. Most reports, if not all, should be viewable on screen with options to download in Excel, PDF, CSV, Word, etc.
- Provide the administrative ability to create custom fields for different payment processing and the ability to access these fields by various reports.
- Provide on-going support 24/7 for the entire system.
- Provide training as needed for any changes and updates as they occur.

**Inquiries about RFP**

1. Prospective respondents may make written inquiries concerning this request for proposal to obtain clarification of requirements. Responses to these inquiries may be made by addendum to the Request for Proposal (RFP). Please send your enquiries to Ben Rosebrock via electronic mail at [ben.rosebrock@accs.edu](mailto:ben.rosebrock@accs.edu)
2. All inquiries should be marked “**Urgent Inquiry, ACCS Payment Gateway RFP**”

**Addendum or Supplement to RFP**

1. In the event it becomes necessary to revise any part of this RFP, an addendum to this RFP will be provided to each respondent who received the original RFP. Respondents shall not rely on any other interpretations, changes or corrections.

**Administrative Information**

1. This RFP is issued by the following office:

Information Technology Services  
Alabama Community College System  
135 S. Union St  
Montgomery, AL 36104-4340  
P.O. Box 302130  
Montgomery, AL 36130-2130

2. Schedule of Critical Dates

a. RFP Posted	April 24, 2019
b. Questions from Vendors Due	April 26, 2019
c. ACCS Q&A Response Due	April 29, 2019
d. Proposal Submission Deadline 2:00 pm CST	May 1, 2019
e. Award Date (Estimated Date)	May 3, 2019
f. Contract Effective Date (Estimated Date)	May 15, 2019

**Proposal Contents**

- a. This is a two-step RFP process. The technical proposals and the cost proposals are to be submitted in separate sealed envelopes. Indicate firm name, RFP# and word “Technical Proposal” on the front of the sealed technical proposal envelope or package. Indicate the firm name, RFP# and the word “Cost Proposal” on the front of the sealed proposal envelope or package.
- b. At a minimum the following items should be included in the contents of the Technical Proposal:

1. Cover letter, indicating the scope of the proposal. The letter should include an overview of the services being offered. The letter should include a statement of exceptions to any of the terms and conditions outlined in this RFP.
2. Corporate Structure and Credentials
  - a. Number of years of experience
  - b. Staffing levels and support proposed
  - c. Examples of similar previous work.
  - d. References from Higher Education
3. Operations and ability to perform
  - a. Provide operation plan. This should include, but not be limited to, acknowledgement and agreement with all requirements as well as explanations, where applicable, of the intended plan to achieve the requirements
  - b. Describe how services will be provided to ACCS and its member institutions.
4. Security and Compliance
  - a. Provide certification that your company is PCI-DSS compliant.
  - b. Provide a statement stating whether your company is compliant with FERPA, GLB, NACH, and Red Flag Regulation requirements.
  - c. Provide a completed Higher Education Cloud Vendor Assessment Tool (HECVAT)

c. At a minimum, the following items should be included in the contents of the Cost Proposal:

1. Fees for initial purchase of required hardware or software (including all preparation, installation, rollout, training, and first year maintenance and support)
2. Annual Maintenance Costs after initial purchase. This includes software, hardware, transaction fees, etc.

d. Transition Assistance- Realizing the implementation of a single payment processor across multiple entities can be complicated and costly, vendor must provide a detailed description of the services that will be provided to assist in the transition. This should include, but not be limited to, discussion of required equipment, estimated time to convert, training, availability of resources, length of implementation, and other forms of support.

#### **Discussions/Evaluation Criteria/Award Process**

1. ACCS reserves the right to conduct discussions with any or all respondents, or to make an award of a contract without such discussions based only on evaluation of the written proposals. ACCS reserves the right to contact and interview anyone connected with any past or present projects with which the respondent has been associated. ACCS likewise reserves the right to designate a review committee to evaluate the proposals according to the criteria set forth under this section. ACCS may make a written determination showing the basis upon which the award was made and such determination shall be included in the procurement file.
2. ACCS reserves the right to award this contract in whole or in part depending on what is in the best interest of ACCS with ACCS being the sole judge thereof.
3. The evaluations factors set forth in this section are described as follows:
  - a. The Vendor's ability to deliver an application meeting the overall objective and functions described in the RFP
  - b. Competitive fees

- c. Availability of and access to technical support
  - d. Vendor’s experience processing inbound payments for other complex multi-institution systems.
  - e. Compliance with applicable State and Federal laws and regulations
4. The committee may invite finalists for interviews and/or presentations. Failure to attend a requested interview presentation before the committee may result in a proposal not being considered.
  5. Vendors should submit a transition plan and timeline to ACCS based on the Contract Effective date listed above.
  6. Proposals will be scored based on the following weights (100 points total):
    - a. Corporate Structure/Years of Experience/References 20 points
    - b. Operation Plan/Ease of Use/Services Offered 30 points
    - c. Fees and other projected financial impact to ACCS 20 points
    - d. Experience integrating in a MEP Banner environment 30 points

**Proposal Submission**

1. Proposals shall be submitted in two packages (envelopes or boxes) as set forth in Proposal Contents.
2. Technical Proposal – One original and one electronic copy of the complete technical proposal on one pdf file on a flash drive. Each submitted proposal shall be a complete copy and sealed in a package marked “Technical Proposal”. The original shall be marked on the first page “Original”.
3. Cost Proposal—One original and one electronic copy on a flash drive. Should be sealed in a package marked “Cost Proposal”. The original shall be marked on the first page “Original”.
4. The proposal package must be received on or before **2:00 PM on May 1, 2019**. The proposal package should be delivered or sent by mail to:

Alabama Community College System  
 Information Technology Services  
 135 S. Union St  
 Montgomery, AL 36104-4340  
 P.O. Box 302130  
 Montgomery, AL 36130-2130

5. ACCS reserves the right to reject any and all proposals and to waive informalities and minor irregularities in proposals received and to accept any portion of a proposal or all items bid if deemed in the best interest of the System to do so.
6. Proposals received after the stated due date and time will not be considered. Submission via facsimile or other electronic means will not be accepted.

**Terms of Contract**

1. It is ACCS intention to enter into a four (4) year contract with an effective date of May 15, 2019 with the option to extend the contract each year for an additional four (4) years.
2. ACCS reserves the right to terminate the agreement with thirty (30) days notice if the terms of the proposal and/or contract are violated.
3. Termination of the contract by contractor without cause can only occur with at least one-hundred and twenty (120) days notice prior to the proposed termination of the contract.

## Appendix A

### **Alabama Technology Network**

The mission of the Alabama Technology Network is to “provide industry and business the tools, training, and resources to excel.” The Alabama Technology Network recently began its second decade of improving the competitiveness of Alabama's existing industries by providing training to Alabama manufacturers. Formally established in 1995, the state legislature provided funding from the University of Alabama's and Auburn University's budgets to fund the initial centers. That same year, ATN became the National Institute of Standards and Technology's Manufacturing Extension Partnership affiliate which expanded ATN's role to include technical assistance and training to Alabama's manufacturers. In 2004, ATN became part of the Alabama Community College System, the state's system for two-year colleges.

### **Bevill State Community College**

Bevill State Community College is an accredited, learning-centered institution dedicated to student success by providing quality educational and training opportunities that enrich lives intellectually, economically, and culturally.

2016-17 HC 5,484 FTE 2,839

### **Bishop State Community College**

The College's mission is to provide high-quality educational opportunities and services that are responsive to individual and community needs for the citizenry of Mobile and Washington counties at an affordable cost. The College utilizes traditional and distance learning to accomplish its mission.

2016-17 HC 4,749 FTE 2,297

### **John C. Calhoun Community College**

The largest of the two-year institutions comprising, Calhoun is an open-admission, community- based, state-supported, coeducational, comprehensive community college dedicated to providing affordable, high-quality and accessible education to individuals in its four-county service area.

2016-17 HC 15,149 FTE 6,729

### **Central Alabama Community College**

Central Alabama Community College promotes student success in comprehensive and diverse academic and career learning environments to advance quality of life through economic, community and workforce development.

2016-17 HC 2,329 FTE 1,316

### **Chattahoochee Valley Community College**

Chattahoochee Valley Community College is dedicated to providing accessible and affordable education of excellent quality preparing students for transfer to senior colleges and universities, employment, or career advancement through associate degrees and certificate programs. Developmental courses are offered to assist students in improving learning skills and overcoming educational deficiencies. Student success is fostered by providing a student-centered environment and support services that respect uniqueness and value diversity.

2016-17 HC 2,099 FTE 1,203

**Coastal Alabama Community College**

Coastal Alabama Community College provides broad access to quality, affordable educational opportunities through a variety of instructional strategies in diverse learning environments that promote economic growth and enhance the quality of life for a global community. Coastal Alabama was formed through the consolidation of Alabama Southern Community College, Faulkner State Community College and Jefferson Davis Community College.

2016-17 HC 10,053 FTE 5,732

**J. F. Drake State Community and Technical College**

J.F. Drake State Community and Technical College, a student-centered two-year public institution, offers flexible and affordable university-transfer and technical degrees, certificates, adult and continuing education, and customized workforce training to fulfill the diverse needs of the community.

2016-17 HC 1,173 FTE 639

**Enterprise State Community College**

The College mission, including Alabama Aviation Center, is to serve students and communities by providing educational opportunities that enhance the quality of life and promote economic development.

2016-17 HC 2,390 FTE 1,299

**Gadsden State Community College**

Gadsden State Community College is an affordable, accessible, and comprehensive community college that prepares their diverse student population for success through quality education, innovative workforce development, and meaningful community engagement.

2016-17 HC 6,975 FTE 3,825

**Ingram State Technical College**

Ingram State holds a unique place among two-year colleges in the Alabama Community College System, serving a student population comprised exclusively of incarcerated individuals. ISTC provides technical training in 18 career fields, GED preparation and testing, and job placement assistance to men and women from six correctional facilities.

2016-17 HC 764 FTE 539

**Jefferson State Community College**

The vision of Jefferson State Community College is to be recognized as the most effective community college in the state of Alabama by providing individuals with knowledge and skills needed to function in a technologically demanding society. In a period of significant and rapid change, they intend to put the learner's needs first by being responsive and innovative, as well as being a catalyst for lifelong learning through the use of a variety of delivery systems.

2016-17 HC 13,394 FTE 5,664

**Lawson State Community College**

Lawson State Community College is dedicated to providing affordable and accessible lifelong learning opportunities through varied instructional modes in order to prepare students for employment or career advancement, enable students to transfer to senior colleges and universities, and provide customized training for business and industry.

2016-17 HC 4,513 FTE 2,384



**Marion Military Institute**

Since 1842, Marion Military Institute (MMI) has achieved a national reputation for preparing young men and women for successful civilian and military careers. MMI is one of only five Military Junior Colleges in the United States, which offer unique military training programs.

2016-17 HC 448 FTE 455

**Northeast Alabama Community College**

The mission of the College is to provide accessible quality educational opportunities, promote economic growth and enhance the quality of life for the people of Alabama.

2016-17 HC 3,638 FTE 1,870

**Northwest-Shoals Community College**

Northwest-Shoals Community College provides career technical, academic, and lifelong educational opportunities using varied delivery systems; promotes economic growth; and enriches the quality of life for people of the Northwest Alabama region.

2016-17 HC 5,195 FTE 2,409

**Reid State Technical College**

Reid State Technical College is a rural, degree-granting, two-year college that provides quality academic and technical education to student from diverse backgrounds and abilities. The College promotes economic growth by preparing a qualified workforce for business and industry.

2016-17 HC 654 FTE 371

**Shelton State Community College**

Shelton State Community College is a public, open-admission, comprehensive community college whose primary mission is to provide accessible postsecondary education, training, and community educational opportunities. The C. A. Fredd Campus of Shelton State Community College maintains that identity and continues the specific Historically Black Colleges and Universities' mission of promoting educational access and opportunity for all students in a culturally diverse community.

2016-17 HC 7,431 FTE 3,638

**Snead State Community College**

Snead State Community College is dedicated to excellence in meeting the educational needs of those they serve through the completion of degree and certificate programs, workforce development, and community engagement.

2016-17 HC 3,587 FTE 1,994

**Southern Union State Community College**

Southern Union State Community College provides quality and relevant teaching and learning in academic, technical, and health science programs that are affordable, accessible, equitable, and responsive to the diverse needs of our students, community, business, industry, and government.

2016-17 HC 7,005 FTE 3,800

**Trenholm State Community College**

The College mission is to provide comprehensive and accessible educational opportunities, including academic transfer and technical programs, designed to promote economic development, enhance workforce development and improve the quality of life for the community.

2016-17 HC 2,340 FTE 1,280

**Wallace Community College – Dothan**

George C. Wallace Community College – Dothan, a comprehensive community college, inspires and facilitates learning to prepare its constituents for current and emerging opportunities and to promote economic and social development.

2016-17 HC 5,974 FTE 3,267

**Wallace State Community College – Hanceville**

Wallace State Community College is committed to learning that transforms lives and communities. In support of the mission, Wallace State Community College is committed to student success through a student centered, innovative, engaging, and supportive learning environment; teaching excellence; respect for uniqueness and diversity; strategic partnerships that advance community, workforce and economic development; cultural enrichment of our communities; and accountability and integrity.

2016-17 HC 6,992 FTE 4,259

**Wallace Community College – Selma**

The mission of Wallace Community College Selma is to provide high-quality learning-centered educational opportunities and services through diverse instructional-delivery modes that are responsive to individual, community, state, and global needs.

2016-17 HC 2,655 FTE 1,412

**Lurleen B. Wallace Community College**

Teaching. Learning. Growing. Enriching. Lurleen B. Wallace Community College offers opportunities for learning and growth by providing academic and technical instruction, workforce development, adult and continuing education, and cultural enrichment.

2016-17 HC 2,250 FTE 1,345