QUESTIONS AND ANSWERS

PROJECT #07 – 26

**UNIFIED AND INTEGRATED ONLINE/INLINE
CASHIERING SOFTWARE SYSTEM**

Date: June 4, 2007

To: All Prospective Respondents

From: Houston Community College System, Procurement Operations

Subject: UNIFIED AND INTEGRATED ONLINE/INLINE
            CASHIERING SOFTWARE SYSTEM

The following written questions regarding subject RFP were received in the Purchasing Department prior to the deadline for submitting written inquiries of May 30, 2007 at 5:00 p.m. (local time).

Question No. 1
Is the Community College looking far a Hosted Payment solution or are you looking to purchasing hardware and software for Payment processing?

HCC Answer
See Revised Attachment No. 2, dated 6/01/07 of Amendment No. 1.

Question No. 2
Is HCC looking for a Cashiering system or are you going to use Peoplesoft cashiering? Or are you just looking for terminal to take credit cards and ACH at windows?

HCC Answer
HCC is looking for a Cashiering system.

Question No. 3
Is the current Web Payment gateway Cybersource for credit card and ACH?

HCC Answer
Cybersource is our current payment gateway for credit cards; it does not process ACH.

Question No. 4
Who is the current Processor for credit cards?

HCC Answer
IC Verify (In-line).

Question No. 5
You mention Debit Card Payments, are those pin-less debit?

HCC Answer
HCC is looking for PIN debit for in-person payments and PIN-less for on-line.

Question No. 6
You mention the system must be PCI compliant, do you plan on using the Peoplesoft web pages for collecting payment information?

HCC Answer
HCC is looking for the software that best fits this particular application.

Question No. 7
You mention Telecheck for inline credit card payment and Cybersource for web, are you willing to replace both of these?

HCC Answer
Yes.

Question No. 8
Will Telecheck continue after a new fully functioning Cashiering System is in place?

HCC Answer
If HCC agrees to use the proposed software being offered and it does not require Telecheck, then HCC will no longer use Telecheck.

Question No. 9
Page 10. Can lines 5 and 6 read: "Annual Maintenance/Service Fee"?

HCC Answer
Yes, Annual Maintenance/Service Fee.

Question No. 10
What level of PCI Compliance do you want your selected provider to have? (Note: there are levels 1-4 with 1 being highest).

HCC Answer
HCC requires Level 1 of PCI DSS compliance.

Question No. 11
How many credit card transactions are processed monthly? Annually?

HCC Answer
In peak registration months (July and August), the average monthly credit card transactions totals 13,000+ with a monthly total amount of $6.25 million.

Question No. 12
What is the total dollar amount of those transactions and/or average amount per transaction?

HCC Answer
An average of $500.00+ per card.

Question No. 13
How many bills are sent out each month? Each semester?

HCC Answer
No bills are currently being sent out. Collection letters are sent out at the end of each term giving
students two (2) months to settle before being sent to collection.

Question No. 14
Do you send out bills in the summer term(s)? If so, how many?

HCC Answer
See answer to question No. 13 above.

Question No. 15
What is the anticipated start date (Go Live Date) for this project?

HCC Answer
HCC anticipates sometime in November 2007, prior to Spring 08 Term. We prefer that the full
system with all the components be implemented at the same time.

Question No. 16
Are any of the products/solutions you are looking for something that could be 'phased in' over
the 5 year contract period? For example, if going live this November for Spring 08 registration
is the target, is ebilling a 'must have' while the cashiering component could, perhaps, be
introduced by Summer 08 (and April time frame?)

HCC Answer
See answer to question No. 15 above.

Question No. 17
Will you consider partnerships by vendors for a 'best of breed' solution?

HCC Answer
No.

Question No. 18
Is HCCS interested in passing on credit card processing costs to its payers?

HCC Answer
Not at this time, but proposed system must be flexible as to be able to do it in the future if required.

Question No. 19
RFP mentioned requiring 'resumes' of key project staff who will be assigned: are 'bios' with career and related project experience acceptable or must they be actual resumes?

HCC Answer
No.

Question No. 20
What is the current charge to students on HCC's state of TX installment plan?

HCC Answer
Not project related.

Question No. 21
What is the current late fee charged to students with delinquent payments?

HCC Answer
See answer to question No. 20 above.

Question No. 22
Does HCCS currently offer an in house loan program to 'cover' unpaid balances by census date (while waiting on FAFSA funds, for example)? Schools that we have seen use this to cover unpaid balances by census date to show students as 'paid' but then may have a tough time collecting on balances owed within the term.
     a.   If so, do students sign a paper prom note for this in house loan program?
     b.   What are they charged for set up of this loan? Late fees?
     c.   Does HCCS bill the students on the in house loan program?

HCC Answer
No.

Question No. 23
When does HCC plan to implement the new system? Would HCC want to implement the payment plan capability earlier than the full bill presentation/cashiering capabilities?

HCC Answer
See answer to question No. 16 above.

Question No. 24
What version of PeopleSoft is implemented at HCC? Is HCC requiring that vendors be certified by Oracle/PeopleSoft for their interface?

HCC Answer
HCC is currently using Peoplesoft 8.0. It will be prudent to assume that we will convert to Peoplesoft 9.0 in August.

Question No. 25
What requirements does HCC have for authorized third-party payers to have access to billing information? Making payment?

HCC Answer
The students shall have the authority to authorize anybody they choose to have access to their bills and make payments.

Question No. 26
What kind of access do students their information—through the Peoplesoft Self-Service portal? What are your requirements for authentication to the vendor's service?

HCCS Answer
Students have access to their financial account , biographical records, and unofficial transcript. The vendor's service requirement for authentication should be a single sign-on/password.

Question No. 27
Does HCC have requirements for convenience fees to be passed to cardholders?

HCC Answer
See answer to question No. 18 above.

Question No. 28
PCI DSS – Does HCC have the requirement that vendors be certified at level 1, or will a lower compliance level be acceptable?

HCC Answer
See answer to question No. 10 above.

Question No. 29
For bill presentation -- what are the history/storage requirements? Will HCC be expecting a vendor to render real-time current account activity in addition to the bill?

HCC Answer
The electronic billing system must update the student's account in real time and post payment transactions in real time.

Question No. 30
For payments – what are the requirements for real-time payment notification/updates to a student's record in Peoplesoft? Payment history storage/retention?

HCC Answer
See answer to question No. 29 above.

Question 31
Does HCC have requirements for direct disbursement of student refunds? Parent Plus loan refunds?

HCC Answer
We prefer that refunds arising out of credit card payments should be refunded to the same credit card. All other refunds are handled either thru checks, Chase eCard, or direct deposit to student's deposit account.

Question 32
Please confirm that HCC is expecting that the requirements in Attachment 3 Scope of Services are to be included in the Technical Proposal "Project Management and Services" section?

HCC Answer
HCC expects you to demonstrate the capability to perform the duties as specified in Attachment No. 3.

Question 33
TeleCheck: Is the current service Check Guarantee or Check validation?

HCC Answer
Check Guarantee.