



ADDITIONAL QUESTIONS RECEIVED

March 22 2021

**Request for Proposal
RFP No. 021521**

**University of Arkansas
Comprehensive Banking Services**

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RFP No. 021521 University of Arkansas Comprehensive Banking Services

Overview

1. Does the University of Arkansas maintain any campuses, facilities or offices in the EU?

Answer: Yes.

2. Does the University of Arkansas offer goods or services to individuals in the EU?

Answer: Yes.

3. Does the University of Arkansas monitor the behavior of individuals in the EU?

Answer: No.

Service Group 1: General Banking

4. Concerning question 15. I reviewed the RFP but see specific mention to a depository bank in state? I also reviewed A.C.A. 19-8-107 and also didn't see anything mentioned.

Answer: Consistent with our understanding of state requirements under Arkansas Code Title 19, Chapter 8, Subchapter 1, in order to be considered, any financial institution would need be authorized to do business in Arkansas, have a main office or branch office in Arkansas, and be FDIC insured.

5. Is a bidder that does not yet have deposit taking branches in Arkansas, eligible to bid and win the University's general banking services RFP? If not what if any of the services would they be eligible to bid and win?

Answer: Consistent with our understanding of state requirements under Arkansas Code Title 19, Chapter 8, Subchapter 1, in order to be considered, any financial institution would need be authorized to do business in Arkansas, have a main office or branch office in Arkansas, and be FDIC insured.

Banks could bid on any services where they aren't a depository for public funds, Service Groups 4 – 7.

6. What are the average and peak annual cash balance?

Answer: Over the last 12 months, the University's bank balances have fluctuated from \$74.8 million to \$137.2 million with an average balance of approximately \$101.7 million.

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Service Group 3: Lockbox Processing Services

7. Credit Card volume for Alumni wasn't included in the RFP, but it's mentioned that it's processed through the lockbox; Re: Questions and Answers: Q 53. Can you give approximations on the volume and # of transactions processed through the lockbox for Alumni?

Answer:

Credit card activity through the lockbox represents a small percentage of the overall volume. Most credit card volume activity originated through online processes from CyberSource. This accounts for approximately 4,300 transactions totaling \$230,000 annually.

Credit card processing through a lockbox is a relatively new service for the University implemented in 2020. Due to the pandemic, current activity has a running rate of approximately 200 transactions per year totaling \$7,800. UAF believes credit card activity through the lockbox will increase under normal operating conditions to approximately 500 transactions and \$20,000 credit card transactions annually.

Service Group 4: Merchant Card Processing

8. Related to Service Group 4: Merchant: Question 100c: you say all departments process PIN debit. Can you confirm again that the \$20.8 MM is signature debit and not pin based? If any PIN debit is processed, can you provide volume and # of trans?

Answer: The \$20.8 million listed as Visa Debit is nearly all signature debit transactions. Some minimal PIN debit transactions routed through STAR, Maestro, Interlink, NYCE, Shazam, Pulse, Accel are accepted and account for less than 0.8% of volume and 0.4% of total transaction amount processed.

9. Re: Questions and Answers: Q 98: The volume referenced (\$118MM) in eCheck, is that currently converted to ACH and processed through your bank, or is that processed through your merchant services provider?

Answer: This volume is converted to ACH and processed through UAF's primary banking partner.

10. For the Clover devices, which features are utilized? For example, are you using them as full Point of Sale systems or just to run a card? If we cannot integrate with Clover, we want to ensure we offer a comparable solution.

Answer: We utilize clover as a full point of sale system. We utilize inventory control, inventory audit, items in transit tracking, purchase order tracking, and discounts.

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11. When trying to determine if we can integrate with Parkeon by Whoosh, they referred us back to the University. Can you confirm with them which gateways and/or payment processors they integrate with?

Answer:

- a. First Data Nashville
- b. Elavon
- c. Chase Paymentech (Tampa)
- d. Global Payments (East Platform)
- e. TSYS

12. Can you confirm with CashNet which payment processors that they integrate with? We know previously that they integrated with Fifth Third/Vantiv, WorldPay, and TSYS, among others, through Monetra from Mainstreet Softworks. They do not disclose that information publicly.

Answer:

- a. Elavon (AKA Nova)
- b. First Data Nashville (Envoy)
- c. First Data North (CardNet)
- d. Global Payments East (Atlanta/NDC)
- e. Heartland Payments
- f. Chase Paymentech (Tampa)
- g. RBS WorldPay
- h. TSYS
- i. Vantive

13. Where does the University operate in the EU (with merchant card processing)?

Answer: The University does not operate in the EU with merchant card processing.

14. Are there any specific pain points the University has experienced from a merchant processing perspective?

Answer: As far as merchant processing goes, there are no current pain points.