



Office of the State Treasurer

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The Technical College System of Georgia (TCSG) and the Office of the State Treasurer (OST) have reviewed and attempted to answer all vendor questions as factually and completely as possible. We encountered some challenges during the question review period. These are centered around the uncertainty of the number of students who will be attending technical colleges, the number of students who might receive student loans, significant changes that have recently been made to the Georgia HOPE Scholarship program, and the TCSG decision to move from a quarter to a semester system.

Each individual technical college has the authority to determine whether or not to offer student loans and what type. They will also decide whether or not to participate in the prepaid stored value card program.

We sincerely hope that our answers to your questions will be helpful and we appreciate your interest in supporting the Technical College System of Georgia.

Please remember that all vendor responses to this Request for Proposals (RFP) are due by 4:00 p.m. EDT on June 13, 2011.

1. **Question:** Can you please provide the anticipated number of students that will receive financial aid and/or will be expected to receive a stored value card?

Answer: This information is not readily available and will vary by college.

2. **Question:** Can you provide the expected average 'load' amount per card?

Answer: The estimated range is \$1,000 - \$2,500.

3. **Question:** Are there any file size limitations for RFP responses that you are aware of which may impact our ability to submit a PDF response via email?

Answer: 5MB; vendors can send multiple files. We request that vendors limit their responses to twenty-five (25) pages, exclusive of the sample contract.

4. **Question:** Page 2 (6th bullet) Do you require written confirmation when funds are electronically transferred or will you consider on-line event messaging and/or on-line reporting capabilities as having met this requirement?

Answer: When funds are electronically transferred from the college to the bank, confirmation is required showing that funds have been disbursed. This requirement may be met by on-line event messaging, on-line reporting or any method that is capable of being printed by the college to maintain as a confirmation of the funds disbursement.

5. **Question:** Page 3 (2nd bullet) Please clarify what is meant by the statement, "if a card is inactive for 6 months..." Do you mean, a card was never activated, reaches a 6 month milestone, funds must be returned? We are aware of restrictions for "Title 4" funds that need to be returned to the government if a student is a 'no show.' Can you provide us with a better understanding of your anticipated process for returned funds?

Answer: If a card is never activated by a student OR if there has been no activity for 6 months, unused funds should be returned to the college. When this occurs, it must be clearly identified for whom the funds are intended.

6. **Question A:** Page 3 (4th bullet) Can you elaborate on the statement, "vendor must provide at least one ATM per participating technical college...?"

Answer A: There must be at least one ATM on campus at a participating college. If the college has multiple campuses, the college will make the decision on which campus to locate the ATM. It is preferred that each campus have one ATM, if practical. Please see the RFP Attachment C for the preferred ATM locations of participating colleges.

Question B: Is there a proximity threshold for ATMs that will suffice in materially meeting this requirement or is this a hard requirement?

Answer B: This is a hard requirement.

Question C: If this is a hard requirement, can you advise as to whether or not this will disqualify a vendor for those locations?

Answer C: Yes, for that specific college.

Question D: Also, if we offer an alternative withdrawal option for cardholders to access funds at no cost, will this be entertained?

Answer D: An alternative no cost withdrawal option is not acceptable.

7. **Question:** Page 3 (7th bullet) Please clarify the types of reporting options and list any relevant data elements you are interested in receiving for administrative and reconciliation purposes?

Answer: Online reporting is the preferred method of reporting to include but not be limited to the following:

- One time report to confirm funds have been disbursed
- List of any funds not disbursed
- Report to show names of students to whom cards have been issued, both activated and non-activated (i.e., should include students who have funds loaded on their cards but have not activated yet)
- Report on students who were not issued cards and reason for rejection
- Reports allowing for reconciliation between the Banner system at TCSG and the vendor (in the event that disbursed funds do not match the file sent by the college, then college needs to know what was disbursed by student in order to reconcile).

8. **Question:** Page 3 (Last bullet) Please clarify the statement, '...electronic file sharing process must be compatible...' Please describe the types of files you expect to send and/or receive and clarify whether you are describing the file sharing process or the file format.

Answer: The Banner student system maintains a unique student ID. File sharing with Banner must be tied to this unique student ID, or social security number, if Student ID is not stored in bank records.

When uploading debit card recipients, a pre-determined flat ASCII file (or CSV file) containing student ID and/or social security number along with pertinent student information must be accepted by the banking institution.

When loading money onto debit cards, account activity must be shared either in a pre-determined flat ASCII file format or loaded via standard ACH NACHA processing. If shared via ACH processing, the college must receive pseudo-account numbers prior to the loading of the cards.

Other file sharing must include the bank's ability to provide reports and extracts so colleges can easily perform reconciliation between the two systems.

9. **Question:** Will we have the ability to work with the individual colleges on identifying the optimal location for ATM(s)?

Answer: Yes.

10. **Question:** Will we have the ability to install "approved" directional signage noting the location of ATM(s)?

Answer: Each college will make its own decision.

11. **Question:** How much space will we be allocated for the ATM - and allow customers to use ATM(s)?

Answer: Each college will make its own decision.

12. **Question:** How much lead time will each school provide us for ATM(s) to be installed and operational?

Answer: Each college will make its own decision.

13. **Question:** Do they have a projected # of schools that will require ATMs for 2011 and 2012?

Answer: TCSG has no firm projection. Potentially, all twenty-five (25) colleges could participate.

14. **Question:** Will we have exclusivity with regard to ATMs on campus?

Answer: Each college will make its own decision.

15. **Question:** Will TCSG provide the RFP and attachments in Word format?

Answer: No.

16. **Question:** When will the award be officially announced?

Answer: June 21, 2011.

17. **Question:** With regard to your requirement on page 3 of your RFP: "If a card is inactive for six (6) months, the card account must be deactivated and funds returned to the technical college." Would you outline your current process today of how you handle unused funds?

Answer: The current process for handling unused funds is if the college cannot get the funds to the designated student, it will void the check and return the funds to the Department of Education.

18. **Question:** Please provide the following volume details:

a) Total # of payments disbursed annually

Answer A: This information is not readily available.

b) Total dollar value disbursed annually

Answer B: This information is not readily available.

c) Total # of recipients

Answer C: This information is not readily available.

d) Average # of payments per recipient per year

Answer D: The number will vary by college.

e) Average dollar value per payment

Answer E: The amounts will vary by college. The range will be \$1,000 - \$2,500.

19. **Question:** Do you currently offer direct deposit to students?

a) What portion of payments is currently made by check vs. direct deposit?

Answer A: Varies by college.

b) How is your enrollment process for direct deposit managed today?

Answer B: Varies by college.

20. **Question:** How are any checks currently delivered to students?

Answer: They are picked up in the Business Office or mailed to the students.

21. **Question:** What is the number of checks mailed? (if applicable)

Answer: The number varies by college.

22. **Question:** Please describe your current student payment process.

a) Is the process supported centrally, or is it decentralized?

Answer: The current student payment process is decentralized and handled individually by college. Colleges mainly issue checks which may be mailed to or picked up by students. A few colleges may utilize direct deposit into student accounts if available. The number of disbursements per semester can vary by college and may have an estimated number of disbursements per semester ranging between 3-16.

23. **Question:** Does administration currently use a school-wide email system to distribute student communications?

Answer: Varies by college.

a) Is the same used for financial communications?

Answer: Varies by college.

24. **Question:** How many ATMs are currently located on campus? With which providers?

Answer: Eight (8) with multiple vendors.

25. **Question:** Is there a bank branch on each campus currently?

Answer: No.

26. **Question:** Do you plan to leverage the awarded payment solution for additional payment types, such as work study and book refunds?

Answer: No.

27. **Question:** When is your target rollout? (We see as early as July 15, 2011, but is there a target date for the majority of the volume?)

Answer: This will vary by college.

28. **Question:** Attachment D reads, "Additional Campuses/Locations that will need bank services" ...

a) Can you provide more information regarding the types of "banking services" needed by these campuses?

Answer: Not at this time.

b) Are these services outside of stored value card services?

Answer: No.

c) If yes, are these services expected to be part of this contract?

Answer: Not applicable.

29. **Question:** Under the heading Scope of Services there is a list of preferences and requirements. Do we assume correctly that the word "must" is indicative of a non-negotiable requirement and if not is there an order of importance for each of the bulleted services?

Answer: "Must" and "shall" mean non-negotiable requirements.

30. **Question:** If we cannot meet ALL of the requirements listed in the RFP, does that mean automatic disqualification?

Answer: Yes, with the exception of the implementation schedule since the colleges have the option on whether or not and when to participate.

31. **Question:** Under the heading of Scope of Services that final bulleted item refers to file sharing and the BANNER application. What file sharing is envisioned, for what purpose and when?

Answer: The Banner student system maintains a unique student ID. File sharing with Banner must be tied to this unique student ID, or social security number, if Student ID is not stored in bank records.

When uploading debit card recipients, a pre-determined flat ASCII file (or CSV file) containing student ID and/or social security number along with pertinent student information must be accepted by the banking institution.

When loading money onto debit cards, account activity must be shared either in a pre-determined flat ASCII file format or loaded via standard ACH NACHA processing. If shared via ACH processing, the college must receive pseudo-account numbers prior to the loading of the cards.

Other file sharing must include the bank's ability to provide reports and extracts so colleges can easily perform reconciliation between the two systems.

32. **Question:** Under the heading Scope of Services there is a reference to on-line reporting tools, which is a bit vague. We need a sharper point on exactly what amounts or transactions are to be reconciled and what administrative functions will be performed.

Answer: Online reporting is the preferred method of reporting to include but not be limited to the following:

- One time report to confirm funds have been disbursed
- List of any funds not disbursed
- Report to show names of students to whom cards have been issued, both activated and non-activated (i.e., should include students who have funds loaded on their cards but have not activated yet)
- Report on students who were not issued cards and reason for rejection
- Reports allowing for reconciliation between the Banner system at TCSG and the vendor (in the event that disbursed funds do not match the file sent by the college, the college needs to know what was disbursed by student in order to reconcile).

33. **Question:** The RFP contains no commitment nor estimate or the number of cards to be required annually or a commitment or estimate of the average amount of annual loads per card - please provide this information.

Answer: TCSG does not have any estimates on the number of cards to be required annually. While the amounts will vary by college, the range per load will be \$1,000 - \$2,500.

34. **Question:** Will cards be the only payment means or will cards be a fall-back option for students without checking or savings accounts to which the moneys could be directly deposited? Those are critical data points for pricing.

Answer: Each college will make its own decision but the card should be the primary disbursement method.

35. **Question:** The RFP contains no mention of when or how cards will be requested. Is this assumed to be part of the file sharing referred to under the heading Scope of Services or is there another vision of when and how cards will be ordered?

Answer: Each college will make its own decision. The heaviest card usage will be at the beginning of a semester.

36. **Question:** Will the provider of the ATMs contemplated in the RFP be awarded exclusive rights to the locations?

Answer: This will be determined by each college.