

**To: Prospective Supplier**

**From: Kip Smalligan, Sr. Strategic Sourcing Specialist, Procurement Services**

**Ph 616/331-3211, Fax 616/331-3287, E-mail smalligk@gvsu.edu**

**Date: March 28, 2016**

**Subject: Request for Proposal #216-35**

**Merchant Card Processing Services**

**Institutional Custody Bank**

Grand Valley State University is accepting sealed bid proposals for merchant card processing services and institutional custody services for a seven (7) year initial-term with three (3), one-year renewals for a total contract term of ten (10) years.

GVSU has divided this RFP into two (2) Service Groups. Service Group #1 is for merchant card processing services. Service Group #2 is for institutional custody services. Firms may propose to provide one or more of these Service Groups. GVSU reserves the right to award each Service Group to a different vendor.

**If you desire to submit a proposal for RFP #216-35, you must do so no later than 4:00 p.m., Monday May 2, 2016 to Attn: Kip Smalligan, Procurement Services, James H. Zumberge Hall Room 2015, 1 Campus Dr., Allendale, MI 49401-9403.** No e-mail, telephone, fax or verbal quotations will be accepted. Please indicate RFP #216-35 on your envelope or package. Grand Valley State University is not responsible for late, lost, misdirected, damaged, incomplete, illegible or postage-due mail.

Before sealing the envelope, check to be sure that:

All addenda received are acknowledged.

The Proposal & Contract form is signed by an authorized individual

Questions regarding this RFP should be directed to Kip Smalligan at the above contact information by 2:00 p.m. ET on April 11, 2016. An addenda will be issued to all interested firms by April 20, 2016.

**GVSU RFP #216-35: Introduction**

Grand Valley State University is a four year public university established in 1960.  Its main campus is located in Allendale, Michigan, twelve miles west of Grand Rapids. Classes are also offered at the university's Pew Campus in Grand Rapids, Meijer Campus in Holland, and through Regional Centers in Detroit, Muskegon, and Traverse City.  GVSU’s 2015-2016 enrollment is 25,325 students. Additional information about GVSU can be found at <http://gvsu.edu/aboutgvsu.htm>

**Service Group 1: Merchant Card Processing Services**

The University processes merchant card transactions using forty-two (42) merchant identification numbers. Over the last 12 months, GVSU has replaced nearly all of its terminals with EMV capable devices. The University currently uses the following merchant card devices: VX520 Analog, VX520 Ethernet, Ingenico iWL222 Bluetooth, Mobile Accept, Mobile Checkout POS, and Ingenico iWL250 3g terminals. The University is currently a Level 3 PCI Entity.

Annual merchant card processing volume is approximately $60 million. The current average number of annual transactions and dollars amounts are shown in the table below for each card type.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **# of Annual Transactions** | **$ Amount Processed** | **Average Transaction Size** |
| MasterCard | 87,900 | $21.2 million | $241 |
| Visa | 96,500 | $33.9 million | $351 |
| American Express | 8,400 | $1.1 million | $133 |
| Discover | 8,200 | $3.8 million | $465 |

The University collects online payments using multiple software applications, specifically:

|  |  |
| --- | --- |
| **Department** | **Software Application** |
| Aramark/ Meadows Micros System | Freedom Pay |
| Athletic Merchandise | Silverearth POS and Online – Authorize.net |
| Athletic Tickets | Verifix through TSYS |
| Bookstore | Sequioa POS and web payments through Verifone /Payware Connect |
| Core Cashiering | iPayment Revenue |
| Development | Sage Payment Solutions |
| Ecommerce platform | Cybersource |
| ParkMobile App | TSYS |
| Parking Pay Stations | Traffic and Safety Solutions – Authorize.net |
| SBTDC | Authorize.net |
| WGVU | Sage Payment Solutions |
| WGVU – Public Interactive | Payflow Pro |

**Special Considerations:**

GVSU allows students to pay student accounts, including tuition, with debit and credit cards. As a benefit for students, GVSU has only charged a flat fee of $20 for accepting merchant card transactions regardless of the dollar amount of the transaction. GVSU recognizes this does not cover the full cost of accepting credit cards as a form of payment and intends to continue with its current policy with possibly only minor changes. Student account payments are currently only made online with no face-to-face transactions. If a student pays the full amount of tuition, the transaction could be up to $9,000. The average student account payment is approximately $1,900.

With the changes to MasterCard and Visa regulations, GVSU is interested in exploring if a convenience fee / surcharge can be assessed as a percentage of the transaction with a maximum cap. GVSU is also interested in exploring if a convenience fee / surcharge can be assessed on face-to-face transactions on student accounts.

**Requirements:**

The University will require that its merchant card vendor provide services on a pass-through basis (versus bundled pricing) and that all fees paid to card-issuing banks, card associations, and the payment processors be disclosed. Monthly statements are needed for each individual merchant location and a consolidated statement showing charges for all accounts.

Required services include the following:

1. Provide Payment Card Industry Security Standard (PCI DSS) compliant merchant card services or contract with a third party processor to do so,
2. Process credit card payments (MasterCard, Visa, Discover, and American Express),
3. Process online payments,
4. Process debit card transactions,
5. Transfer funds to designated University bank account,
6. Provide robust online reporting tools and option of downloading transaction/report data,
7. Provide a detailed online monthly analysis statement for each individual merchant location, and a consolidated statement showing charges for all account services,
8. Clearly split out interchange and assessment fees on monthly analysis statements through a pass-through pricing model,
9. Provide reliable technical support for terminal troubleshooting, supply reorder, and maintenance, and
10. Provide reliable support for PCI DSS compliance efforts (ad hoc service, service provider relationship support) and provide detailed online compliance reporting tools.

**Service Group 2: Institutional Custody Services**

The University has a $140 million portfolio of fixed income mutual funds. There are a total of nine (9) security holdings with an average fifteen (15) transactions (buys/sells/pay downs) per year. Details of the current portfolio are provided in Appendix E.

The University engages an independent investment advisor, Fund Evaluation Group, to manage the portfolios. The custodian bank will receive trade information from the investment advisor. The custodian bank will have no responsibility for investing or reinvesting these monies except for providing an overnight investment vehicle.

Required services include the following:

1. Maintain one (1) custody account for the cash and securities owned by the University.
2. Segregate all securities and cash from the assets of others. The custodian shall have only the bare custody thereof and securities shall be and remain property of the University. The securities held by the custodian shall, unless payable to the bearer, be registered in the name of the University, or in the bank’s nominee name.
3. Settle and deliver securities as directed by the University,
4. Create, maintain, and retain all records related to securities held in custody in University accounts to meet the requirements and obligations under generally accepted accounting principles, including details of interest, dividends, realized gains/losses, and unrealized appreciation.
5. Provide an overnight investment vehicle for cash balances in the custody accounts.
6. Provide on-line daily and monthly activity statements and reports including the market value of all portfolio holdings, with capability to download reports to Excel compatible format.
7. Provide corporate action reporting to the University and investment managers of bond calls, conversions, tender offers, exchanges, receipt of stock rights, mergers and reorganizations, and other events that affect fund holdings.

**GVSU RFP #216-35: Instructions**

1. RFP Schedule:

March 28, 2016: RFP Released  
April 11, 2016: Question Submission Deadline

April 20, 2016: Response to Questions Submitted

May 2, 2016 at 4:00 pm: Proposal submission deadline

June 1, 2016 Finalist Presentations (if necessary)

1. Grand Valley State University is seeking proposals for a merchant card processor and institutional custody bank.

**If you desire to submit a proposal for RFP #216-35,** please submit a total of five (5) hard copies of the proposal response and two (2) electronic copies on a CD-ROM or USB Flash Drive to **Attn: Kip Smalligan, Grand Valley State University, Procurement Services, 2015 Zumberge Hall, 1 Campus Dr., Allendale, MI 49401-9403**. **Responses must be received no later than 4:00 p.m., Monday May 2, 2016.** Please indicate RFP 216-35 on your envelope or package. Grand Valley State University is not responsible for late, lost, misdirected, damaged, incomplete, illegible or postage-due mail.

Submit any questions regarding this RFP in writing via e-mail to Kip Smalligan at smalligk@gvsu.edu by 5:00 pm, April 11, 2016. Put “**RFP 216-35**” in the subject line.

1. Should it become necessary to revise any part of the RFP, notice of the revision will be given in the form of an addendum to all prospective suppliers on record as having received the RFP. Any addendum notices will also be posted on the [Bid Opportunities](http://www.gvsu.edu/purchasing/bid-opportunities.htm) page of the GVSU Procurement Services website [www.gvsu.edu/purchasing](http://www.gvsu.edu/purchasing). Each supplier should acknowledge receipt of addenda within their proposal, but the failure of a supplier to receive or acknowledge receipt of any addendum, shall not relieve the supplier of the responsibility for complying with the terms thereof.
2. Grand Valley State University reserves the right to accept or reject any or all proposals or to negotiate with suppliers if it feels is in its best interest.
3. This Request for Proposal and submitted proposals are subject to the State of Michigan Freedom of Information Act.
4. Submit a total of five (5) hard copies of the proposal response and two (2) electronic copies on a CD-ROM or USB Flash Drive.
5. Supplier may be asked to make a presentation to the Evaluation Committee on or around June 1, 2016.
6. In order to comply with the State of Michigan higher education appropriation bill, GVSU supports the following State of Michigan procurement requirements.  
     
   "Funds appropriated from the State shall not be used for the purchase of foreign goods or services, if competitively priced and of comparable quality American goods and services are available. Preference should be given to goods and services manufactured or provided by Michigan businesses, if they are competitively priced and of comparable quality."
7. Proposals will be evaluated by committee based on capability to meet the specifications in the following areas and overall capability:

| **Criteria** | **Description** | **Weight** |
| --- | --- | --- |
| Operational Requirements | This criterion considers the ability of the proposed solution to meet the University’s functionality needs. This includes the Proposer’s understanding of the needs and operational requirements of the University and the ability to meet the specifications for the functional areas that are proposed. | 35% |
| Transition | This criterion considers the Proposer’s quality and scope of conversion / implementation plan and considers the Proposer’s approach to training and support. This criterion also considers the value of any new products or service suggestions or other new ideas and enhancements. | 15% |
| Firm Experience | This criterion considers the experience, resources, and qualifications of the Proposer and the individuals assigned to this account. This criterion also considers the Proposer’s relevant experience managing similar relationships with other large higher-education entities. | 20% |
| Cost | This criterion considers the proposed fees and compensation | 30% |

1. Acceptance of proposal will be made by purchase order.
2. Grand Valley State University is Michigan sales tax exempt. Our exemption certificate is available at [www.gvsu.edu/purchasing](http://www.gvsu.edu/purchasing) (see Popular Pages section).
3. Suppliers are responsible for all associated costs incurred in responding to this RFP.
4. Contact Kip Smalligan at 616/331-3211 or [smalligk@gvsu.edu](mailto:smalligk@gvsu.edu) with any questions regarding this RFP.

**GVSU RFP #216-35: Supplier Capabilities Questions**

1. **General**

*(All proposing firms should respond to this section)*

1. Provide a general overview and history of your firm, including parent and/or subsidiary companies and the number of employees.
2. Provide the address of the office that will cover GVSU’s account for each Service Group you are proposing to provide.
3. Describe the experience of the firm in providing similar services to higher education entities.
4. Complete the following table with current credit ratings by Standard & Poor’s Rating Services and Moody’s Investor Services. If the organization is not rated by these rating organizations, provide other evidence of the organization’s financial strength and compliance.

|  |  |  |
| --- | --- | --- |
|  | **Standard & Poor’s Rating** | **Moody’s Investor Services** |
| **Firm** |  |  |
| Short-Term Unsecured Senior Debt |  |  |
| Long-Term Unsecured Senior Debt |  |  |

1. Discuss the firm’s current capital structure, adequacy, and coverage. Please provide the following statistics for the last reporting period:
   1. Total Risk Based Capital Ratio: \_\_\_\_\_
   2. Tier 1 Risk Based Capital Ratio: \_\_\_\_\_
   3. Tier 1 Leverage Capital Ratio: \_\_\_\_\_
2. Include an electronic copy of the most recent audited annual financial statements.
3. **Key Proposed Personnel and Team Organizations**

*(All proposing firms should respond to this section)*

1. Provide the name, title, address, phone number, fax number, and email address of the primary contact person(s) assigned to this account.
2. Name the individuals who will work with the University on a day-to-day basis. Please name the individual responsible for each proposed Service Group. Information must include:
   1. Proposed role with regard to the University’s account (indicate which Service Groups they are responsible for)
   2. Biographical information
   3. Experience working with other higher education entities
   4. Number of years of experience in this field
   5. Number of years with your firm
   6. Please indicate the number of higher education clients the proposed relationship manager gained and lost over the last three years
3. Describe your firm’s policy on changing the primary contact person on an account
4. Customer Service
   1. For routine day-to-day transactions, will a specific customer service representative or a customer service department be assigned? If so, please provide their biographical information.
   2. Describe the responsibilities of the customer service personnel, including the chain of command for problem resolution.
   3. When will this representative or department be available?
   4. If an error is discovered by the University, how would you propose to resolve it (i.e. who should the University contact first, etc.)?
5. After the initial transition, how often will the primary relationship manager attend on-site meetings with GVSU staff? Describe a typical meeting agenda for this on-site meeting.
6. IT Resources: Will the firm provided dedicated IT liaison(s) to work on set-up, file transfer, testing, and troubleshooting / issuer resolution? During what hours is technical support available? (specify time zones).

1. **Service Group 1: Merchant Card Processing**

*(Only firms proposing for Service Group 1 should respond to this section)*

1. Describe the firm’s bankcard processing capabilities. List all card brands currently supported.
2. Does the firm act as its own processor or does it use the services of a third-party processor? If a third-party processor is used, name and firm and the length of time the firm has had a relationship with this institution?
3. Provide information on the daily volume processed by the processor for all clients.
4. Can the processing system accommodate internet transactions? If yes, provide the following information.
   1. Does the firm/processor have its own secure payment gateway or does it use a third-party secure payment gateway? If a third-party is used, provide information on that service provider.
   2. Describe the system’s capabilities and outline the measures to protect sensitive information.
   3. What additional fees are associated with online transactions?
5. Describe your ability and experience in processing transactions that initiate from the following applications *(Note: Please address each Software Application individually)*.

|  |  |
| --- | --- |
| **Department** | **Software Application** |
| Aramark/ Meadows Micros System | Freedom Pay |
| Athletic Merchandise | Silverearth POS and Online – Authorize.net |
| Athletic Tickets | Verifix through TSYS |
| Bookstore | Sequioa POS and web payments through Verifone /Payware Connect |
| Core Cashiering | iPayment Revenue |
| Development | Sage Payment Solutions |
| Ecommerce platform | Cybersource |
| ParkMobile App | TSYS |
| Parking Pay Stations | Traffic and Safety Solutions – Authorize.net |
| SBTDC | Authorize.net |
| WGVU | Sage Payment Solutions |
| WGVU – Public Interactive | Payflow Pro |

1. Describe the options available to GVSU for charging convenience fees / surcharges on transactions related to tuition payments. Can these fees be accessed for online transactions and face-to-face transactions? Can fees be assessed as a percentage of the transaction? Can fees be assessed as a percentage of the transaction, but not to exceed a certain dollar threshold for transactions with higher dollar amounts?
2. Provide your recommendations on the processing environment GVSU should use to accept credit card transactions for tuition, while recovering some of the processing costs related to accepting credit cards. What percentage would you estimate need to be assessed to recover most of the processing costs related to tuition payments made by credit card online?
3. Is a separate merchant identification number required to accept online transactions for an individual location?
4. After the initial implementation, please describe the process for GVSU to set-up new MIDs.

1. Is your organization, including all subcontractors and third-party processors, in compliance with all applicable Payment Card Industry Data Security Standard (PCI DSS) requirements? Have you been certified by a third-party assessor?
2. Does the firm offer any assistance to help the GVSU maintain or monitor its PCI compliance? If so, what is the fee? Is this charge based on terminals, merchant id, or other method? What is the amount of the charge? Is this a mandatory charge?
3. Describe your point-to-point encryption capabilities. Is your solution approved by the PCI Security Standards Council (PCICo)?
4. How is the applicable interchange fee determined for each transaction? By how much does the bank’s fee exceed Visa/MasterCard’s stated interchange assessment?
5. What process do you use to ensure that each transaction qualifies for the lowest interchange category? Do you provide any review of account activity to help identify opportunities to improve qualification rates?
6. Do you offer any reports that would alert GVSU of abnormal activity that is resulting in transactions being downgraded and processed at higher interchange rates? How quickly are these alerts available (i.e. real-time, after month-end, after quarter-end, or after a relationship review)?

1. Please confirm that the University’s existing merchant card terminals are compatible with your processor:

|  |
| --- |
| **Merchant Card Terminals** |
| VX520 Analog |
| VX520 Ethernet |
| Ingenico iWL222 Bluetooth |
| Mobile Accept |
| Mobile Checkout POS |
| Ingenico iWL250 3g |

1. If there are issues related to terminals (i.e. installation of new software), who should GVSU call? What is the average wait time for a response? If the wait time is excessive, can GVSU call the relationship manager for expedited or call-back assistance?
2. Describe the firm’s capabilities of accepting new payment methods, such as Apple Pay, Google Wallet, etc.? What hardware or software changes would be required?
3. What wireless acceptance (i.e. equipment compatible with mobile devices) options are available? If this wireless option is used for multiple event, how can amounts be segregated for each event (i.e. is there a log-in feature, if so can multiple accounts be setup)? What is the cost for these devices?
4. Describe your debit card processing capabilities. Which networks can you use to support both pin based and signature based transactions? Under what circumstances would you recommend installing pin-pads for GVSU to accept debit cards?
5. Does your processing system identify and eliminate duplicate transactions?
6. What authorization methods does the firm support and which does the firm recommend? List and describe alternatives.
7. What are the procedures to reverse an incorrect authorization?
8. What are the procedures to refund a payment when the card is not present?
9. Complete the following table:

|  |  |  |
| --- | --- | --- |
| **Batch Submitted by** | **Date and Time Credit is Posted to the University’s account (if the account is with your bank)** | **Date and Time Credit is Posted to the University’s account (if the account is with a third-party bank)** |
| Monday @ \_\_\_\_\_ E.T. | Tuesday | Wednesday |
| Tuesday @ \_\_\_\_\_ E.T. | Wednesday | Thursday |
| Wednesday @ \_\_\_\_\_ E.T. | Thursday | Friday |
| Thursday @ \_\_\_\_\_\_ E.T. | Friday | Monday |
| Friday @ \_\_\_\_\_ E.T. | Monday | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. What is the latest time to submit transactions for processing to receive this same availability?
2. How are daily settlement reports by terminal received by GVSU? Are settlement reports transmitted differently if the terminal is manually settled versus automatically settled?
3. Are settlement amounts listed separately on the bank statement or will they appear as one lump sum? Are Saturday / Sunday / Monday batches deposited separately or will they appear as one lump sum *(Note: it is GVSU’s preference that they appear separately)*? Can the firm break out settlement amounts by merchant identification number?
4. Please state the day of the month these statements should be received by GVSU.
5. Can GVSU provide documentation in response to chargebacks online? If needed, is there a designated contact person to handle chargebacks for GVSU?
6. Describe the firm’s online capabilities to review merchant card transactions? Is transaction information available by terminal or merchant identification number?
7. Describe the daily and/or month reconciliation reports available. Can summary reports by department or organization by created? Are these standard or custom reports created by individual users? Can reports be downloaded into Excel?
8. How many GVSU employees will be the firm permit to access this online reporting system with a unique log on identification? Are there varying user entitlement where certain users can see the full credit card number, while others are limited to only seeing the last 4 digits? Is there a charge for additional users?
9. Provide sample reports of merchant card activity.
10. When will interchange fees be deducted from the account, at the end of the day or at the end of the month?
11. When will the processor’s fees be deducted from the account, at the end of the day or at the end of the month?
12. One of GVSU’s locations receives a high number of inquiries questioning the validity of the charge because of the DBA name appearing on cardholder statements. Describe the process to change the DBA name that appears on cardholder statements?
13. Fees
    1. Will all Interchange, Dues & Assessments, and all other processing network fees be passed through to the merchant unadulterated?
    2. Does the firm mark up the card issuers’ stated interchange assessment? If so, by how much for each card type?
    3. Does the firm mark up the card issuers’ transaction fee? If so, by how much for each card type? Does the fee differ if transactions are transmitted by analog dial-out versus IP connection? If so, please note the difference.
    4. What is the firm’s mark up on pin-debit transactions?
    5. Does the bank mark up the card industry’s Address Verification Service (AVS) charge? If so, by how much?
    6. Does the bank mark up any others fees from the networks, including the network gateway fee? If so, provide details.
    7. Is there a monthly fee (per total relationship)? If so, what is it?
    8. Is there a monthly fee per Merchant ID? If so, what is it?
    9. Is there a monthly fee for online reporting? If so, what is it? Specify whether the fee is per relationship or per Merchant ID.
    10. What is the charge for PCI Compliance? Specify whether the fee is per relationship or per Merchant ID.
    11. Will all interchange on returned sales (Credits), be returned to the merchant?
14. **Service Group 2: Institutional Custody Services**

*(Only firms proposing for Service Group 2 should respond to this section)*

1. Confirm how the bank will provide custody services that will segregate the University’s assets from the assets of the bank.
2. List the total number and market value of custodian accounts as of December 31 for the following years: 2013, 2014, and 2015.
3. Describe your organization’s commitment to providing custody services.
4. What office or location will provide custody services? Briefly describe how your bank handles securities processing on behalf of your clients for SEC registered mutual funds.
5. Provide the cut off times for notification of a transaction settling the same day.
   1. Fed Book
   2. DTC
6. When does the bank credit interest and dividends?
7. Are security transactions settled on an actual or contractual basis? If settlement is on an actual basis, how will the bank compensate the University for fail float?
8. Describe any sub-custodial arrangements that would be used for investments belonging to the University, if applicable. If a sub-custodial arrangement is necessary, will the University have the ability to consent to the arrangement? Which entity will be the primary record-keeper and how will the bank ensure that the two custody systems stay in sync?
9. Reporting
   1. Describe the frequency and format of custody reports that the bank would provide to the University. Include sample reports.
   2. Does the bank provide information to clients through an on-line inquiry/reporting service?
   3. What pricing source does the bank use for market valuation of securities?
   4. Does the system functionality permit downloads of custody information to excel-compatible format?
   5. May reports be generated based on both trade and settlement dates?
   6. How many days after month-end is reporting available?
   7. Provide the list of security details that is tracked in the custody system and available for reporting (CUSIP, Ticker, ratings, etc.).
10. Overnight Investment Sweep
    1. What short-term investment vehicle(s) does the bank propose to use for the overnight sweep in the University’s custody accounts?
    2. Does a reserve requirement apply for the proposed overnight sweep option?
    3. What time of day is the cash sweep deadline? Is it end-of-day or next-day sweep?
    4. Provide return history for the thirty-six month period from January 2012 through December 2015. Please provide the monthly return or yield for each month.
    5. What fee (if any) is charged to sweep funds into the proposed investment vehicle(s)? How is the fee calculated?
    6. If the bank is proposing a money market mutual fund, provide a copy of the current prospectus and, if multiple classes are offered, identify the class of shares, including ticker symbol or CUSIP, which is being proposed.
11. **Control**

*(All proposing firms should respond to this section)*

1. Describe the firm’s security environment. Specifically cover the physical security and software safeguards that you have put in place for each of the proposed Service Groups.
2. Describe the firm’s security procedures for its information reporting system, both for access and information protection (e.g. RSA tokens, secure certification, etc.)?
3. List the types and amounts of insurance and bonding carried.
4. Does the bank maintain cyber liability insurance? If so, list the types and amount carried.
5. Include a copy of the bank's most recent reports issued in accordance with the Statement on Standards for Attestation Engagements (SSAE) No. 16 (formerly known as the Statement of Auditing Standards-70 (SAS70)) for any processes or systems relevant to the services proposed by the firm.
6. **Implementation / Conversion**

*(All proposing firms should respond to this section)*

1. Provide a detailed conversion plan for transitioning each of the proposed Service Groups to your firm. Please include the estimated length of time for the transition and the amount of effort required by the University’s staff.
2. Who will be responsible for coordinating the transition for each of the proposed services? If a conversion team is used, how will the University’s account be transitioned to the ongoing client service team?
3. Indicate the firm’s plans for initial and ongoing education and training of University employees in the use of your systems.
4. **New Services & Ideas**

*(All proposing firms should respond to this section)*

1. Describe any new service or ideas that will enhance the University’s use of merchant and/or custody services.
2. Please provide any additional information that you believe to be pertinent by not specially requested elsewhere in the RFP.
3. **Sample Contract**
4. Provide a sample of the proposed contract for your firm’s services. Please also provide copies of all other documents that need to be signed/entered into related to the provision of the services requested in this RFP including any documents referenced or incorporated into the contracts/agreements.
5. Applicable for Merchant Card Processing Services Only – Please confirm that there is no exclusivity clause in your firm’s merchant card agreement. If there is, please indicate your understanding and willingness to possibly allow another firm to process a select number of transactions that cannot be transitioned. (For Dining Services, there is a specific application that must use Elavon as the merchant card processor. GVSU has no control over the processor used by the application.)
6. It is the University’s intent to incorporate the Request for Proposal and your firm’s proposal response as part of the overall contract. Identify any sections of your proposal that you would not be able to incorporate into a contract with the University and explain why. It is not acceptable to exclude the entire proposal.
7. **Price Proposal**

Provide a complete fee schedule for each of the Service Groups the firm is proposing to provide. Fees related to all services described in the proposal must be listed - even if the service is not specifically referenced on the pro forma. Also, include any one-time or set-up charges, research fees, minimum fees, and all other fees that will be charged.

For how long will the bank guarantee the proposed fees for each Service Group? Please complete the following table:

|  |  |
| --- | --- |
| **Service Group** | **Fee Guaranteed at Proposed Pricing**  **For How Many Years?** |
| Service Group 1: Merchant Card Processing Services |  |
| Service Group 2: Institutional Custody |  |

**PROPOSAL FORM**

**Merchant Card Processing Services**

**Institutional Custody Bank**

**RFP #216-35**

The undersigned certifies that to the best of his/her knowledge:

There is no officer or employee of Grand Valley State University who has, or whose relative has a substantial interest in any contract award subsequent to this proposal.

The names of any and all public officers or employees of Grand Valley State University who have, or whose relative has, a substantial interest in any contract award subsequent to this proposal are identified by name as part of this submittal.

Name(s) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The undersigned further certifies that their company \_\_\_\_ IS or \_\_\_\_IS NOT currently debarred, suspended or proposed for debarment by any federal entity. The undersigned agrees to notify the University of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Supplier declares the following legal status in submitting this proposal:

A partnership

A corporation organized and existing under the laws of the State of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

An individual doing business as (DBA) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supplier declares that company is at least 51% owned, controlled and actively managed by

(check all that apply):

African-American Native American Woman/Women

Asian American Multi-Racial ADA Disabled Person(s)

Hispanic American

Supplier acknowledges receipt of the following addenda:

Addendum No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Addendum No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

BASE PROPOSAL: Attach your proposal.

The undersigned proposes to furnish all labor, materials, equipment, tools and services required to complete the work in accordance with the proposed Contract Documents listed herein, including all addenda issued pertaining to same, for the sum or sums as stated, and agrees that these Documents will constitute the Contract if accepted by Grand Valley State University.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address City/State/Zip Code

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Office Phone No. Mobile Phone No. E-mail

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Authorized Agent Signature Name & Title

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Tax Identification No. Date

III. ACCEPTANCE: This proposal is accepted by Grand Valley State University

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Authorized Agent Signature Name & Title

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Office Phone No. Fax No.

\_\_\_\_\_\_38 1684280\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

GVSU Tax Identification No. Date

**GVSU RFP #216-35: Appendix A: Pro Forma – Service Group 1 Merchant Card Processing Services**

Please click on the icon below for an embedded Excel spreadsheet version of the table on the following page.

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**GVSU RFP #216-35: Appendix B: Pro Forma – Service Group 2 Institutional Custody**

Please click on the icon below for an embedded Excel spreadsheet version of the table on the following page.

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**GVSU RFP #216-35: Appendix C: GVSU Departments**

|  |  |
| --- | --- |
| **Store Number** | **Department Name** |
| 0000 | GVSU HEADQUARTERS |
| 0001 | ALUMNI RELATIONS |
| 0002 | DEVELOPMENT |
| 0003 | FIELDHOUSE/REC |
| 0004 | HOUSING |
| 0005 | LANTHORN |
| 0006 | MEADOWS RESTAURANT |
| 0008 | WGVU TV FM AM |
| 0009 | MEADOWS GOLF ACADEMY |
| 0012 | EVENT SVCS (Kirkhof) |
| 0015 | DEVOS BOOKSTORE POS |
| 0016 | GOLF PRO SHOP |
| 0018 | UNIVERSITY BOOKSTORE POS |
| 0022 | DPS-Parkmobile |
| 0030 | CAMPUS RECREATION |
| 0031 | BOOKSTORE ONLINE |
| 0032 | CLIMBING CENTER |
| 0033 | GVSU WEBSITE (Core Web) |
| 0035 | KELLY FAMILY SPORT CENTER |
| 0036 | GVSU AFFILLIATES (Cybersource) |
| 0037 | GVSU CORE CASHIER |
| 0039 | MEADOWS RESTAURANT (Micros) |
| 0043 | WGVU - WGVK - WGVU Payflow Pro |
| 0044 | GVSU EVENTS (Loaners) |
| 0045 | ARAMARK OFFICE |
| 0046 | ICA INTERCOLLEGIATE ATHLETICS |
| 0047 | FAMILY HEALTH CENTER |
| 0049 | MI-SBTDC Headquarters |
| 0050 | CHILDREN'S ENRICHMENT CTR |
| 0051 | CONTINUING ED PDP |
| 0052 | CONFERENCE SERVICES |
| 0055 | GVSU ATHLETIC TICKETS |
| 0056 | CHARTER SCHOOLS OFFICE |
| 0057 | GVSU PARKING PAY STATIONS |
| 0058 | GVSU LOUIE'S LOCKER ROOM |
| 0059 | GVSU LLR ONLINE |
| 0060 | PROMOTIONS OFFICE |
| 0061 | DEPARTMENT OF PUBLIC SAFETY |
| 0062 | GVSU-MAREC |

**GVSU RFP #216-35: Appendix D: Department Equipment Type**

|  |  |
| --- | --- |
| **Department Name** | **Equipment Type** |
| ALUMNI RELATIONS | VX520 Analog |
| ARAMARK OFFICE | VX520 Analog |
| CAMPUS RECREATION | VX520 Analog |
| CHARTER SCHOOLS OFFICE | VX520 Ethernet |
| CHARTER SCHOOLS OFFICE | VX520 Ethernet |
| CHILDREN'S ENRICHMENT CTR | VX520 Analog |
| CLIMBING CENTER | VX520 Analog |
| CONFERENCE SERVICES | Ingenico iWL222 Bluetooth |
| CONFERENCE SERVICES | VX520 Ethernet |
| CONTINUING ED PDP | Mobile Accept |
| DEPARTMENT OF PUBLIC SAFETY | VX520 Analog |
| DEVELOPMENT | Mobile Accept |
| DEVELOPMENT | Mobile Accept |
| DEVELOPMENT | VX520 Analog |
| EVENT SVCS (Kirkhof) | VX520 Analog |
| FAMILY HEALTH CENTER | Ingenico iWL250 3g |
| FIELDHOUSE/REC | Mobile Checkout POS |
| GVSU EVENTS (Loaners) | Ingenico iWL250 3g |
| GVSU EVENTS (Loaners) | Ingenico iWL250 3g |
| GVSU EVENTS (Loaners) | Ingenico iWL250 3g |
| GVSU EVENTS (Loaners) | Ingenico iWL250 3g |
| GVSU-MAREC | VX520 Analog |
| GVSU-MAREC | VX520 Analog |
| HOUSING | Mobile Accept |
| HOUSING | VX520 Analog |
| ICA INTERCOLLEGIATE ATHLETICS | VX520 Analog |
| KELLY FAMILY SPORT CENTER | VX520 Analog |
| LANTHORN | VX520 Analog |
| MEADOWS GOLF ACADEMY | VX520 Analog |
| MI-SBTDC Headquarters | VX520 Analog |
| PROMOTIONS OFFICE | VX520 Analog |
| SPARE TERMINAL | VX520 Analog |
| WGVU TV FM AM | VX520 Analog |
| WGVU TV FM AM | VX520 Analog |

**GVSU RFP #216-35: Appendix E: Details of Current Portfolio (as of 12/31/2015)**

|  |  |  |
| --- | --- | --- |
| **Holdings as of 12/31/15** | **Amount** | **CUSIP** |
| PNC Institutional Money Market | $20,365,264.94 |  |
| DoubleLine Total Return Bond | $14,441,323.05 | DBLTX |
| DoubleLine Low Duration Bond | $24,630,177.52 | DBLSX |
| Franklin Templeton Emerging Markets Debt Opportunities Fund | $3,461,470.33 | FEMDX |
| Loomis Sayles Fixed Income Fund Class I | $2,866,406.25 | LSFIX |
| PNC Ultra Short Bond Fund Class I Fund #432 | $12,113,141.75 | PNCIX |
| Vanguard Inflation Protected Securities Fund Class IS | $6,036,442.01 | VIPIX |
| Vanguard Short Term investment Grade ADMR SHS FD #539 | $27,804,064.05 | VFSUX |
| Western Asset Intermediate Bond Fund Class IFD# 224 | $29,958,295.05 | WATIX |
| PNC Institutional Money Market | $20,365,264.94 | DBLTX |
| DoubleLine Total Return Bond | $14,441,323.05 | DBLSX |
| Total | **$141,676,584.95** |  |