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Bursars Office
2197 S. University Blvd.
Denver, CO 80208
303.871.2341
www.du.edu/bursar

**University of Denver Request for Bid
For
Processing of Credit Cards and Electronic Check (ACH) Payments**

The Bursar's Office at the University of Denver is in the process of identifying and selecting one payment processing company to process credit card and electronic check transactions related to student tuition and bill accounts as well as application deposits made to the University.

The University of Denver initializes billing student tuition charges 40 days before the start of each term. These charges are due and payable ten days prior to the first day of the term. Charges are payable by cash or check in the Cashier's Office at the University, by return envelope to the University's bank lockbox, or by direct wire to the University.

The University is seeking bids from third parties interested in processing credit card and electronic check (ACH) payment transactions for these charges. Interested parties need to have the ability to accept payments from students through a secure website as well as by phone, electronically transmit files containing specific transaction detail to the University at least daily, provide the University with a secure web site allowing instant transaction lookup/research abilities for University staff, hold funds received on the University's behalf in a separate trust fund, wire funds received on the University's behalf at least once a week, and charge reasonable convenience fees to individuals making payments.

In order to submit a bid, please answer the questions on the following pages. The questions should be answered in order, and an electronic copy of the completed bid document returned to the University by Tuesday, 9/15/09.

If your organization plans to respond to this RFB, please send me an email at kshoemak@du.edu to indicate your intent. This will allow the sharing of any questions and answers that may arise with all of our respondents. Any questions that you may have regarding this RFB can also be directed to this email address. Additionally, if you would like to receive a copy of this bid packet in a Microsoft Word format, please provide your email address to Kathy Shoemaker at kshoemak@du.edu

Sincerely,
Kathy Shoemaker
Bursar

University of Denver Payment Processing Request for Bid

Please provide the information requested:

Company Name

Company Address

Contact Name for RFB

Organizational Qualifications

How many years has your organization been in business?

How many employees does your company have?

How many colleges and/or university accounts do you have?

Please provide the name and phone number of individuals that we may call as a reference.

Do you outsource services provided to your customers?

If so, how much of your services?

Do you process ACH transactions with convenience fees?

Do you process credit card transactions with convenience fees?

- If yes, do you accept Visa?
- If yes, do you accept MasterCard?
- If yes, do you accept Discover?
- If yes, do you accept American Express?
- If yes, are you PCI compliant?
- If yes, are you PCI DSS compliant?

Do you process credit card and ACH payments for any colleges and/or universities that utilize the SCT Banner system?

Customer Service and Support

What is your response time to inquiries?

What are your days and hours of operation?

Do you have a toll free number for students to call?

Who will be the University's main contact?

Will you provide a call center for DU community questions and/or payments?

Financial

Provide a convenience fee structure for--

- ACH payments
- Credit Card payments

Would you hold funds in a trust account prior to remittance to the University?

How often would you remit funds collected to the University?

How would funds received be transmitted to the University?

Technology

Does your company provide online reporting?

If so, what types of reports are offered?

If offered, are reconciliation reports downloadable as .csv or .txt files?

Do you have an online real time web portal which allows University employees to research payments processed by: date of payment, name of student, student ID, name of payer, or amount of payment?

Are you able to transmit daily payment transaction files to an FTP server?

If so, are you able to transmit by midnight of same day with all payments to that point?

If so, are you able to include Student ID, type of transaction, type of payment, amount paid and payment application type (tuition, loan or deposit)?

Are you able to provide a secure portal to process payments?

What type of backup do you have?

How long do you retain backup?

Do you offer real time payment transmission?

If yes, what does this service cost?

DU requires that an electronic copy of this bid be emailed to:

Kathy Shoemaker – Bursar

kshoemak@du.edu

DEADLINE: 4:30 PM (M.S.T.) Tuesday, September 15, 2009