GRAND VALLEY
STATE UNIVERSITY

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. <u>RFP Schedule:</u>
   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)

2. 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.

3. 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 page of the GVSU Procurement Services website 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.

4. 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.

5. This Request for Proposal and submitted proposals are subject to the State of Michigan Freedom of Information Act.

6. 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.

7. Supplier may be asked to make a presentation to the Evaluation Committee on or around June 1, 2016.

8. 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."

9. 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%

10. Acceptance of proposal will be made by purchase order.

11. Grand Valley State University is Michigan sales tax exempt. Our exemption certificate is available at www.gvsu.edu/purchasing (see Popular Pages section).

12. Suppliers are responsible for all associated costs incurred in responding to this RFP.

13. Contact Kip Smalligan at 616/331-3211 or smalligk@gvsu.edu with any questions regarding this RFP.

GVSU RFP #216-35: Supplier Capabilities Questions

A. 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		

5. Discuss the firm's current capital structure, adequacy, and coverage. Please provide the following statistics for the last reporting period:

    a. Total Risk Based Capital Ratio: _____

    b. Tier 1 Risk Based Capital Ratio: _____

    c. Tier 1 Leverage Capital Ratio: _____

6. Include an electronic copy of the most recent audited annual financial statements.

B. 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:

   a. Proposed role with regard to the University's account (indicate which Service Groups they are responsible for)

   b. Biographical information

   c. Experience working with other higher education entities

   d. Number of years of experience in this field

   e. Number of years with your firm

   f. 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

   a. 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.

   b. Describe the responsibilities of the customer service personnel, including the chain of command for problem resolution.

   c. When will this representative or department be available?

   d. 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).

C. 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.

    a. 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.

    b. Describe the system's capabilities and outline the measures to protect sensitive information.

    c. 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

6. 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?

7. 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?

8. Is a separate merchant identification number required to accept online transactions for an individual location?

9. After the initial implementation, please describe the process for GVSU to set-up new MIDs.

10. 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?

11. 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?

12. Describe your point-to-point encryption capabilities. Is your solution approved by the PCI Security Standards Council (PCICo)?

13. 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?

14. 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?

15. 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)?

16. 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

17. 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?

18. 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?

19. 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?

20. 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?

21. Does your processing system identify and eliminate duplicate transactions?

22. What authorization methods does the firm support and which does the firm recommend? List and describe alternatives.

23. What are the procedures to reverse an incorrect authorization?

24. What are the procedures to refund a payment when the card is not present?

25. 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	_____

26. What is the latest time to submit transactions for processing to receive this same availability?

27. How are daily settlement reports by terminal received by GVSU? Are settlement reports transmitted differently if the terminal is manually settled versus automatically settled?

28. 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?

29. Please state the day of the month these statements should be received by GVSU.

30. Can GVSU provide documentation in response to chargebacks online? If needed, is there a designated contact person to handle chargebacks for GVSU?

31. Describe the firm's online capabilities to review merchant card transactions? Is transaction information available by terminal or merchant identification number?

32. 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?

33. 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?

34. Provide sample reports of merchant card activity.

35. When will interchange fees be deducted from the account, at the end of the day or at the end of the month?

36. When will the processor's fees be deducted from the account, at the end of the day or at the end of the month?

37. 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?

38. Fees

    a. Will all Interchange, Dues & Assessments, and all other processing network fees be passed through to the merchant unadulterated?

    b. Does the firm mark up the card issuers' stated interchange assessment? If so, by how much for each card type?

    c. 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.

    d. What is the firm's mark up on pin-debit transactions?

    e. Does the bank mark up the card industry's Address Verification Service (AVS) charge? If so, by how much?

    f. Does the bank mark up any others fees from the networks, including the network gateway fee? If so, provide details.

    g. Is there a monthly fee (per total relationship)? If so, what is it?

    h. Is there a monthly fee per Merchant ID? If so, what is it?

    i. Is there a monthly fee for online reporting? If so, what is it? Specify whether the fee is per relationship or per Merchant ID.

    j. What is the charge for PCI Compliance? Specify whether the fee is per relationship or per Merchant ID.

    k. Will all interchange on returned sales (Credits), be returned to the merchant?

D. 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.

    a. Fed Book
    b. 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

    a. Describe the frequency and format of custody reports that the bank would provide to the University. Include sample reports.

    b. Does the bank provide information to clients through an on-line inquiry/reporting service?

    c. What pricing source does the bank use for market valuation of securities?

    d. Does the system functionality permit downloads of custody information to excel-compatible format?

    e. May reports be generated based on both trade and settlement dates?

    f. How many days after month-end is reporting available?

    g. 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

    a. What short-term investment vehicle(s) does the bank propose to use for the overnight sweep in the University's custody accounts?

    b. Does a reserve requirement apply for the proposed overnight sweep option?

    c. What time of day is the cash sweep deadline? Is it end-of-day or next-day sweep?

d. 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.

e. What fee (if any) is charged to sweep funds into the proposed investment vehicle(s)? How is the fee calculated?

f. 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.

E. 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.

F. 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.

G. 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.

H. Sample Contract

1. 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.

2. 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.)

3. 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.

I. 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.

SG1 Merchant Card Processing

Attachment A : PRO-FORMA PRICING		
Service Group 1: Merchant Card Processing - Processor Fees		
	Annual	
$ Volume		
MasterCard	$ 21,221,610.98	
Visa	$ 33,857,048.44	
Discover	$ 3,813,517.82	
# of Transactions		
MasterCard	87,941	
Visa	96,485	
Discover	8,194	
Debit Card Processing Fee (Volume)	59,716	
Debit Card Processing Fee (Transactions)	$ 8,666,741.04	
AVS Fee (Card Not Present) # Transactions		
MasterCard	52,546	
Visa	7,402	
Discover	2	
Chargeback Fee	21	
Batch Fee		
Monthly Relationship Fee (Relationship)	1	
Monthly Fee (Per Merchant ID)	42	
Online Reporting Fee (Relationship / Month)	1	
Online Reporting Fee (Per Merchant ID / Month)	42	
Online Reporting Fee (Per User / Month)	15	
Network Acquired Fee	55,078,649.37	
PCI Support Package		
Per Month / Per Merchant ID		
Non-PCI Compliance Fee		
Per Month / Per Merchant ID		
Setup Costs		
Equipment Costs		
Additional Fees		

Attachment A : PRO-FORMA PRICING				
Service Group 1: Merchant Card Processing - Interchange			*Please only indicate the markup	
Interchange Category	Annual Dollar Amount	Annual Number of Transactions	% Per Total	$ Per Transactions
MasterCard				
MC Business Level 1 Data Rate 1	$ 138.25	12		
MC Business Level 1 Data Rate 2	$ 241,478.30	300		
MC Business Level 1 Face-to-face	$ 9,609.92	96		
MC Business Level 1 T&E Rate 1	$ 245.25	12		
MC Business Level 2 Data Rate 2	$ 186,426.05	168		
MC Business Level 2 Face-to-face	$ 3,729.07	36		
MC Business Level 2 Standard	$ 625.94	12		
MC Business Level 2 T&E Rate 1	$ 35.75	12		
MC Business Level 3 Data Rate 2	$ 193,473.29	192		
MC Business Level 3 Face-to-face	$ 3,253.46	48		
MC Business Level 3 T&E Rate 1	$ 94.75	12		
MC Business Level 4 Data Rate 1	$ 379.25	12		
MC Business Level 4 Data Rate 2	$ 140,773.81	120		
MC Business Level 4 Face-to-face	$ 2,357.74	36		
MC Business Level 4 T&E Rate 1	$ 321.85	12		
MC Data Rate 1 Large Market	$ 1,629.26	12		
MC Data Rate 2 Large Market	$ 405,708.28	1584		
MC Data Rate 2 Business Debit	$ 53,988.45	276		
MC Emerging Markets Gov / Ed Debit	$ 854,185.39	12552		
MC Emerging Markets Gov / Ed Debit Cap	$ 2,666,281.96	2100		
MC Emerging Markets Gov / Ed Prepaid	$ 14,804.84	228		
MC Emerging Markets Gov / Ed Prepaid Cap	$ 17,997.33	24		
MC Face to Face Large Market	$ 84,098.61	1056		
MC Face to Face Business Debit	$ 16,656.99	144		
MC T&E 1 Large Market	$ 905.64	24		
MC T&E 1 Business Debit	$ 368.06	24		
MC Standard Large Market	$ 136,551.98	12		
MC Credit Merit 1	$ 1,414,661.51	3444		
MC Credit Merit 3	$ 177,998.42	2328		
MC Credit Standard	$ 551.00	12		
MC Debit Emerging Markets	$ 983,251.14	6156		
MC Debit Merit 1	$ 18,449.70	3876		
MC Debit Merit 3	$ 163,597.60	10044		
MC Debit Regulated	$ 355.90	24		
MC Debit Regulated Fraud	$ 4,214,964.13	27192		
MC Debit Standard	$ 378.70	36		
MC Debit Restaurant	$ 2,866.50	144		
MC Debit Small Ticket	$ 2,467.59	312		
MC Intl Coml Bus	$ 8,518.45	12		
MC Intl Coml Corp	$ 4,170.66	24		
MC Intl Coml Data Rate 2 Prch	$ 30.00	12		
MC Intl Electronic	$ 16,360.75	156		
MC Intl Electronic Premium	$ 2,950.13	24		
MC Intl Electronic Super Premium	$ 4,896.29	24		
MC Intl Standard	$ 353,209.74	276		
MC Intl Standard Premium	$ 50,724.12	120		
MC Intl Standard Super Premium	$ 36,395.51	36		
Commercial Credit Refund Group 2	$ (22,771.70)	-36		
Consumer Credit Refund Group 3	$ (19,383.40)	-72		
Consumer Debit Refund Group 1	$ (2,798.94)	-84		
Consumer Debit Refund Group 3	$ (8,820.22)	-24		
MC Coml Return G2	$ (67,026.84)	-192		
MC Credit Return Consumer G3	$ (502,631.29)	-1032		
MC Debit Regulated Fraud Return	$ (229,477.52)	-1224		
MC Debit Return G1	$ (87,356.37)	-1032		
MC Debit Return G3	$ (210,409.29)	-336		
MC Intl Coml Bus Return	$ (585.00)	-12		
MC Intl Coml Corp Return	$ (150.00)	-12		
MC Intl Elec Premium Return	$ (467.92)	-12		
MC Intl Electronic Return	$ (6,038.76)	-36		
MC Intl Electronic Super Premium Return	$ (1,145.00)	-12		
MC World Merit 1	$ 4,330,253.64	5160		
MC World Merit 3	$ 211,644.27	2568		

MC World Restaurant	$ 1,018.52	72
MC World Standard	$ 897.01	12
MC World T&E	$ 260.12	12
MC World Elite Merit 1	$ 2,062,376.46	1680
MC World Elite Merit 3	$ 70,616.49	708
MC World Elite Restaurant	$ 668.90	36
MC World Elite Standard	$ 39.50	12
MC World Elite T&E	$ 358.83	12
MC Enhanced Merit 1	$ 1,505,279.80	2556
MC Enhanced Merit 3	$ 101,322.18	1380
MC Enhanced Standard	$ 161.78	12
MC World High Value Merit 1	$ 412,003.20	264
MC World High Value Merit 3	$ 7,254.31	96
MC World High Value T&E	$ 106.87	12
MC World High Value Restaurant	$ 36.25	12
MC Prepaid Emerging Markets	$ 18,059.72	120
MC Prepaid Merit 1	$ 1,354.18	36
MC Prepaid Merit 3	$ 4,902.85	228
MC Prepaid Restaurant	$ 16.00	12
MC Prepaid Small Ticket	$ 41.50	12
MC Prepaid Standard	$ 21.25	12
Visa		
VS Business Tier 1 Card Not Present	$ 61,324.59	96
VS Business Tier 1 Electronic	$ 17.00	12
VS Business Tier 1 Retail	$ 145.10	12
VS Business Tier 1 Standard	$ 967.59	24
VS Business Tier 2 Card Not Present	$ 38,814.53	60
VS Business Tier 2 Electronic	$ 41.00	12
VS Business Tier 2 Retail	$ 84.08	12
VS Business Tier 2 Standard	$ 657.49	12
VS Business Tier 3 Card Not Present	$ 131,216.59	108
VS Business Tier 3 Electronic	$ 43.00	12
VS Business Tier 3 Retail	$ 628.57	24
VS Business Tier 3 Standard	$ 1,724.11	24
VS Business Tier 4 Card Not Present	$ 85,029.02	60
VS Business Tier 4 Retail	$ 60.70	12
VS Business Tier 4 Standard	$ 546.12	12
VS Corporate Card - Card Not Present	$ 30,379.66	108
VS Corporate Card - Card Present	$ 1,782.47	24
VS Corporate Card - Retail	$ 18.00	12
VS Coml Card Not Present Bus	$ 121,828.34	276
VS Coml Card Not Present Bus Debit	$ 21,468.17	84
VS Coml Card Not Present Enhanced Bus	$ 144,067.46	228
VS Coml Card Not Present Prch	$ 84,423.11	360
VS Coml Card Not Present Signature Bus	$ 358,959.46	372
VS Coml Card Present Bus Debit	$ 803.61	24
VS Coml Electronic Bus	$ 123.01	12
VS Coml Electronic Enhanced Bus	$ 167.93	12
VS Coml Electronic Signature Bus	$ 510.75	24
VS Coml Retail Bus	$ 5,245.08	48
VS Coml Retail Enhanced Bus	$ 3,877.12	36
VS Coml Retail Signature Bus	$ 11,002.04	48
VS Coml Standard Bus	$ 10,649.56	96
VS Coml Standard Bus Debit	$ 1,605.09	24
VS Coml Standard Corp	$ 2,612.62	24
VS Coml Standard Enhanced Bus	$ 9,239.57	96
VS Coml Standard Prch	$ 19,593.27	48
VS Coml Standard Signature Bus	$ 16,317.79	108
VS Coml T&E Corp	$ 221.50	12
VS Purchasing Card - Retail	$ 80,643.10	12
VS US CV Purch 1	$ (610.00)	-12
VS Debit CPS Card Not Present	$ 673.14	12
VS Purchasing Card - Card Present	$ 105,505.56	48
VS Purchasing Card - Travel Service	$ 188.25	12
VS Debit CPS Restaurant	$ 349.54	24
VS Debit CPS Ret 2 - Emg Mkt	$ 297,721.93	5616
VS Debit CPS Ret 2 - Emg Mkt Cap	$ 816,637.51	672
VS Debit CPS Retail	$ 28,452.35	324

VS Debit CPS Retail Key Entry	$	9,584.00	168
VS Debit CPS Small Ticket	$	10,823.55	1596
VS Debit CPS Small Ticket Regulated	$	37,762.37	5700
VS Debit EIRF	$	157,055.04	2280
VS Debit Regulated	$	4,413,583.91	26820
VS Debit Standard	$	21.00	12
VS US Intl Commercial Bus	$	2,335.80	12
VS US Intl Commercial Corp	$	41,044.30	24
VS US Intl Commercial Prch	$	171.23	12
VS US Intl Debit Regulated	$	74.73	12
VS US Intl Electronic	$	6,336.36	120
VS US Intl Issuer Chip	$	13,951.01	168
VS US Intl Premium	$	207,255.97	252
VS US Intl Standard	$	581,877.75	480
VS US Intl Super Premium	$	9,417.37	48
VS Commercial Return	$	(508.03)	-12
VS Consumer Return	$	(103,120.03)	-168
VS Coml Return	$	(61,473.19)	-108
VS Credit Return Consumer	$	(1,075,199.88)	-2160
VS Credit Return Moto & Ecomm	$	(13,815.91)	-168
VS Debit / Prepaid Return	$	(359,364.66)	-1752
VS Return Debit and Prepaid	$	(16,785.24)	-108
VS US Intl Commercial Bus Return	$	(167.92)	-12
VS US Intl Issuer Chip Return	$	(12,093.64)	-60
VS US Intl Premium Return	$	(4,543.16)	-24
VS US Intl Standard Return	$	(9,528.09)	-24
VS US Intl Electronic Return	$	(162.18)	-12
VS Return Moto	$	(886.00)	-24
VS Credit CPS Card Not Present	$	358.00	12
VS Credit CPS Restaurant	$	472.00	24
VS Credit CPS Ret 2 - Emg Mkt	$	16,192,505.75	24660
VS Credit CPS Retail	$	1,828.02	36
VS Credit CPS Small Ticket	$	28,507.64	3912
VS Credit EIRF	$	1,010,266.23	10728
VS Credit Standard	$	2,008.30	48
VS Rewards 1	$	12,796.40	120
VS Rewards 2	$	2,175.22	60
VS Signature Preferred Card Not Present	$	8,269,537.87	5664
VS Signature Preferred Electronic	$	1,952.49	120
VS Signature Preferred Retail	$	57,431.45	876
VS Signature Preferred Standard	$	197,905.33	2004
VS Prepaid CPS Card Not Present	$	2,236.02	24
VS Prepaid CPS Restaurant	$	71.00	12
VS Prepaid CPS Ret 2 - Emg Mkt	$	30,237.76	540
VS Prepaid CPS Ret 2 - Emg Mkt Cap	$	35,616.28	48
VS Prepaid CPS Retail	$	5,771.35	60
VS Prepaid CPS Retail Key Entry	$	382.00	12
VS Prepaid CPS Small Ticket	$	1,825.97	312
VS Prepaid EIRF	$	14,824.56	324
VS US Comm STD PP	$	207.67	12
VS US Comm CNP PP	$	460.25	12
Discover			
DS Coml Electronic	$	364,600.72	972
DS Debit PSL Emerging Markets	$	726.65	48
DS Consumer Adjustment P3 Premium	$	(4,222.53)	-12
DS Consumer Adjustment P3 Premium Plus	$	(25.00)	-12
DS Consumer Adjustment P3 Rewards	$	(7,674.33)	-36
DC Com Adj P1	$	(4,753.06)	-48
DC Prem Plus Consumer Adj P3	$	(738.05)	-12
DC Premium Consumer Adj P3	$	(981.18)	-12
DS Premium Consmer Adj P3	$	(21,413.03)	-60
DS Reward Consumer Adj P3	$	(72,726.00)	-300
DC Premium PSL Express Services	$	29.25	12
DS Premium PSL Emerging Markets	$	540,235.00	1476
DC Premium PSL Retail	$	52.00	12
DS Premium PSL Restaurant	$	19.50	12
DS Reward PSL Crd Not Present / Ecomm	$	28.63	12
DS Reward Base Submission Level	$	11.60	12

DS Reward PSL Emerging Markets	$	1,437,591.24	6372	
DS Reward PSL Express Services	$	100.19	24	
DS Reward PSL Restaurant	$	314.40	24	
DS Reward PSL Retail	$	1,615.00	84	
DS Prem Plus PSL Emerging Markets	$	653,284.63	1128	
DS Prem Plus PSL Express Services	$	7.00	12	
DS Prepaid PSL Emerging Markets	$	105.57	12	
DS Prem Plus PSL Restaurant	$	33.00	12	

Attachment A : PRO-FORMA PRICING				
Service Group 1: Merchant Card Processing - Assessments			*Please only indicate the markup	
Assessment Category	**Annual Dollar Amount**	**Annual Number of Transactions**	**% Per Total**	**$ Per Transactions**
Discover Assessment Fee	3,003,280.50			
Mastercard Acquirer Fee	14,242,233.92			
MasterCard Assessment Fee	11,174,393.28			
MC Assessment Fee $1000 & Over	10,047,217.70			
Network Acquired Fee	55,078,649.37			
Visa Assessment Fee Sig Credit	27,652,637.45			
Visa Assessment Fee Sig Debit	6,204,410.99			
AMEX - Transaction Surcharge		6,611.00		
Discover Transaction Surchage		5,736.00		
Discover Authorization Fee		5,115.00		
MasterCard Documentation Image Fee		7.00		
MasterCard Settlement Fee		79,159.00		
MC Account Inquiry Status Dom		5,779.00		
MC Account Inquiry Status Intl		8.00		
MC Acq POS Cross Border	$ 71,497.98			
MC Acq POS Cross Border	$ 338,502.70			
MC Acq POS Program Support	$ 410,000.96			
MC Address Verification CNP		26,853.00		
MC Address Verification CNP		25,693.00		
MC Address Verification CP		383.00		
MC Address Verification CP		583.00		
MC Chargeback Assessment Fee		4,934.00		
MC Chgback Support Document Fee		12.00		
MC CVC 2 Auth Fee		16,280.00		
MC Digital Enablement Fee	$ 18,755,454.75			
MC Late Reversal CP	$ 2.00			
MC Network Access Branch Usage Fee (NABU)		86,432.00		
MC No Clr 120 Auth		233.00		
Visa Acq POS IAF	$ 774,177.65			
Visa Acq POS ISA	$ 149,252.78			
Visa Acq POS ISA	$ 624,924.87			
VISA APF Sig Credit		51,801.00		
VISA APF Sig Debit		45,853.00		
VISA Base II Fee		87,158.00		
Visa Image Documentation Fee		7.00		
Visa Outgoing Exception Item Fee		4.00		
Visa Interchange Fees Ajustment		-		
Visa Tran Integrity Fee		6,976.00		
Visa Zero Floor Limit Fee		18.00		
VS Acct Verification Fee		6,328.00		
VS Auth Misue Fee		193.00		

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.

SG 2 Institutional
Custody

Attachment B : PRO-FORMA PRICING		
Service Group 2: Instiutional Custody Services		
Assets Based Fee Schedule	140,000,000	
First $25 million		
$25 - 50 million		
$50 - 75 million		
$75 - 100 million		
$100+ million		
	Volume	
Account Maintenance Fee (Annual Charge)	1	
Number of Portfolio Holdings	9	
Other Charges (reporting, etc.)		
	Total Volume	Unit Cost if Rec'd Electronically
DTC / Fed Purchases	8	
DTC Fed Sells	7	
Distributions		
Incoming Domestic Wires	1	
Outgoing Domestic Wires	1	

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

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**	