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Oregon State
University

ADDENDUM

SOLICITATION NO.: P-2025-018918-JK	**SOLICITATION NAME:** TUITION AND ECOMMERCE SERVICES
ADDENDUM NO.: 2	**CLOSING:** JUNE 25, 2025 (2:00 PM, PT)
DATE: JUNE 13, 2025	**PROCUREMENT ANALYST:** JENNIFER KOEHNE

The following questions were received regarding the solicitation named above. OSU has provided answers below to each question, and the RFP or contract documents have not been modified as a result.

1. May we submit more than one pricing scenario for the University to review, which would be based on slight variances in the proposal?

   Proposers are responsible for providing pricing as indicated in the RFP under Exhibit E and that pricing should reflect the primary proposal. If providing options under the Proposal, Proposer may provide more than one pricing scenario based on the variances within the options in the Proposal. However, those additional pricing scenarios should be separate from the primary Proposal and clearly marked as optional. OSU, for scoring purposes, will be using your main pricing proposal under Exhibit E.

2. How are payment plans administered today at OSU?

   OSU offers current student payment plans that change and that require a larger down payment and shorter repayment terms as the term goes on. OSU offers up to five different debt resolution plans based on the amount of the debt owed.

3. How is the payment plan fee structured, and is the payment plan fee charged by a third party or by the University?

   Flat $15.00 fee charged by OSU automatically at time of enrollment for each payment plan for current students (no fee for former student plans).

4. Does the University charge any fees for ACH to the students?

   No

5. The Terms and Conditions/Sample Contract issued with the RFP are not specific to the regulated payment processing services we would provide. As a provider of regulated payment services, there are certain terms specific to our services that we typically request clients incorporate in a final contract. Is it acceptable for vendors to submit a copy of our Terms and Conditions with our proposal for the University's consideration?

   It is acceptable for Proposers to provide a copy of your terms and conditions for consideration. As per section 6.03 b, Negotiations, OSU may negotiate any other terms and conditions as determined by OSU.

6. Under Cashiering System Questions, the subsection numbering goes from 1. Overview to 3. Tender Type Requirements. Is this only misnumbering and not a missing section?

   This is only a misnumbering of this section and not a missing section.

7. When does the University anticipate issuing a Notice of Intent to Award?

   There are many factors that will dictate whether an Intent to Award is made, please see section 6.01 Evaluation for further detail. At this time, there is no set or estimated date when the Intent to Award will be issued.

8. What implementation timeframe does the University anticipate?

   OSU is currently undergoing a Workday transition, which will impact timing and resource planning for the Tuition & eCommerce implementation. (Workday go-live is July 2026)

   OSU will pursue a staggered implementation approach, prioritizing systems with compliance risks or near-term contract expirations.

   The license for the current e-Commerce solution expires in July 2026, and any implementation plan will need to accommodate that constraint. The timeline for the e-Commerce solution implementation has not yet been finalized and will depend on further coordination with OSU IT.

   The current Tuition and Cashiering solutions are compliant, and we have the option to extend their licenses, allowing implementation to take place after the Workday go-live in July 2026.

9. Are there existing provider expiration dates that dictate the priority for implementation? If so, what is the preferred order of implementation?

   See answer question 8.

10. What is the desired go-live dates for the solutions being requested?

    See answer question 8.

11. Is there a set date by which all solutions are expected to be fully implemented, or is there flexibility for a phased implementation approach? If phased implementation is possible, could you provide any guidelines or preferences regarding how it might be structured?

    See answer question 8.

12. Many schools have decided to eliminate cash as a form of payment. Is OSU considering this?

    Not at this time.

13. Should vendors include a proposed implementation timeline with key milestones for our entire solution and not only for E-Commerce? We note that Questions 1 - 5 under E-Commerce Implementation are not duplicated under the Tuition Services and Cashiering requirements.

Please provide a proposed implementation timeline for tuition and a separate one for e-commerce. Please remember to include an implementation timeline for cashiering, which we understand may be a component or subset of either primary solution depending on the Proposer.

14. Please can you provide the top 5 countries the University receives international students from, together with the number of students from each of these countries?

    OSU has international students from around the world including countries such as India, South Korea, China, Taiwan and Vietnam. At this time, we are not disclosing the number of students from each country or top five countries.

15. Please can you advise the total amount in $ and number of transactions received by the University for international student payments for the previous two academic years?

    OSU had over 100,000 transactions at approximately $835 million dollars for the previous two academic years.

16. Are there any challenges inherent to your current solution?

    OSU will not at this time provide any information on our current solutions.

17. Do you utilize Ellucian Ethos?

    No, OSU is not utilizing Ethos. It is our understanding that Ethos now refers to an API Gateway/Event system which we are not using.   While OSU has API applications running, OSU does not use that gateway.

18. Do you utilize Banner's proxy feature for authorized users?

    No

19. Can you provide the volume of in-person student payments? How much is cash, check, credit card, etc.?

    In-person payment volume is approximately 3,800 with estimated payments of $17 million. OSU is not able to provide breakdown at this time between cash, check, credit card, etc.

20. Regarding question 11i under the Cashiering System Questions, can you give examples of non-Banner Finance GL Postings?

    OSU does not have examples to share of non-Banner Finance GL postings, OSU is interested however if a Proposer's solution does have a web departmental deposit component with templates for non-Banner Finance GL postings.

21. Regarding question 6c under the Cashiering System Questions, can you describe what is meant by "cashiers look up a group of students"?

    OSU is interested in whether a Proposed solution can allow for a search based on multiple accounts or if only by single account.

22. Does the current payment plan fee enrollment fee revenue go to OSU?

Yes

23. Can you clarify which third party applications are integrated into your e-store (vendor supplied storefront) vs. integrated with a vendor supplied payment solution?

Our main use of third parties comes from some of our merchant storefronts where they use a third party (Ideal Logic, Audience View, etc) for the website which redirects to our current vendor payment solution for accepting credit card data.

24. Regarding question 22 under Implementation of Tuition Solution "Describe the system access required by your support personnel" - is OSU asking what access the vendor has to the test and production environments or something else?

Yes, OUS would like to know what access your personnel will need, or will have by default, to the university data contained within. This includes test, production, and any backup systems.

25. What is the total payment plan enrollment in the past 12 months? Please can you share the payment plan enrollment numbers for the last four terms?

Approximately 7,300 plans, with a volume of approximately $20 million.

26. Are there separate cohorts of students that need different payment plan types?

OSU currently offers three payment plans for current students and five separate payment plans for former students with outstanding balances.

27. Page 4, Tuition Solution Requirements, Refund Management: Which refund disbursement methods do you wish to offer?

ACH is preferred but checks are used as well. OSU is interested in finding out more about all other refund disbursement methods available.

28. Page 4, Cashiering Solution Requirements: What do you mean by "interim deposits"?

Currently departments are able to enter into the current cashiering system the amount (and tender) of payments received for the day. OSU considers this 'interim deposits' because the entering of the info to the Cashiering system simply logs the revenue. Additional approval steps are needed to book the revenue and actually deposit the funds (cash and checks) to the bank.

29. Page 4-5, Cashiering Solution Requirements: Can OSU please clarify which functions will remain in Banner and which will be transitioned to Workday? We interpreted your comments to mean that Banner will continue to be used as your Student system, meaning all student account payments will need to post to Banner Student, and that Workday will become your Finance/General Ledger system. Is that correct? If so, do you have any plans to transition to Workday Student and, if so, what is the timeline for that transition? Which system, Banner or Workday, will be used for Sponsor payments?

Yes. Your stated assumption is correct. Student Financials (tuition) will remain in Banner but Workday will become the OSU GL system (for non-student). The transition to Workday Finance is currently slated for July 2026. It is unknown when or if OSU would also transition to Workday Student at this time.

30. Page 5, E-Commerce Solution Requirements, last bullet point: What is the purpose of the individual storefront data files to be used to update the ERP? What data do you want that file to contain? What is your current process for updating Banner Finance?

   We require a list of payments received (income) with identifying payor information and reference number (our invoice number). We also require a periodic list of fees charged for the transactions, with a way to identify which fee matches which transaction.

31. Page 23, Bursar/Tuition Services Questions: Does OSU use the Banner parent portal?

   Not for Student accounts and Financial Aid.

32. Page 23, item 4c: can you please give examples of what you mean by "multiple balances"?

   Term balances, most recent billed balance, and current balances are viewable.

33. Page 23, item 4e: what do you mean by "details transactions"?

   Details of transactions would include date, amount, type of transaction, payment mode, and similar.

34. Page 24, item 4i: Are the screenshots to be from the student's perspective, an admin perspective, or both?

   Both

35. Page 30, item #20 under E-Commerce Solution Questions: What do you mean by "file of income and expense"? What data do you want that file to contain?

   The daily file would include a listing of income (revenue) and expenses (fees charged OSU per transaction, if applicable). Reporting should clearly identify each storefront (department).

36. Thank you for providing tuition payment volumes. In addition, please provide the number of non-tuition transactions processed in 2024, broken down by volume and total dollar amount for ACH and Credit Card transactions.

   E-Commerce volumes for credit card sales are provided in Chart E. Data provides annual transaction volume and dollar amount by store, and for OSU. ACH is not currently accepted on non-tuition E-Commerce sites.

37. Can you please provide the total number of enrolled payment plans for the 2023-2024 academic year (number of plans enrolled), as well as

   a) Total value collected for each method/payment type – Total collected $28,555,531(ECHECK $18,121,267 and Credit Card $10,434,264)

   b) Number of transactions for each method/payment type – Total transactions 6,502 (ECHECK 3,795 and Credit Card 2,707)

   c) Does the University currently retain any of the enrollment fee? Yes, OSU retains the enrollment fee. See answer to question 3 above.

See question 25 for answer to total number of enrolled payment plans and see answers in bullets listed above for a-c.

38. How many refunds do you disburse annually and what is the count and dollar amount for both ACH refunds and Checks?

    This last annual year we disbursed 49,285 refunds with an estimated total of $104,324,688 dollars.

39. Regarding RFP formatting, In order to provide ease of review for the vendor's ability to meet your requirements, would the University be amenable to:

    a) vendors answering the Scope or Work/Specifications via a Yes/No/Yes with Exceptions (including exceptions) answer format?

    b) Vendors will then provide full details for each requirement (including narrative and screenshots) for responses to Exhibit D?

    OSU would find this to be acceptable.

40. Regarding interim deposits noted under Cashiering Solution Requirements, can you please provide some details on the type of deposits that would be processed through the Cashiering solution?

    Currently departments are able to enter into the cashiering system the amount (and tender) of payments received for the day. OSU considers this 'interim deposits' because the entering of the info to the Cashiering system simply logs the revenue. Additional approval steps are needed to book the revenue and actually deposit the funds (cash and checks) to the bank.

41. Please provide a preferred go-live date for each of the solutions requested, as well as your desired timeline for implementation.

    See answer to question 8.

42. Past-Due Tuition and Collections Management: To better tailor our tuition and debt resolution offerings, could OSU provide any available data on:

    a) The total or average dollar amount of student tuition that becomes past-due annually or a total of past due accounts receivable for students – Depends on the definition of past due for student who are no longer registered and have a balance due there are 5366 accounts/ $9,062,312.59.

    b) The estimated amount placed with third-party collection agencies each year – Approximately 2295 accounts for an estimated total of $4,639,245.

    c) The amount typically written off annually as uncollectible student debt – $3,000,000.00 to $3,500,000.00.

    See answers in bullets listed above.

43. Rate Structuring for Credit Card Fees: Would the University be open to evaluating a more dynamic egalitarian credit card fee structure (rather than shared cc cost) that would eliminate the university's portion of subsidizing credit card fees but lower the total cost of CC fees overall?

    OSU is interested in learning more about all solutions that you can support.

44. What is the total amount of paid in cc fees, 1% student pays vs. x% OSU pays?

    At this time OSU is not disclosing the total amount paid in credit card fees.

45. Can you please describe what percentage of your eCommerce payments are integrated with your current ERP for transaction posting? Can you also describe how those transactions would be posted to the ERP, such as which process is utilized? (e.x. A journal entry, a miscellaneous transaction, etc.).

    The current solution is directly connected to the Cashiering system and accounts for about all of the cash and check transactions that come in person or via mail. If the ecommerce transaction is made between customer and the department, then it will be process through miscellaneous in ERP or creating deposits through cashiering system and goes to ERP (integration), and if the transaction is made by the students to pay the tuition, then this will be directly posted to ERP system via integration.

46. Are POS (Point of Sale) transactions limited to tuition-related payments, or do they also include other campus-related purchases (e.g., event fees, merchandise, services)?

    POS transactions are predominately non-tuition related.

47. Could you provide examples of departments that are currently used or are expected to use POS systems?

    University Housing and Dining Servies, Athletics and there are other departments that would be potentially interested. Please elaborate on possible solutions.

48. Specifically, what is the use case where students would use the POS for tuition payments?

    In-person tuition payments at the OSU Cashier's Office.

49. Cloud Provider Preference

    a) Is there a preferred cloud provider for this solution? While we are designing around AWS, we note the use of Microsoft Entra ID, which may indicate Azure as a preference.

       OSU takes a Microsoft first approach. OSU uses 3rd party applications currently using Azure, AWS, Oracle Cloud, etc.

    b) Would cross-cloud integration (e.g., AWS for application hosting and Azure for identity) be acceptable?

       Potentially yes, with prior evaluation and authorization.

    See answers in bullets listed above.

50. Mobile Access Expectations

a) Would a responsive web application be sufficient to support mobile users, or is a dedicated iOS/Android mobile app required or preferred?

OSU is interested in learning more about all available web applications for mobile users.

b) Are there any requirements to integration payment ability into any existing mobile applications?

Yes, currently, into OSU Mobile.

See answers in bullets listed above.

51. 529 Plan Provider Integration

a) Is Oregon College Savings Plan the preferred or required 529 provider?

OSU does not have a preferred 529 provider.

b) Does OSU use a standard integration layer to collect payments from the 529 plan providers?

No current integration specific to collecting 529 plans but we do have a lockbox where they send their payments to for us to manually post afterwards.

See answers in bullets listed above.

52. International Payment Support

a) What services does OSU currently use (or plan to use) for processing international tuition payments (e.g., Flywire, PayMyTuition, CIBC International, Western Union)?

None, only ACH currently.

b) Are there specific fraud prevention or currency handling expectations?

There should be credit card protection for fraud mitigation for the end user. All in person payments and deposits are verified in person through a live staff member.

53. Compliance & Security Requirements: Are there any OSU-required audit tools, compliance frameworks, or vendor risk assessments we must integrate with for FERPA, GLBA, PCI, or Nacha compliance validation?

OSU utilizes the NIST CSF, which may interact with eCommerce vendors. Additionally, OSU utilizes the eduCause HECVAT for evaluating new vendors, so vendors that interact with the prime eCommerce provider may be subject to additional scrutiny.

54. Workday Transition Timeline

a) With the transition to Workday Financials in July 2026, will there be a period of dual support alongside Banner?

Yes

b) Are there additional integration details for this future state?

Not at this time.

See answers in bullets listed above.

55. Branding and Customization

    a) To what extent must student billing and eCommerce storefronts adhere to OSU's branding (logos, colors, fonts, etc.)?

        To the fullest extent possible, all use of OSU marks (logos, names, trademarks) are subject to written approval from the University Relations and Marketing group to ensure quality standards whether on an OSU website, a storefront or a supplier website.

    b) Is branding expected to be configurable per department/storefront?

        Departments should be able to configure their storefront within OSU branding guidelines.

    See answers in bullets listed above.

56. Legacy System Migration: Will historical billing, payment, or communication data need to be migrated? If so, how far back, and in what format is the data currently stored?

    Accounts receivable data must be stored for at least 7 years. However, at this time it is unclear what OSU would need to migrate versus store offline or what format it will be in.

57. Administrative User Roles

    a) What access levels and role-based permissions are expected for OSU administrative users (e.g., view-only, override authority, departmental segmentation)?

        Unknown at this time. Please provide a listing of the roles and access privileges available. We can share that OSU desires full administrative rights to add, modify, delete, and appropriate user access (per system limits).

    b) Will roles be mapped from Banner or a central identity system like Entra ID?

        Entra for SSO; system access in Banner.

    See answers in bullets listed above.

58. Notification Channels: Are email and SMS the only channels expected for notifications, or is push notification/in-app messaging functionality desired?

    OSU is interested in all available options.

59. Cashiering Use Cases: Will the cashiering system be centralized to Student Accounts (i.e. tuition), or should it support decentralized usage across departments (e.g., Athletics, Events, Parking)?

    The solution should support and provide decentralized usage across the university.

60. Would the University consider a new Cashiering solution that would integrate real-time to the new Tuition Services software and E-Commerce solution selected?

    Yes

61. Would the University provide us with the total number of users, including supervisors, that will be accessing only the new Cashiering/POS module? This would be based on receiving payments for the Financial A/R system, Tuition Services, miscellaneous payments and any users associated with the answer above. (Note that read-only users and daily departmental revenue submitters are no charge.)

    Estimated 10-20

62. Would the University like the cashiering solution to create an Image Cash Letter (ICL) containing check images for deposit, and send it to your bank? If so, what bank?

    If by ICL you are referring to the ability to image a check, or group of checks, and transmit the image to the bank for deposit (aka remote deposit capture) then yes, we are interested in learning more about this ability, benefits, and associated costs.

63. Does the University have a multi-check scanning process in place for recording checks and invoices in batch? If not, should this be included in the response? What is the annual volume that the University would scan using this process?

    Yes, we scan all checks with our scanners through JPM, this shouldn't be included in this response, all we need is to record that checks were accepted and posted onto their accounts. Unless referencing electronic checks, which should automatically be processed to the students account.

64. Does the University have scenarios where different departments/agencies need to submit end-of-day receipt summary information? If so, would the University like to automate that?

    Yes, this is part of the functionality that we seek in a Cashiering system.

65. For cash receipting, what are your top five issues you experience? Of those five, which is most important and why?

    The ability to print and do an email receipt in one button. Being able to retrieve the receipts that were already done earlier in the day through a search/lookup. The ease of retrieving and printing out a physical receipt showing that the amount was posted to their account is the most important.

Entities are not required to return addendums with their offers but are responsible to make themselves aware of, obtain and incorporate into their final offer any information contained in addendums. Failure to do so may make the offer non-responsive and cause it to be rejected.