

1. **Question:** To help us scope the solution accurately, please provide the following payment volume data for the most recent 12-month period across both CCV and VTSU: (a) total credit/debit card transaction volume and dollar amount; (b) total ACH/eCheck transaction volume and dollar amount; (c) total international payment transaction volume and dollar amount; and (d) total active payment plan enrollments.

Answer: See Appendix at the bottom. Note: international payments are processed through different systems and difficult to estimate.

2. **Question:** The RFP requirements include payment plans and installment schedules. Can you please describe the desired goal for payment plans. Is the system looking for a vendor to support and manage the payment plans or provide software for the institution to manage the payment plans internally? Can the institution please describe the payment plan setup per term that is desired and any sort of fees that are currently charged to students/parents when enrolling in a payment plan?

Answer: \$30 fee/per plan. Vendor provides setup of monthly payments across the semester.

3. **Question:** Requirement 3.1.8 discusses Third party sponsor or employer payments. Can the institution please elaborate on the vision for how these bills or amounts would get to the third party sponsors or employers and how the payments would come in. Specifically, does the institution require a platform with the ability for the institution to create invoices to be sent to the third party sponsor or employer that would also allow the third party sponsor or employer to make payment to the institution for multiple students at one time? Or is the desired functionality, that the student could authorize the third party sponsor or employer to have access directly to their student account within the vendor platform and make an individual payment on their behalf (similar to traditional authorized user access)?

Answer: Invoice will come from VSC, need a place for third parties to make payment. Authorized access to the student(s) account no necessary.

4. **Question:** Section 3.2 Can you please elaborate on these payment types. Specifically, are any of these charges placed directly on the student account record? Are any of these charges payments that come in behind Slate, GiveCampus, Blackbaud, and/or Formstack? Are any of these payment types areas where the college does not have anything in place and would be looking for the selected vendor to provide a platform to assist in both the 'shopping' and the payment experience?

Answer: The payment types listed in 3.2 could come from any of the integrated systems listed in the RFP, including Workday, Slate, GiveCampus, Blackbaud, etc.

VSC expects integration to be able to make the payment within the integrated platform. There are some separate use cases where the payment experience would be expected from a 'shopping' experience within the payment platform.

5. **Question:** The RFP requires branding options aligned with the identity of multiple institutions. Please confirm whether CCV and VTSU each require a fully separate branded payment experience, or whether a shared experience with institution-level customization (e.g., logo, color scheme) would be acceptable.

Answer: VSC would prefer the ability to configure fully separate branding for VSC, CCV, and VTSU if possible.

6. **Question:** The RFP lists Workday as a required integration. Please confirm whether VSC is using Workday Student, Workday Financial Management, or both, and describe the intended integration use cases (e.g., real-time balance retrieval, payment posting to student accounts, GL reconciliation).

Answer: Workday Student and Financial Management will both be used. Use cases include those listed in the question.

7. **Question:** The RFP requires integration with Slate. Please describe the intended use case for Slate within the payment platform context, for example, enrollment deposit processing, application fee collection, or another workflow.

Answer: Intended use for application fees and deposits.

8. **Question:** The RFP requires integration with Blackbaud. Please describe the intended use case (for example, alumni giving, advancement fundraising, or another workflow) and whether bi-directional data exchange is required.

Answer: We need to preserve the ability to use Raiser's Edge/NXT for the full range of functions available to us, not only select scenarios. On the bi-directional data exchange question, we would like to understand exactly what your integration supports, including whether payment, donor, gift, transaction, refund, recurring gift, and reconciliation data can pass between the payment platform and Raiser's Edge and what might require manual entry, exports/imports, middleware, or custom development.

9. **Question:** The RFP requires integration with GiveCampus. Please describe the intended use case and whether VSC expects a native integration or would accept an API-based custom connector.

Answer: Intended use case is to process giving and fundraising payments, and API connector would suffice.

10. **Question:** The RFP requires integration with Formstack. Please describe the expected workflow (for example, payment collection via embedded forms, event registration, or departmental fee collection) and whether this integration needs to be native or API-driven.

Answer: API-driven would suffice.

11. **Question:** Requirement 3.7.3 discusses configurable fees and surcharges. Can the institution confirm if the desired goal is to pass on a credit card convenience/service fee to the payers when paying tuition with a credit card?

Answer: We would like the option to configure in such a way that we pass on a credit card convenience/service fee to payers.

12. **Question:** What is the primary motivation for seeking a new payment platform at this time? Is VSC replacing an incumbent vendor, or is this a net-new capability?

Answer: As we implement a new ERP, it is an opportunity to evaluate existing integrated systems and vendors.

13. **Question:** What is the anticipated go-live date or target implementation window for the selected payment platform?

Answer: We are on a timeline with the Workday implementation, hoping to start implementation in the fall as part of their integration work.

14. **Question:** As a regulated payments company, Flywire is required to include specific contractual terms in any final agreement. Would VSC be willing to consider Flywire's standard Master Services Agreement as the basis for contract negotiation, or does VSC require use of its own contract template?

Answer: We can start with the vendor's MSA as the basis for contract negotiation.

1. **Question:** Section 3.1.1 references online credit and debit card processing for tuition payments. Does VSC currently pass a service fee on to students for these transactions? If so, what is the current fee?

Answer: We do pass on the service fee for student billing, 3% with a minimum of \$3.

2. **Question:** If VSC does not currently use a service fee model, is there interest in adopting one as part of this RFP?

Answer: See previous answer.

3. **Question:** Will the Community College of Vermont and Vermont State University require separate instances of the payment platform, or will both institutions operate within a single shared environment?

Answer: We'd prefer a single shared instance with configurable branding.

1. **Question:** Are there any planned or upcoming initiatives that may impact the technical architecture or data flow between the selected platform and your other institutional platforms?

Answer: We are currently implementing Workday as our ERP, and plan to integrate the selected platform with Workday.

2. **Transaction Volume Questions:**

- a. Please provide the number of tuition transactions processed in 2025, broken down by volume and total dollar amount for ACH and Credit Card transactions.
- b. Please provide the number of non-tuition transactions processed in 2025, broken down by volume and total dollar amount for ACH and Credit Card transactions.
- c. Can you please provide the total number of enrolled payment plans for the 2024-2025 academic year (number of plans enrolled), as well as
 - i. Total value collected for each method/payment type.
 - ii. Number of transactions for each method/payment type
 - iii. Does the University currently retain any of the enrollment fee?
- d. How many refunds do you disburse annually and what is the count and dollar amount for both ACH refunds and Checks?
- e. Regarding credit card processing fees, will the University please share the fee structure

Answer: See Appendix at the bottom. Note: international payments are processed through different systems and difficult to estimate. **Second Note: we are still working to obtain answers to C and D and hope to provide on July 6, 2026.**

3. **Question:** Does the University currently retain any portion of the payment plan enrollment fee?

Answer: We don't believe we keep any portion.

4. **Question:** To help us propose the most appropriate solution architecture, could you please clarify how the VSC system is organized within Workday?

Answer: The VSC system is in Workday one tenant with multiple institution setup

5. **Question:** Specifically, the two schools operating as:

- a. separate Workday instances, each managed independently, or
- b. distinct entities within a single Workday instance (with their own branding, configurations, business processes, and operational requirements), or
- c. a single consolidated entity within one Workday instance?

Answer: See previous answer.

6. **Question:** 3.1.5 specifies support for recurring payments, can you provide use case examples of situations requiring recurring payments (outside of standard tuition payments)?

Answer: Gym memberships, donor giving

7. **Question:** 3.2.3 specifies support for dining, can you elaborate on that requirement?

Answer: Dining plans are billed through the ERP. Our dining vendor handles POS payments within the dining halls.

8. **Question:** Is VSC interested in static billing in addition to payments and real time account balance information?

Answer: We don't understand this question

9. **Question:** Can you provide an anticipated date for implementation to begin, and a go live date for the selected solutions?

Answer: See #13 above

10. **Question:** Section 3.5.5 references support for multiple bank accounts and merchant IDs. How many distinct merchant accounts are currently in operation across the system?

Answer: 10 MIDs for MC, VISA, Discover and 7 MIDs for AMEX

11. **Question:** Given VSC's growing workforce development programs, does VSC have specific requirements around third-party sponsor billing and payments (e.g., Vermont state agencies, employer-sponsored payments)?

Answer: Not at this time, but we would be interested in hearing what is possible.

1. **Question:** Under item #3.5.2, what do you mean by “configurable business rules for application of all payments”?

Answer: Being able to configure where transactions post

2. **Question:** Similarly, under item #3.7.3 what do you mean by “configurable fees, surcharges, and payment rules”, especially with regard to payment rules? Can you please provide examples?

Answer: Being able to configure convenience fees across multiple payment types, not only student charges.

3. **Question:** Regarding item #3.7.4, can VCS please provide examples of “institutional payment policies”?

Answer: Would appreciate the flexibility to collect or not collect convenience fees

4. **Question:** Does VCS have any intention of changing Student Information Systems during the contract period? If so, which SIS is VSC transitioning to and what is the timeline for the transition?

Answer: See #13 above.

1. **Question:** Payment Ecosystem

- a. Can you provide the number of devices that are in use today ?
- b. Please provide make and model of the devices.
- c. How many Merchant accounts aka MIDS are in use today?

Answers: 15-20 devices are in use. They are Ingenico iSMP4 and Ingenico Move/5000. We have 10 MIDs for MC, VISA, Discover and 7 MIDs for AMEX.

2. **Question:** Transaction Volumes and Ticket Sizes

- a. What are the annual and or monthly transaction volumes by card?
- b. What is the average ticket size for each payment?

c. What % of the credit card volume is international cards?

Answers: See Appendix at the bottom. Note: international payments are processed through different systems and difficult to estimate.

3. **Question:** ACH/eCheck Processing

- a. How are ACH/eCheck payments currently processed (provider/platform used)?
- b. What is your monthly ACH volume and average ticket size?

Answers: Current payment platform vendor is Touchnet. See Appendix below for ACH volume.

4. **Question:** Are payment processing fees currently absorbed by the institutions or passed on to the payer (e.g., student, parent, or cardholder)?

Answer: A mixture of both. For student billing, the fee is passed to the payer, but some other types of transactions are not because of platform limitations with our current setup.

5. **Question:** If Fees Are Passed to the Payer, what fee structure is currently applied (e.g., percentage, flat fee, or tiered)?

Answer: We do pass on the service fee, 3% with a minimum of \$3.

6. **Question:** What is the current rate or amount assessed per transaction?

Answer: see previous

7. **Question:** If Fees Are Absorbed by the Institutions, what is your current pricing structure with your payment processor (e.g., interchange-plus, flat rate, blended)?

Answer: Unsure

Appendix

Calendar Year 2025	Count	Amount (payments less refunds)
Student Related Credit Card Transactions	9006	6,746,665
Student Related ACH Transactions (not erefunds)	8810	18,075,284
Other Credit Cards Transactions	3185	257,456