

BID2013-07 CAMPUS DEBIT CARD PARTNER

QUESTIONS AND ANSWERS:

Group 1 Questions:

1. How does the University currently disburse financial aid refunds to students?
A: [Live Checks](#)
2. Does the University currently support the ability to ACH/Direct Deposit refunds to a student's bank account?
A: [No](#)
3. What is the approximate total dollar amount of annual student refunds disbursed by UNA?
A: [\\$16,716,255.16](#)
4. What is the average annual refund disbursed per UNA Student?
A: [\\$2400.00](#)
5. What percentage of refunds are currently disbursed to students via paper check?
A: [100%](#)
6. Would the awarded vendor have the ability to deploy an ATM on the UNA main campus to provide students free account access?
A: [Yes; location and need to be determined in the final contract negotiation](#)
7. How many ATMs are currently deployed on the UNA Campus?
A: [4](#)
8. What providers are operating these ATMs?
A: [Bank Independent; CB&S; Listerhill and SunTrust](#)
9. If available, please provide the following information for each existing on-campus ATM:
 - Indoor vs. Outdoor [A: 2 Outside / 2 Inside](#)
 - Through-a-Wall vs. Free Standing [A: One in a wall / all other free standing](#)
 - Accepts Deposits vs. Cash Dispense [A: Cash Dispense only](#)
 - Current Surcharge Rate [A: Unknown](#)
 - A breakdown of average monthly transactions based on a 12 month period for each ATM [A: Unknown](#)
 - After hours security for the ATMs [A: Those inside buildings are locked at night](#)

Group 2 Questions:

1. Will the successful bidder be allowed on campus prior to the implementation date to assist with the marketing efforts and informing the students, faculty and staff of the new student ID banking partner?
A: Yes
2. Will the winning bidder have exclusive access to incoming students and the University community during key school events, such as Orientations, Back to School, etc?
A: No (however, the winning bidder will be the only entity partnered with UNA to support a ONE Card convenience)
3. Does the school anticipate incorporating a financial aid refund option with the card program in the future?
A: We are open to a discussion on this / no commitment at this time.
4. What is the University's cost per card for the Mane Card?
A: \$0.80
5. Please provide geographical concentration data of student body:
A: 79.5% are Alabama residents ; 13.8% are from other states nationally; and 37 foreign countries make up the balance of our student population.
6. Does UNA issue student ID cards at other locations other than the Mane Card Office?
A: No
7. Would UNA be willing to offer a Mane Card that is branded with a Visa logo for the use of PIN and signature capability, therefore allowing added access and revenue share opportunity?
A: Yes
8. When does UNA anticipate awarding the contract to the successful banking partner?
A: It is the University's hope to make an award before the end of this calendar year.
9. When does UNA anticipate issuing the first card with the new bidder's banking functionality added to the card?
A: Our hope is March; but would work out details with the bid winner as appropriate.
10. How will the University promote the banking services made available to the students and employees?
A: while the University isn't in the business of promoting a specific banking service; the awarded bidder will be the only entity available for the convenient option of using the UNA Mane card as a one card solution for campus access, copies, meal plans and as a debit card from their bank account.
11. What avenues are available to market a new banking relationship to students, faculty and staff?
A: There are normally at least 5 orientation events and the awarded partner will have the ability to market openly to the campus.
12. Is there an opportunity for the bidder to be on-site as students are issued their student ID Cards?
A: Yes
13. Will there be a chance for bidders to make an on-campus presentation in response to their bid?
A: Yes, if the decision comes down to a small group of potential candidates and no clear winner is evident from the bid responses.

14. Please provide a sample of the UNA Made Card both front and back.

A: [Provided on the following page](#)

15. What is the projected student population growth over the next 5 years?

A: [Our hope is to grow at least 5 – 8%](#)

16. Does UNA pre-encode information on the magstripe? If yes, on which tracks, 1, 2, or 3?

A: [Yes; track 2 only; we use a 12 digit number for student ID numbers](#)

17. Is UNA planning on using a smart chip technology during the course of the contract?

A: [Not likely \(unless someone wanted to pay to replace vending and door access equipment\)](#)

18. How many ATMs are currently on Campus, who are the banking providers and where are they located?

A: [See answers in Group 1 above to Q7, 8, & 9](#)

19. Will the winning bidder have exclusive rights to place ATMs on campus?

A: [No](#)

20. Are there any restrictions from placing ATM machines through walls?

A: [Restrictions would be tied to location, Executive Council and Facilities authorization.](#)

21. Is the University open to having multiple ATM providers on campus or does the University require that the selected financial institution provide all ATMs?

A: [The University is open to having multiple ATM providers on campus.](#)

22. What is the fee charged by each bank's ATMs for non-customer usage?

A: [The fee imposed isn't different than the fee imposed by an ATM located off campus; it is unique to the bank providing the ATM – the University is not involved in the operation or the fee management of the ATMs on campus.](#)

23. Are the current ATMs on campus deposit-taking (full-service) or cash-only?

A: [See response to Group 1 / Q9](#)

24. What is the monthly lease expense of the ATMs currently on campus?

A: [Approximately \\$130 / month](#)

25. Will the University renew the current bank's ATMs once the contract expires?

A: [Unknown](#)

26. For the current ATMs on campus what are the total number of transactions per month, per year, per ATM for a running 12 month period?

A: [Unknown](#)

27. Please share any available data regarding the transaction volumes of any of the on-campus ATM locations:

A: [Unknown](#)

28. What is the number of ATMs the University is seeking as a part of this IFB?

A: [At least one if it doesn't already exist on campus](#)

MANE CARD IMAGE

