



Eastern Washington University

Q&A Addendum
BANKING SERVICES
REQUEST FOR PROPOSALS
RFP #25-CTR-07

July 7, 2025

The following questions were received during the Question and Answer period of this RFP. Below are the answers to the questions.

1. Are prepaid card services a required component of the RFP?

A response to Section 3.2.14. Prepaid Card Services is required to indicate whether the FI can provide such services. If prepaid card services can be provided, please answer items 1 - 9 within the section. Prepaid card services are not a required component that a FI must have to be selected, but such services are viewed as beneficial in the relationship.

2. Please confirm that you are requesting a joint proposal that includes both Treasury and Merchant Services.

EWU's RFP for banking services includes proposal components for both treasury services and merchant services. EWU utilizes TouchNet's technology platform to initiate and manage a variety of payments, while relying on traditional bank settlement processes to handle the actual transfer and reconciliation of funds.

3. Do you intend for the resulting contract to include two separate contracts, one for Merchant Services and one for Treasury or are you intending for there to be one contract that encompasses both?

There will be one contract, and EWU requires the bank of record to settle all card transactions. EWU utilizes the TouchNet payment gateway as a specialized payment processing service.

4. Is EWU interested in any Payor Fee Models like Managed Service Fees where the cost of processing cards is covered by the cardholder?

EWU utilizes the TouchNet payment gateway which as configured requires the card processing fees to be paid by the customer. Through this same technology, EWU leverages an online marketplace which is priced at retail for customers, meaning that card fees are included in the price.

5. What are EWU's future state plans around Merchant Processing?

EWU does not anticipate changes in the future, yet the university retains the opportunity to change as business may indicate.

6. What is prompting this RFP for Banking Services? Are there any priorities or projects on the horizon a potential banking provider should be aware of?

This Banking Services RFP is being conducted for EWU to exercise due diligence on the existing banking services provided to the university. There are not any notable priorities or projects outside of those mentioned in the RFP.

7. Does EWU have a budget and resources for a banking transition? Any perspective you can give on the capacity of EWU's finance team, IT partners, and campus stakeholders will help us align a proposal that meets your available resources.

EWU has appropriate resources to facilitate the outcome of the RFP.

- 8. Does EWU currently collect and store supplier bank account information in house or with a 3rd party? If in house, is this something that EWU would like to continue doing or is EWU open to the idea of a 3rd party supplier onboarding solution?**

EWU currently collects and stores supplier bank account information in house, and this is something EWU plans to continue. That being said, RFP respondents are welcome to include 3rd party supplier onboarding solutions in their proposals.

- 9. Does EWU leverage an existing Virtual Card in Accounts Payable for vendor payments?**

No, virtual cards are not used in accounts payable for vendor payments.

- 10. Can you provide a breakdown of transaction volumes and spend volume by payment method over the past 12 months?**

- a. Virtual Card
- b. ACH
- c. Check
- d. Wire

Please refer to the Average Monthly Volume column on the Exhibit B Fee Questionnaire. Trailing 12-month averages were used to produce the average monthly volumes. ACH, check, and wire volumes are included in Exhibit B, and virtual cards are not applicable as they are not used by EWU.

- 11. Does EWU feel they are getting the most out of the Virtual Card Program from a spend and rebate perspective?**

N/A - EWU does not have a virtual card program.

- 12. Are there any areas in your current Virtual Card program that you feel need improvement or have been challenging?**

N/A - EWU does not have a virtual card program.

- 13. Can EWU provide the use case for your pre-paid card program? Are pre-paid cards used for student athletes? Is EWU open to other solutions that could potentially replacing Pre-Paid Cards?**

Please refer to Section 3.2.14 Prepaid Card Services for further detail.

- 14. Please describe any current IT or ERP initiatives, or payables automation goals that a new potential banking partner should be aware of.**

There are not any notable IT or ERP initiatives or payables automation goals outside of those mentioned in the RFP.

15. EWU shared the selection criteria and weighting. More specific to overall treasury priorities: from the list below, please rank the following based on EWU priorities:

- a. Monetization
- b. Working Capital
- c. Fraud mitigation
- d. Supplier onboarding
- e. Rebate Rates
- f. Efficiencies
- g. Buyer/Supplier Relationships

Please refer to Section 2.9.2. Evaluation Criteria that EWU will use for evaluating proposals.

16. Will a link to the annual report or financial statement be acceptable? (Referencing Section 2.5)

Links to annual reports and/or financial statements will be acceptable given the link is active and has been tested to ensure it works properly.

17. Is the Supplemental Retirement Trust under ERISA?

No, the Supplemental Retirement Trust is not under ERISA.

18. Can you confirm Banner as EWU's current ERP provider? If so, on prem or cloud?

Yes, Banner is EWU's current ERP provider, and it is cloud-based.

19. Can you share three months of account analysis statements? Even redacted copies that remove account numbers and pricing would help provide the most accurate and complete pricing.

Please refer to Exhibit B Fee Questionnaire. Trailing 12-month averages were used for the average monthly volumes.

20. EWU's required information retention period?

EWU's required record retention period is 6 years.

21. It appears you wish to receive both an emailed version of the Proposal, as well as a copy delivered by flash drive. Can confirm EWU requires both? Is email sufficient?

Please send an electronic copy to cross19@ewu.edu. The electronic version must include Exhibit B in Excel format and the electronic version will be considered the "Master Copy."

- 22. It's noted that an electronic version of the RFP must be delivered by 4:00pm PT on July 10, 2025. The rest of the RFP notes a deadline of July 24th. Can you confirm the July 24th deadline?**

The RFP deadline is July 24th. The mention of July 10th is a typographical error that has been corrected in the most recent version of the RFP posted on EWU's Procurement website, along with a link to Exhibit B.

- 23. You are currently using Intellectcheck. Is this service out of scope for the RFP? Would EWU be open to hearing more about solutions that provide the similar payment methods?**

IntellectCheck is a Banner/Ellucian partner, and EWU is not interested in other options at this time.

- 24. How is EWU currently delivering ACH files to the bank? Are you using a direct upload method, host to host connection, or both?**

EWU delivers ACH files to the bank using host to host connection.

- 25. Can EWU share more background on the management of short and medium term liquidity? Aside from bank deposits, is EWU using any other providers to manage excess cash? Details on the current liquidity strategy would be helpful.**

The requested information is outside the scope of the RFP.

- 26. Is Exhibit D required at RFP response or can it be provided upon award?**

Exhibit D is required at RFP response.

Cody Ross
Director, Procurement and Contracts