



State of North Carolina

Office of the State Controller

DAVID T. MCCOY
STATE CONTROLLER

March 6, 2014

MEMORANDUM

TO: Chief Fiscal Officers, Vice Chancellors, Business Managers and Finance Officers

FROM: Amber Young

RE: Master Services Agreement for Merchant Card Processing Services

As you know, in 2000, in order to implement the merchant card processing services component of the electronic payments program required by Senate Bill 222, and to provide the agencies a statewide contract under which they could participate, the Office of the State Controller (OSC), with participation from the Department of State Treasurer and Office of Information Technology Services (ITS), initiated a joint effort with the objective of selecting a vendor to provide the services.

A statewide contract for Merchant Card Processing services was awarded to SunTrust Merchant Services. Since the execution of the Master Services Agreement (MSA) in July 2000, the services support inbound payments only. Participants pay for the services which they may subscribe to, as offered under the MSA, with each executing an Agency Participation Agreement.

The current MSA for Merchant Card Processing services, with SunTrust Merchant Services, will expire on January 31, 2015. The current MSA includes six amendments which represent addition of other technologies and contract extensions.

OSC is currently pursuing a procurement effort to select a vendor to provide merchant card processing services, after the expiration of the current MSA for Merchant Card Processing services. As part of this procurement effort, we will seek new technologies, ensure Payment Card Industry compliance, and consider the inclusion of the functionality of the Common Payment Services application currently provided by the ITS.

OSC desires this procurement effort to include representation from current users including universities, local government, community colleges, and agencies, to provide input and participate in procurement activities, including developing procurement documentation and the Request for Proposal.

OSC is seeking your input regarding requirements for functionality not covered in the current merchant card processing services agreement. These requirements may include support and/or accessibility of devices.

Each entity is requested to consolidate the entity's requirements in one submission through an electronic survey at https://www.surveymonkey.com/s/MSA_Processing. Please complete the survey by March 14, 2014. If you have any questions, please contact OSC Support Services at 919-707-0795 or osc.support.services@osc.nc.gov.

Thank you for your interest and support!

Memorandum No. SAD 14-26