TouchNet Assessment and Stakeholder Feedback

October 2023
OSU eCommerce
Conceptual - subject to change

- **APR**
  - MILESTONE: Engage Consultant CampusGuard

- **OCT**
  - MILESTONE: Current Merchant Process Evaluation

- **NOV**
  - MILESTONE: Stakeholder group conversations

- **DEC**
  - MILESTONE: Business Case Recommendation and Scope Approval

- **JAN**
  - MILESTONE: RFP Development and solicitation

- **FEB**
  - MILESTONE: Business Case Recommendation and Scope Approval

- **MAR - MAY**
  - MILESTONE: RFP vendor review and selection

- **JUN**
  - MILESTONE: Vendor Contract Execution

- **JUL**
  - MILESTONE: Possible phases for services

- **AUG - SEP**
  - MILESTONE: RFP vendor review and selection

- **SEP**
  - MILESTONE: Possible phases for services

**PROJECT START**

**Assessment** = Business Case Recommendation

**Request for Proposal** = vendor review and selection

**Contract review, negotiation, and execution**

**Implementation**

**Possible phases for services**

**Additional RFP solicitations as required**
The TouchNet services agreement is a centralized contract that is required to be used by all OSU web merchants. This ensures that all payments are directed to U.S. Bank as the ultimate payment processor per the exclusivity clause in the cash management services agreement OSU has with Oregon State Treasury.

The TouchNet services agreement will expire September 30, 2024 and will be 35 years old at that time. OSU currently has 130 active merchants processing credit card payments.

TouchNet provides marketplace and uStore online sales support as part of OSU’s contracted services.

Merchants have options for websites to use front-end application providers that have customer facing functionality that makes the search and purchase experience tailored to the services or goods offered. TouchNet Ready Partners are common for this type of connection.
Services not contracted have been removed from the chart

* indicates a licensed service not configured or in use
Stakeholder Participation
Strategy:

OSU intends to issue an RFP to evaluate and rebid services currently included in the TouchNet services contract, as required per Public Procurement Guidelines.

To leverage this requirement as an opportunity, OSU will evaluate the advances and disadvantages of continuing to accept credit cards under the State of Oregon (OST) agreement with U.S. Bank / Elavon. This evaluation will result in a decision to remain with the state contract or to separate from OST and seek the University’s own contract with merchant service providers.

Add your voice to the future of eCommerce.
Sign up for OSU’s credit card assessment survey today!

Communicating Updates

Email directly to specific groups:
- Merchant managers
- TouchNet Departmental Deposit users
- Survey respondents requesting email notifications

Website

eCommerce: (Update Coming Soon)
https://fa.oregonstate.edu/controllers-unit/treasury/ecommerce

Treasury:
https://fa.oregonstate.edu/controllers-unit/treasury

OSU Today
- Stakeholder Sessions
  - Coming late Oct / early November
Questions?

Email: Treasury@oregonstate.edu

Presenters:
Amy Kung, Treasury Analyst
Heather Hesano, Director of Treasury