Protest Decision

Matter of: Transact Campus Inc.

File No.:   2025-205

Posting Date: November 15, 2024

Contracting Entity: Medical University of South Carolina

Solicitation No.:   MUSC REQ-00535699

Description: Sole Source Acquisition of Payment Center, eRefunds, and Limited uPay solutions

DIGEST

The Chief Procurement Officer (CPO) grants the protest of Transact Campus Inc. (Transact) challenging the award of a contract as a sole source where the Medical University of South Carolina (MUSC) admits the services covered by the contract are not available from only one source. Transact's protest is attached as Exhibit A.

AUTHORITY

The Chief Procurement Officer (CPO) conducted an administrative review per S.C. Code Ann. §11-35-4210. This decision is based on materials in the procurement file and applicable law and precedents.

BACKGROUND

On October 15, 2024, MUSC advertised its intent to award a sole source contract to TouchNet Information Systems, Inc., (TouchNet) for Payment Center, eRefunds, and Limited uPay information technology solutions. [Exhibit B] On October 25, 2024, after timely filing a notice of intent to protest, Transact filed a protest with the CPO stating that it could provide each

solution MUSC claimed was a sole source in its written determination that the solutions to be provided by TouchNet were only available from TouchNet. [Exhibit C – MUSC's Determination] On November 14, 2024, MUSC e-mailed the CPO that it intended to award a contract to TouchNet pursuant to an exemption from the Procurement Code set forth in the Procurement Code at S.C. Code Ann. §11-35-710(6). [Exhibit D] MUSC further stated that it will "work to competitively solicit for a new e-payment gateway system in 2026."

DISCUSSION

MUSC's e-mail of November 14, 2024, to the CPO is an admission that TouchNet is not the only source for Payment Center, eRefunds, and Limited uPay information technology solutions.

DECISION

For the reasons stated above, the CPO grants Transact's protest, cancels MUSC's notice of intent to award a sole source contract to TouchNet, and remands this matter back to MUSC to proceed in accordance with the Procurement Code.

John St. C. White
Chief Procurement Officer

Columbia, South Carolina

STATEMENT OF RIGHT TO FURTHER ADMINISTRATIVE REVIEW
Protest Appeal Notice (Revised July 2024)

The South Carolina Procurement Code, in Section 11-35-4210, subsection 6, states:

> (6) Finality of Decision. A decision pursuant to subsection (4) is final and conclusive, unless fraudulent or unless a person adversely affected by the decision requests a further administrative review by the Procurement Review Panel pursuant to Section 11-35-4410(1) within ten days of posting of the decision in accordance with subsection (5). The request for review must be directed to the appropriate chief procurement officer, who shall forward the request to the panel or to the Procurement Review Panel, and must be in writing, setting forth the reasons for disagreement with the decision of the appropriate chief procurement officer. The person also may request a hearing before the Procurement Review Panel. The appropriate chief procurement officer and an affected governmental body shall have the opportunity to participate fully in a later review or appeal, administrative or judicial.

Copies of the Panel's decisions and other additional information regarding the protest process is available on the internet at the following web site: http://procurement.sc.gov

FILING FEE: Pursuant to Proviso 111.1 of the 2024 General Appropriations Act, "[r]equests for administrative review before the South Carolina Procurement Review Panel shall be accompanied by a filing fee of two hundred and fifty dollars ($250.00), payable to the SC Procurement Review Panel. The panel is authorized to charge the party requesting an administrative review under the South Carolina Code Sections 11-35-4210(6), 11-35-4220(5), 11-35-4230(6) and/or 11-35-4410…Withdrawal of an appeal will result in the filing fee being forfeited to the panel. If a party desiring to file an appeal is unable to pay the filing fee because of financial hardship, the party shall submit a completed Request for Filing Fee Waiver form at the same time the request for review is filed. *[The Request for Filing Fee Waiver form is attached to this Decision.]* If the filing fee is not waived, the party must pay the filing fee within fifteen days of the date of receipt of the order denying waiver of the filing fee. Requests for administrative review will not be accepted unless accompanied by the filing fee or a completed Request for Filing Fee Waiver form at the time of filing." PLEASE MAKE YOUR CHECK PAYABLE TO THE "SC PROCUREMENT REVIEW PANEL."

LEGAL REPRESENTATION: In order to prosecute an appeal before the Panel, business entities organized and registered as corporations, limited liability companies, and limited partnerships must be represented by a lawyer. Failure to obtain counsel will result in dismissal of your appeal. *Protest of Lighting Services*, Case No. 2002-10 (Proc. Rev. Panel Nov. 6, 2002) and *Protest of The Kardon Corporation*, Case No. 2002-13 (Proc. Rev. Panel Jan. 31, 2003); and *Protest of PC&C Transacts, LLC*, Case No. 2012-1 (Proc. Rev. Panel April 2, 2012). However, individuals and those operating as an individual doing business under a trade name may proceed without counsel, if desired.

South Carolina Procurement Review Panel
Request for Filing Fee Waiver
1205 Pendleton Street, Suite 367, Columbia, SC 29201

_____   _____
Name of Requestor   Address

_____   _____
City   State   Zip   Business Phone

1. What is your/your company's monthly income?   _____

2. What are your/your company's monthly expenses?   _____

3. List any other circumstances which you think affect your/your company's ability to pay the filing fee:

_____

_____

_____

To the best of my knowledge, the information above is true and accurate. I have made no attempt to misrepresent my/my company's financial condition. I hereby request that the filing fee for requesting administrative review be waived.

Sworn to before me this
_____ day of _____, 20_____

_____   _____
Notary Public of South Carolina   Requestor/Appellant

My Commission expires: _____

For official use only: _____ Fee Waived   _____ Waiver Denied

_____
Chairman or Vice Chairman, SC Procurement Review Panel

This _____ day of _____, 20_____
Columbia, South Carolina

NOTE: If your filing fee request is denied, you will be expected to pay the filing fee within fifteen (15) days of the date of receipt of the order denying the waiver.

ROGERS JOSEPH O'DONNELL

October 25, 2024

<u>Via Email (protest-mmo@mmo.sc.gov)</u>
Chief Procurement Officer
Materials Management Office
1201 Main Street, Suite 600
Columbia, SC 29201

> Re: Transact Campus Inc.'s Detailed Statement of Protest of Notice of Sole Source and Emergency procurement from TouchNet Information Systems Inc. posted by the Medical University of South Carolina in South Carolina Business Opportunities on October 15, 2024

Dear Chief Procurement Officer:

This letter serves as Transact Campus Inc.'s ("Transact") detailed statement of protest regarding the Medical University of South Carolina's (the "University") Notice of Sole Source and Emergency procurement from TouchNet Information Systems Inc. (the "Sole Source") that was posted by the University in South Carolina Business Opportunities on October 15, 2024. This protest is filed pursuant to S.C. Code § 11-35-4210 *et seq*., and as it is filed within 15 days of the posting of the Sole Source, it is timely. S.C. Code § 11-35-4210(c). Transact also timely submitted its notice of intent to protest on October 21, 2024.   This sole source award would be improper under South Carolina law as Transact can provide the same services as TouchNet, and the University has not provided an adequate justification for Sole Source Procurement as required by South Carolina law. As such, the University should revoke the Sole Source (or cancel any Sole Source award that has been made), and issue a competitive solicitation that would allow Transact the fair opportunity to respond and demonstrate the benefits of its solution and allow the University to select the best service to meet its need.

A.   The University's Notice and Technical Requirements

The University posted the Sole Source on October 15, 2024. Exh. 1. The Sole Source says that the "Notice End Date" is October 22, 2024. *Id*. The Sole Source describes the University's intent to award a contract to TouchNet Information Systems for $70,460 for "Payment Center, eRefunds and Limited uPay solutions." *Id*. The Sole Source says:

> MUSC has purchased and is currently implementing a new SIS (Anthology Student) and CRM (Anthology Reach). TouchNet Information Systems Inc provides the secure payment processing platform for student tuition & fees as well as student refunds. MUSC Currently utilize the TouchNet Payment center & eRefunds with our current SIS, Ellucian/Colleague, however this contract expires

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June 2025, and we will be required to move over to the TouchNet Payment
Gateway. The University will be utilizing the Limited uPay connections to collect
application, matriculation & seat fees as well as diploma & regalia fees.

Id. The Sole Source provides the following justification:

TouchNet is the only eCommerce Vendor that can provide the following services
which are critical for MUSC to process Student Payments while maintaining
compliance with state and federal requirements:

1. We are required to have a system that is PCI compliant. The TouchNet
Payment Center is the only eCommerce Payment Solution that is fully PCI DSS
and Payment Application Data Security Standard (PA-DSS) Certified by the PCI
Security Council.

2. TouchNet provides eCommerce modules that are easily integrated with
Anthology Student & Reach, including in person cashiering payments, mobile
payments, payment plans, deposits, refunds, 1098Ts, eBilling, eDeposits and
Payment Plans.

3. The TouchNet Payment Center is the only eCommerce system that provides
Tier 1 ActionLine Support, which is 24/7/365 support. This service includes
phone, web, live chat, self-service portal, and email solutions.

Id. Beyond this, the Sole Source gives no description of the required characteristics of
the system, or a justification for the Sole Source to TouchNet. While the University
identified TouchNet services as the intended awardee, the underlying services provided
by TouchNet that the University requires are available from other contractors, including
Transact.

The University has not provided a proper justification for the Sole Source as
required under South Carolina law. South Carolina's Consolidated Procurement Code and State
Procurement Regulation 19-445.2105 applies to "all sole source procurements unless emergency
conditions exist." That regulations says that "Sole source procurement is not permissible unless
there is only a single supplier" and gives examples, including "where the item is one of a kind."
S.C. Code Regs. §§ 19-445.2105(B). The University has in turn adopted a justification for sole
source procurements under various circumstances, the only one of which applicable here is "The
item or service is one of a kind." *See https://web.musc.edu/-
/sm/horseshoe/university/finance/f/procurement/fy2023-24-musc-university-signature-authority-
and-bd-rev.pdf*. The University's justification of the Sole Source includes three bases for a

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potential sole source award to TouchNet, but as explained below, none satisfy South Carolina's law and regulation or the University's policy.

> **1.**   **We are required to have a system that is PCI compliant. The TouchNet Payment Center is the only eCommerce Payment Solution that is fully PCI DSS and Payment Application Data Security Standard (PA-DSS) Certified by the PCI Security Council.**

Transact is also PCI Complaint. Transact has been PCI-DSS certified since the inception of PCI.   Attached to this protest is the PCI Security Standards Council's Attestation of Compliance for Report on Compliance – Service Providers for Transact. Exh. 2. It shows that Transact is also fully compliant and regarding the specific PA-DSS standard mentioned in the University's justification, it says:

> The Transact Payments payment gateway receives magnetic stripe or EMV chip data from the swipe device as part of the transaction message. Track data is retained in volatile memory and packaged for presentation to the Monetra payment switch for processing. ***Monetra is a PA-DSS validated payment application and does not retain track data during processing***. Transact Payments retains track data in volatile memory for the duration of the transaction and purges the data from memory upon completion. At no time is track data written to persistent storage.

Exh. 2 at 7 (emphasis added). This section continues to discuss Transact's compliance with PA-DSS and notes that Transact's "validated payment application and does not retain card security codes during processing." Transact can meet this University requirement.

> **2.**   **TouchNet provides eCommerce modules that are easily integrated with Anthology Student & Reach, including in person cashiering payments, mobile payments, payment plans, deposits, refunds, 1098Ts, eBilling, eDeposits and Payment Plans.**

Transact already integrates with Anthology Student and has for some time through its previous iterations of CampusVue/CampusNexus.   In addition, Transact has an eMarket integration with Anthology Reach. Since April 2022, Transact has had a strategic partnership with Anthology for integrated payments that covers the requirements outlined in the Sole Source justification.[1]   Anthology itself reports that "Anthology Reach supports the integration of the

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[1] *See* https://www.transactcampus.com/company/partners/anthology.

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following payment gateway service providers to enable online transactions on portal . . .Transact."[2] Transact can meet this University requirement.

> 3.   **The TouchNet Payment Center is the only eCommerce system that provides Tier 1 ActionLine Support, which is 24/7/365 support. This service includes phone, web, live chat, self-service portal, and email solutions.**

Initially, it is important to note that TouchNet's 24/7/365 support is actually live support between certain hours with on-call support after hours and a support website. Transact knows this both from materials received in response to recent FOIA requests about TouchNet's services, and based on publicly released RFPs that describe the incumbent services of TouchNet. *See, e.g.,* University of Nevada Las Vegas RFP No. 841-KO ("OneCard support is available from 9:00 a.m. to 6:00 p.m. PST with after-hours support available via on-call Client Support team members. Cases and voicemails left after hours are answered the next business day. If a production down or other critical issue cannot be resolved within normal business hours, our staff will continue to work on the problem until it is resolved, regardless of the time of day. In addition, customers receive 24x7x365 monitoring support. Should a critical issue arise outside standard hours, TouchNet personnel are automatically notified to begin research on issue resolution and are available to remediate the situation as quickly as possible. The bottom line is that no matter the time of day or night, TouchNet will always be there to help institutions resolve critical issues.").

Transact offers this same level of support. Transact staffs a live helpdesk from 8am-8pm Eastern Monday through Friday. After hours support is available with on-call team members outside of this window. Transact also has an online community where clients can connect and get support, and the site has chat, email and self-service options. Transact offers the same 24/7/365 support offered by TouchNet through the same means, and can therefore meet the University's announced needs.

> B.   **A Sole Source Award Would Be Improper, As Transact Can Supply The University with Services that Will Meet All of its Technical Requirements**

South Carolina requires competition in public contracting to "maximize to the fullest extent practicable the purchasing value of funds," "foster effective broad-based competition," "ensure the fair and equitable treatment of all persons who deal with the procurement system," and "provide safeguards for the maintenance of a procurement system of quality and integrity[.]" SC Code § 11-35-20. South Carolina prohibits sole source awards

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[2] *See* https://help.anthology.com/eng/Content/Help/PaymentGatewayConfig.htm.

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unless the agency's procurement officer determines that "there is only one source for the required supply, service, [or] information technology[.]" SC Code § 11-35-1560.
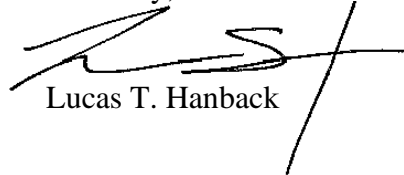
South Carolina's requirement for sole source contracts is clear. While Section 19-445.2105 of the Rules and Regulations, 1976 South Carolina Code of Laws, provides examples of "circumstances which could necessitate sole source procurement," it does not state that these circumstances will always necessitate sole source procurement, and requires the agency procurement officer to provide a sufficient justification for any sole source award. The current Sole Source justification is based on the assumption that TouchNet is the only offeror that can provide the required services. As described above, this is incorrect. The University's Justification fails to demonstrate that a sole source award would be permissible under Section 11-35-1560.

The University's prior use of TouchNet is not a sufficient justification for a sole source award. Considerations regarding system transitions and total costs are regularly dealt with via competitive solicitations, as required under South Carolina Law. All contracts must eventually end and while considerations regarding system migration and the related costs are valid subjects for consideration in a competitive procurement, without market analysis and a good faith estimate of the cost and level of effort there is no basis for a determination to limit competition to a single source. The University's Justification thus fails to support a sole source award.

C. Transact's Request for Relief

As the University's Justification fails to meet South Carolina standards for a sole source procurement, the notice of intent to award should be canceled. The University should proceed to a competitive procurement, allowing Transact to compete fairly against TouchNet and any other potential offerors.

Sincerely,

Lucas T. Hanback

Chief Procurement Officer
Materials Management Office
October 29, 2024
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Exhibit 1

South Carolina Business Opportunities

Published by Division of Procurement Services - Delbert H. Singleton, Jr., Division Director

Ad Category: Sole Source and Emergency

Notice Start Date: October 15, 2024

Notice End Date: October 22, 2024

Vendor Name: TouchNet Information Systems Inc

Contract Amount: 70460

Agency Procurement Manager: Brad Byrd

Agency Procurement Manager Email: byrdg@musc.edu

Agency Procurement Manager Telephone#: (843) 985-1798

The Agency hereby provides notice that it intends to enter into a sole source contract per S.C. Code Ann. §11-35-1560 with Vendor for the following supplies, services, information technology, or construction:

In accordance with §11-35-1560 (A) of the SC Consolidated Procurement Code, it is the intent of the Medical University of South Carolina (MUSC) to award without competition, a sole source contract in accordance with Regulation 19-445.2105 (B) (5) to TouchNet Information Systems Inc for the purchase of Payment Center, eRefunds and Limited uPay solutions.

Purpose and Objectives: These business solutions from TouchNet Solutions Inc are critical integrations for the new Student Information System (SIS) and Customer Relationship Management (CRM) which will go live for MUSC in early 2025.

MUSC has purchased and is currently implementing a new SIS (Anthology Student) and CRM (Anthology Reach). TouchNet Information Systems Inc provides the secure payment processing platform for student tuition & fees as well as student refunds. MUSC currently utilize the TouchNet Payment center & eRefunds with our current SIS, Ellucian/Colleague, however this contract expires June 2025, and we will be required to move over to the TouchNet Payment Gateway. The University will be utilizing the Limited uPay connections to collect application, matriculation & seat fees as well as diploma & regalia fees.

Sole Source Justification: TouchNet is the only eCommerce Vendor that can provide the following services which are critical for MUSC to process Student Payments while maintaining compliance with state and federal requirements:

1. We are required to have a system that is PCI compliant. The TouchNet Payment Center is the only eCommerce Payment Solution that is fully PCI DSS and Payment Application Data Security Standard (PA-DSS) Certified by the PCI Security Council

2. TouchNet provides eCommerce modules that are easily integrated with Anthology Student & Reach, including in person cashiering payments, mobile payments, payment plans, deposits, refunds, 1098Ts, eBilling, eDeposits and Payment Plans.

3. The TouchNet Payment Center is the only eCommerce system that provides Tier 1 ActionLine Support, which is 24/7/365 support. This service includes phone, web, live chat, self-service portal, and email solutions

QUESTIONS: Shall be addressed to the email address of the Procurement Officer indicated below.

PROTESTS (MAY 2019): If you are aggrieved in connection with the intended award of this contract, you may be entitled to protest, but only as provided in §11-35-4210. To protest an intended award of a contract pursuant to §11-35-1560, you shall (i) notify the chief procurement officer in writing of your intent to protest within five (5) business days of the date this intent to award is posted, and (ii) if the appropriate chief procurement officer has been timely notified of your intent to protest, you may submit your actual protest within fifteen days of the date this notice of intent to award is posted. Days are calculated as provided in §11-35-310(13). Both protests and notices of intent to protest must be in writing and must be received by the appropriate Chief Procurement Officer within the time provided. The grounds of the protest and the relief requested must be set forth with enough particularity to give notice of the issues to be decided.

Any protest or notice of intent to protest must be addressed to the Chief Procurement Officer, Materials Management Office, and submitted in writing (a) by email to: protest-mmo@mmo.sc.gov or (b) by post or delivery to: 1201 Main Street, Suite 600, Columbia, SC 29201

This notice of intent is not a request for competitive proposals. Any responsible sources who wish to identify their interest and capability to provide these services must notify this Contracting Specialist at byrdg@musc.edu prior to the contact deadline: October 22nd, 2024, at 12:00 AM EST. Telephone responses will not be accepted. Upon receipt of the interested parties' notification, the Contracting Officer will determine whether to conduct a competitive procurement or proceed with sole source negotiations.

Agency's justification for a sole source procurement may be viewed or immediately obtained at: Agency Procurement Manager (Listed Above)

PROTESTS:
Any actual or prospective bidder, offeror, contractor, or subcontractor aggrieved in connection with the intended award or award of this sole source contract, shall notify the appropriate chief Procurement officer in writing of its intent to protest within five (5) business days of the date this notice is posted. Any actual or prospective bidder, offeror, contractor, or subcontractor who is aggrieved in connection with the intended award or award of this sole source contract and has timely notified the appropriate chief procurement officer of its intent to protest, may protest to the appropriate chief procurement officer in the manner set forth below within fifteen days of the date this notice is posted; except that a matter that could have been raised as a protest of the solicitation may not be raised as a protest of

the award or intended award of a contract.

A protest must be in writing, filed with the appropriate chief procurement officer, and set forth the grounds of the protest and the relief requested with enough particularity to give notice of the issues to be decided. The protest must be received by the appropriate chief procurement officer within the time provided above. Days are calculated as provided in S.C. Code Ann. § 11-35-310(13).

Any Notice Of Intent To Protest And Protest Must Be Addressed To: Materials Management Officer

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Chief Procurement Officer
Materials Management Office
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Exhibit 2

Payment Card Industry
Data Security Standard

Attestation of Compliance for Report on Compliance – Service Providers

Version 4.0

Revision 1

Publication Date: December 2022

PCI DSS v4.0 Attestation of Compliance for Report on Compliance – Service Providers

Entity Name: Transact Campus Payments, Inc. dba Transact Payments

Assessment End Date: November 20, 2023

Date of Report as noted in the Report on Compliance: November 30, 2023

Section 1   Assessment Information

Instructions for Submission

This Attestation of Compliance (AOC) must be completed as a declaration of the results of the service provider's assessment against the *Payment Card Industry Data Security Standard (PCI DSS) Requirements and Testing Procedures ("*Assessment"). Complete all sections. The service provider is responsible for ensuring that each section is completed by the relevant parties, as applicable. Contact the entity(ies) to which this AOC will be submitted for reporting and submission procedures.

This AOC reflects the results documented in an associated Report on Compliance (ROC). Associated ROC sections are noted in each AOC Part/Section below.

Capitalized terms used but not otherwise defined in this document have the meanings set forth in the PCI DSS Report on Compliance Template.

Part 1. Contact Information

Part 1a. Assessed Entity
(ROC Section 1.1)

Company name:	Transact Campus Payments, Inc. ("Transact")
DBA (doing business as):	Transact Payments
Company mailing address:	18700 Hayden Rd Suite 230, Scottsdale AZ 85255
Company main website:	https://www.transactcampus.com
Company contact name:	David Shaw
Company contact title:	Chief Information Security Officer
Contact phone number:	866-259-6296
Contact e-mail address:	david.shaw@transactcampus.com

Part 1b. Assessor
(ROC Section 1.1)

Provide the following information for all assessors involved in the Assessment. If there was no assessor for a given assessor type, enter Not Applicable.

PCI SSC Internal Security Assessor(s)	
ISA name(s):	Not Applicable.

Qualified Security Assessor	
Company name:	360 Advanced, Inc.
Company mailing address:	200 Central Ave., Suite 2100, St Petersburg, FL 33701
Company website:	https://www.360advanced.com
Lead Assessor name:	Phillip Hagan
Assessor phone number:	1-866-418-1708
Assessor e-mail address:	phagan@360advanced.com
Assessor certificate number:	204-876

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Part 2. Executive Summary

Part 2a. Scope Verification

Services that were <u>INCLUDED</u> in the scope of the Assessment (select all that apply):

Name of service(s) assessed:	Transact Payments - Payment Processing Suite

Type of service(s) assessed:

Hosting Provider:	**Managed Services:**	**Payment Processing:**
☐ Applications / software	☐ Systems security services	☒ POI / card present
☐ Hardware	☐ IT support	☒ Internet / e-commerce
☐ Infrastructure / Network	☐ Physical security	☐ MOTO / Call Center
☐ Physical space (co-location)	☐ Terminal Management System	☐ ATM
☐ Storage	☐ Other services (specify):	☐ Other processing (specify):
☐ Web-hosting services		
☐ Security services		
☐ 3-D Secure Hosting Provider		
☐ Multi-Tenant Service Provider		
☐ Other Hosting (specify):		

☐ Account Management	☐ Fraud and Chargeback	☒ Payment Gateway/Switch
☐ Back-Office Services	☐ Issuer Processing	☐ Prepaid Services
☐ Billing Management	☐ Loyalty Programs	☐ Records Management
☐ Clearing and Settlement	☐ Merchant Services	☐ Tax/Government Payments

☐ Network Provider

☐ Others (specify):

Note: These categories are provided for assistance only and are not intended to limit or predetermine an entity's service description. If these categories do not apply to the assessed service, complete "Others." If it is not clear whether a category could apply to the assessed service, consult with the entity(ies) to which this AOC will be submitted.

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Part 2a. Scope Verification *(continued)*

Services that are provided by the service provider but were <u>NOT INCLUDED</u> in the scope of the Assessment (select all that apply):

Name of service(s) not assessed:	Not Applicable.

Type of service(s) not assessed:

Hosting Provider:	**Managed Services:**	**Payment Processing:**
☐ Applications / software	☐ Systems security services	☐ POI / card present
☐ Hardware	☐ IT support	☐ Internet / e-commerce
☐ Infrastructure / Network	☐ Physical security	☐ MOTO / Call Center
☐ Physical space (co-location)	☐ Terminal Management System	☐ ATM
☐ Storage	☐ Other services (specify):	☐ Other processing (specify):
☐ Web-hosting services		
☐ Security services		
☐ 3-D Secure Hosting Provider		
☐ Multi-Tenant Service Provider		
☐ Other Hosting (specify):		
☐ Account Management	☐ Fraud and Chargeback	☐ Payment Gateway/Switch
☐ Back-Office Services	☐ Issuer Processing	☐ Prepaid Services
☐ Billing Management	☐ Loyalty Programs	☐ Records Management
☐ Clearing and Settlement	☐ Merchant Services	☐ Tax/Government Payments
☐ Network Provider		

☐ Others (specify):

Provide a brief explanation why any checked services were not included in the Assessment:	

Part 2b. Description of Role with Payment Cards **(ROC Section 2.1)**

Describe how the business stores, processes, and/or transmits account data.	Transact maintains Transact Payments in a segmented cardholder data environment (CDE) located solely in the Microsoft Azure cloud environment. These segments include Internet-facing cloud infrastructure services (load balancers, security groups, and virtual networks) and internal virtual servers comprising of web servers, database servers, virtual security appliances, and job servers.
	Cardholders connect to the Transact Payments web servers through designated load balancers with web inspection performed using Barracuda CloudGen virtual appliances. The cardholder enters the payment information into the web server which passes the

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	information through the load balancers to the Monetra servers. Monetra servers contact the appropriate authorization network, determined by the school's chosen processor (e.g., Global Payments, First Data, etc.), to obtain authorization via a TLS encrypted internet gateway. Both the Transact Payments and Monetra servers store information regarding the transaction, including encrypted PAN using AES 256-bit encryption, but not SAD in the SQL 2019 DB.
Describe how the business is otherwise involved in or has the ability to impact the security of its customers' account data.	Transact, headquartered in Scottsdale, AZ, is a Level 1 service provider that provides a variety of financial products for use by Universities and Colleges throughout the United States. Specifically, Transact has developed and manages the Transact Payments application. Transact Payments is an application that Transact markets to universities and colleges as a software-as-a-service (SaaS) solution. Transact Payments provides Universities and Colleges the ability to customize a payment web page, which is used to securely accept online payments for tuition, charges, and fees from students using their credit card or an ACH transfer. Transact Payments also allows students to set up recurring payments and authorize other users (such as their parents) to make payments on their behalf. Transact Payments allows universities to securely accept electronic payments via a web page and obtain savings due to Transact's high volume of transactions.
Describe system components that could impact the security of account data.	Web Servers, Database Servers, Virtual Firewalls, Web Application Firewalls, IDS/IPS, FIM, Endpoint Protection, SIEM/Logging Platform

Part 2c. Description of Payment Card Environment

Provide a high-level description of the environment covered by this Assessment. *For example:* • *Connections into and out of the cardholder data environment (CDE).* • *Critical system components within the CDE, such as POI devices, databases, web servers, etc., and any other necessary payment components, as applicable.* • *System components that could impact the security of account data.*	The Transact Payments payment gateway accepts transactions originating from a card-swipe terminal located within the customer environment. The terminal (the current recommended model is the Ingenico Lane/3000) is owned and operated by the customer, not Transact. Transactions originating from the customer are received by the Transact Payments web interface, translated into a format required by the Monetra payment switch, and forwarded to the appropriate payment processor for transaction authorization. At the school, a user may also manually key-in card information (PAN & expiry) using a manual-entry screen within the Transact Payments application. Once the manually keyed transaction is received by the Transact Payments gateway, the transaction is processed in the same manner as above.

	The Transact Payments payment gateway receives magnetic stripe or EMV chip data from the swipe device as part of the transaction message. Track data is retained in volatile memory and packaged for presentation to the Monetra payment switch for processing. Monetra is a PA-DSS validated payment application and does not retain track data during processing. Transact Payments retains track data in volatile memory for the duration of the transaction and purges the data from memory upon completion. At no time is track data written to persistent storage.
	The Transact Payments payment gateway supports card-not-present transactions via the Transact Payments web site. Consumer users (students, parents, alumni) use the website to make payments for tuition, account balances, bookstore purchases, donations, or other school business. During the user's session, payment information is collected (including the card security code) from the user. The Transact Payments payment gateway accepts the transaction from the website once the user submits the payment information, then formats the transaction message for presentation to the Monetra payment switch, which routes the transaction to the appropriate payment processor.
	The Transact Payments payment gateway receives card security codes from the web site user as part of the transaction message. Card security codes are retained in volatile memory and packaged for presentation to the Monetra payment switch for processing. Monetra is a PA-DSS validated payment application and does not retain card security codes during processing. Transact Payments retains card security codes in volatile memory for the duration of the transaction and purges the data from memory upon completion. At no time are card security codes written to persistent storage.
	Transact accepts Visa, MasterCard, American Express, JCB, and Discover.

Indicate whether the environment includes segmentation to reduce the scope of the Assessment. (Refer to the "Segmentation" section of PCI DSS for guidance on segmentation)	☒ Yes ☐ No

Part 2d. In-Scope Locations/Facilities

(ROC Section 4.6)

List all types of physical locations/facilities (for example, corporate offices, data centers, call centers and mail rooms) in scope for this Assessment.

Facility Type	Total Number of Locations (How many locations of this type are in scope)	Location(s) of Facility (city, country)
Example: Data centers	*3*	*Boston, MA, USA*
Microsoft Azure	Cloud	Cloud

Part 2e. PCI SSC Validated Products and Solutions

(ROC Section 3.3)

Does the entity use any item identified on any PCI SSC Lists of Validated Products and Solutions*?

☒ Yes ☐ No

Provide the following information regarding each item the entity uses from PCI SSC's Lists of Validated Products and Solutions:

Name of PCI SSC-validated Product or Solution	Version of Product or Solution	PCI SSC Standard to which Product or Solution Was Validated	PCI SSC Listing Reference Number	Expiry Date of Listing
Monetra	8.20.2	PA-DSS	20-02.01232.002	October 28, 2022 Note: The PA-DSS program has been deprecated as of October 28, 2022. PCI SSC has listed this version of Monetra as "Acceptable only for Pre-Existing Deployments" which was the case for Transact.

*   For purposes of this document, "Lists of Validated Products and Solutions" means the lists of validated products, solutions, and/or components, appearing on the PCI SSC website (www.pcisecuritystandards.org) (for example, 3DS Software Development Kits, Approved PTS Devices, Validated Payment Software, Payment Applications (PA-DSS), Point to Point Encryption (P2PE) solutions, Software-Based PIN Entry on COTS (SPoC) solutions, and Contactless Payments on COTS (CPoC) solutions).

Part 2f. Third-Party Service Providers
(ROC Section 4.4)

For the services being validated, does the entity have relationships with one or more third-party service providers that:	
• Store, process, or transmit account data on the entity's behalf (for example, payment gateways, payment processors, payment service providers (PSPs, and off-site storage))	☒ Yes ☐ No
• Manage system components included in the entity's Assessment (for example, via network security control services, anti-malware services, security incident and event management (SIEM), contact and call centers, web-hosting companies, and IaaS, PaaS, SaaS, and FaaS cloud providers)	☒ Yes ☐ No
• Could impact the security of the entity's CDE (for example, vendors providing support via remote access, and/or bespoke software developers).	☒ Yes ☐ No

If Yes:

Name of Service Provider:	Description of Services Provided:
Microsoft Azure	Cloud hosted infrastructure and services supporting the Transact Payments application
Elavon North America	Transaction processing
First Data Merchant Services	Transaction processing.
Global Payments Direct, Inc.	Transaction processing.

Note: Requirement 12.8 applies to all entities in this list.

Part 2g. Summary of Assessment
(ROC Section 1.8.1*)*

Indicate below all responses provided within each principal PCI DSS requirement.

PCI DSS Requirement	Requirement Finding More than one response may be selected for a given requirement. Indicate all responses that apply.				Select If Below Method(s) Was Used	
	In Place	**Not Applicable**	**Not Tested**	**Not in Place**	**Customized Approach**	**Compensating Controls**
Requirement 1:	☒	☒	☐	☐	☐	☐
Requirement 2:	☒	☒	☐	☐	☐	☐
Requirement 3:	☒	☒	☐	☐	☐	☐
Requirement 4:	☒	☒	☐	☐	☐	☐
Requirement 5:	☒	☒	☐	☐	☐	☐
Requirement 6:	☒	☒	☐	☐	☐	☐
Requirement 7:	☒	☒	☐	☐	☐	☐
Requirement 8:	☒	☒	☐	☐	☐	☐
Requirement 9:	☒	☒	☐	☐	☐	☐
Requirement 10:	☒	☒	☐	☐	☐	☐
Requirement 11:	☒	☒	☐	☐	☐	☐
Requirement 12:	☒	☒	☐	☐	☐	☐
Appendix A1:	☐	☒	☐	☐	☐	☐
Appendix A2:	☐	☒	☐	☐	☐	☐

Section 2   Report on Compliance

(**ROC Sections 1.2 and 1.3.2**)

Date Assessment began: **Note:** *This is the first date that evidence was gathered, or observations were made.*	September 15, 2023
Date Assessment ended: **Note:** *This is the last date that evidence was gathered, or observations were made.*	November 20, 2023
Were any requirements in the ROC unable to be met due to a legal constraint?	☐ Yes ☒ No
Were any testing activities performed remotely? If yes, for each testing activity below, indicate whether remote assessment activities were performed:	☒ Yes ☐ No

• Examine documentation	☒ Yes	☐ No
• Interview personnel	☒ Yes	☐ No
• Examine/observe live data	☒ Yes	☐ No
• Observe process being performed	☒ Yes	☐ No
• Observe physical environment	☐ Yes	☒ No
• Interactive testing	☐ Yes	☒ No
• Other:	☐ Yes	☒ No

Section 3   Validation and Attestation Details

Part 3. PCI DSS Validation (ROC Section 1.7)

This AOC is based on results noted in the ROC dated *(Date of Report as noted in the ROC November 30, 2023).*

Indicate below whether a full or partial PCI DSS assessment was completed:

☒ **Full Assessment** – All requirements have been assessed and therefore no requirements were marked as Not Tested in the ROC.

☐ **Partial Assessment** – One or more requirements have not been assessed and were therefore marked as Not Tested in the ROC. Any requirement not assessed is noted as Not Tested in Part 2g above.

Based on the results documented in the ROC noted above, each signatory identified in any of Parts 3b-3d, as applicable, assert(s) the following compliance status for the entity identified in Part 2 of this document *(select one)*:

☒	**Compliant:** All sections of the PCI DSS ROC are complete, and all assessed requirements are marked as being either In Place or Not Applicable, resulting in an overall **COMPLIANT** rating; thereby Transact Campus Payments, Inc. has demonstrated compliance with all PCI DSS requirements except those noted as Not Tested above.
☐	**Non-Compliant:** Not all sections of the PCI DSS ROC are complete, or one or more requirements are marked as Not in Place, resulting in an overall **NON-COMPLIANT** rating; thereby *(Service Provider Company Name)* has not demonstrated compliance with PCI DSS requirements. **Target Date** for Compliance: YYYY-MM-DD An entity submitting this form with a Non-Compliant status may be required to complete the Action Plan in Part 4 of this document. Confirm with the entity to which this AOC will be submitted before completing Part 4.
☐	**Compliant but with Legal exception:** One or more assessed requirements in the ROC are marked as Not in Place due to a legal restriction that prevents the requirement from being met and all other assessed requirements are marked as being either In Place or Not Applicable, resulting in an overall **COMPLIANT BUT WITH LEGAL EXCEPTION** rating; thereby *(Service Provider Company Name)* has demonstrated compliance with all PCI DSS requirements except those noted as Not Tested above or as Not in Place due to a legal restriction. This option requires additional review from the entity to which this AOC will be submitted. *If selected, complete the following:*

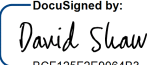| Affected Requirement	Details of how legal constraint prevents requirement from being met

Part 3a. Service Provider Acknowledgement

Signatory(s) confirms:

(Select all that apply)

⊠	The ROC was completed according to *PCI DSS*, Version 4.0 and was completed according to the instructions therein.
⊠	All information within the above-referenced ROC and in this attestation fairly represents the results of the Assessment in all material respects.
⊠	PCI DSS controls will be maintained at all times, as applicable to the entity's environment.

Part 3b. Service Provider Attestation

DocuSigned by:

David Shaw

BCF125F2E9064B3...

Signature of Service Provider Executive Officer ↑	Date: November 30, 2023
Service Provider Executive Officer Name: David Shaw	Title: Chief Information Security Officer

Part 3c. Qualified Security Assessor (QSA) Acknowledgement

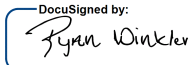| If a QSA was involved or assisted with this Assessment, indicate the role performed:	⊠ QSA performed testing procedures.
	☐ QSA provided other assistance. If selected, describe all role(s) performed:

DocuSigned by:

Phil Hagan

5747F294C35F411...

Signature of Lead QSA ↑	Date: November 30, 2023
Lead QSA Name: Phillip Hagan	

DocuSigned by:

Ryan Winkler

536D623C6AEF4DC...

Signature of Duly Authorized Officer of QSA Company ↑	Date: November 30, 2023
Duly Authorized Officer Name: Ryan Winkler	QSA Company: 360 Advanced, Inc.

Part 3d. PCI SSC Internal Security Assessor (ISA) Involvement

If an ISA(s) was involved or assisted with this Assessment, indicate the role performed:	☐ ISA(s) performed testing procedures.
	☐ ISA(s) provided other assistance. If selected, describe all role(s) performed:

Part 4. Action Plan for Non-Compliant Requirements

Only complete Part 4 upon request of the entity to which this AOC will be submitted, and only if the Assessment has Non-Compliant results noted in Section 3.

If asked to complete this section, select the appropriate response for "Compliant to PCI DSS Requirements" for each requirement below. For any "No" responses, include the date the entity expects to be compliant with the requirement and provide a brief description of the actions being taken to meet the requirement.

PCI DSS Requirement	Description of Requirement	Compliant to PCI DSS Requirements (Select One)		Remediation Date and Actions (If "NO" selected for any Requirement)
		YES	**NO**	
1	Install and maintain network security controls	☒	☐	
2	Apply secure configurations to all system components	☒	☐	
3	Protect stored account data	☒	☐	
4	Protect cardholder data with strong cryptography during transmission over open, public networks	☒	☐	
5	Protect all systems and networks from malicious software	☒	☐	
6	Develop and maintain secure systems and software	☒	☐	
7	Restrict access to system components and cardholder data by business need to know	☒	☐	
8	Identify users and authenticate access to system components	☒	☐	
9	Restrict physical access to cardholder data	☒	☐	
10	Log and monitor all access to system components and cardholder data	☒	☐	
11	Test security systems and networks regularly	☒	☐	
12	Support information security with organizational policies and programs	☒	☐	
Appendix A1	Additional PCI DSS Requirements for Multi-Tenant Service Providers	☐	☐	
Appendix A2	Additional PCI DSS Requirements for Entities using SSL/early TLS for Card-Present POS POI Terminal Connections	☐	☐	

South Carolina Business Opportunities

Published by Division of Procurement Services - Delbert H. Singleton, Jr., Division Director

Ad Category: Sole Source and Emergency

Notice Start Date: October 15, 2024

Notice End Date: October 22, 2024

Vendor Name: TouchNet Information Systems Inc

Contract Amount: 70460

Agency Procurement Manager: Brad Byrd

Agency Procurement Manager Email: byrdg@musc.edu

Agency Procurement Manager Telephone#: (843) 985-1798

The Agency hereby provides notice that it intends to enter into a sole source contract per S.C. Code Ann. §11-35-1560 with Vendor for the following supplies, services, information technology, or construction:

In accordance with §11-35-1560 (A) of the SC Consolidated Procurement Code, it is the intent of the Medical University of South Carolina (MUSC) to award without competition, a sole source contract in accordance with Regulation 19-445.2105 (B) (5) to TouchNet Information Systems Inc for the purchase of Payment Center, eRefunds and Limited uPay solutions.

Purpose and Objectives: These business solutions from TouchNet Solutions Inc are critical integrations for the new Student Information System (SIS) and Customer Relationship Management (CRM) which will go live for MUSC in early 2025.

MUSC has purchased and is currently implementing a new SIS (Anthology Student) and CRM (Anthology Reach). TouchNet Information Systems Inc provides the secure payment processing platform for student tuition & fees as well as student refunds. MUSC currently utilize the TouchNet Payment center & eRefunds with our current SIS, Ellucian/Colleague, however this contract expires June 2025, and we will be required to move over to the TouchNet Payment Gateway. The University will be utilizing the Limited uPay connections to collect application, matriculation & seat fees as well as diploma & regalia fees.

Sole Source Justification: TouchNet is the only eCommerce Vendor that can provide the following services which are critical for MUSC to process Student Payments while maintaining compliance with state and federal requirements:

1. We are required to have a system that is PCI compliant. The TouchNet Payment Center is the only eCommerce Payment Solution that is fully PCI DSS and Payment Application Data Security Standard (PA-DSS) Certified by the PCI Security Council

2. TouchNet provides eCommerce modules that are easily integrated with Anthology Student & Reach, including in person cashiering payments, mobile payments, payment plans, deposits, refunds, 1098Ts, eBilling, eDeposits and Payment Plans.

3. The TouchNet Payment Center is the only eCommerce system that provides Tier 1 ActionLine Support, which is 24/7/365 support. This service includes phone, web, live chat, self-service portal, and email solutions

QUESTIONS: Shall be addressed to the email address of the Procurement Officer indicated below.

PROTESTS (MAY 2019): If you are aggrieved in connection with the intended award of this contract, you may be entitled to protest, but only as provided in §11-35-4210. To protest an intended award of a contract pursuant to §11-35-1560, you shall (i) notify the chief procurement officer in writing of your intent to protest within five (5) business days of the date this intent to award is posted, and (ii) if the appropriate chief procurement officer has been timely notified of your intent to protest, you may submit your actual protest within fifteen days of the date this notice of intent to award is posted. Days are calculated as provided in §11-35-310(13). Both protests and notices of intent to protest must be in writing and must be received by the appropriate Chief Procurement Officer within the time provided. The grounds of the protest and the relief requested must be set forth with enough particularity to give notice of the issues to be decided.

Any protest or notice of intent to protest must be addressed to the Chief Procurement Officer, Materials Management Office, and submitted in writing (a) by email to: protest-mmo@mmo.sc.gov or (b) by post or delivery to: 1201 Main Street, Suite 600, Columbia, SC 29201

This notice of intent is not a request for competitive proposals. Any responsible sources who wish to identify their interest and capability to provide these services must notify this Contracting Specialist at byrdg@musc.edu prior to the contact deadline: October 22nd, 2024, at 12:00 AM EST. Telephone responses will not be accepted. Upon receipt of the interested parties' notification, the Contracting Officer will determine whether to conduct a competitive procurement or proceed with sole source negotiations.

Agency's justification for a sole source procurement may be viewed or immediately obtained at: Agency Procurement Manager (Listed Above)

PROTESTS:
Any actual or prospective bidder, offeror, contractor, or subcontractor aggrieved in connection with the intended award or award of this sole source contract, shall notify the appropriate chief Procurement officer in writing of its intent to protest within five (5) business days of the date this notice is posted. Any actual or prospective bidder, offeror, contractor, or subcontractor who is aggrieved in connection with the intended award or award of this sole source contract and has timely notified the appropriate chief procurement officer of its intent to protest,

may protest to the appropriate chief procurement officer in the manner set forth below within fifteen days of the date this notice is posted; except that a matter that could have been raised as a protest of the solicitation may not be raised as a protest of the award or intended award of a contract.

A protest must be in writing, filed with the appropriate chief procurement officer, and set forth the grounds of the protest and the relief requested with enough particularity to give notice of the issues to be decided. The protest must be received by the appropriate chief procurement officer within the time provided above. Days are calculated as provided in S.C. Code Ann. § 11-35-310(13).

Any Notice Of Intent To Protest And Protest Must Be Addressed To: Materials Management Officer

Exhibit C

MEDICAL UNIVERSITY OF SOUTH CAROLINA
UNIVERSITY PROCUREMENT
WRITTEN DETERMINATION

MUSC
MEDICAL UNIVERSITY
of SOUTH CAROLINA

Purhcase Order: OurDay   Purchase Requisition: REQ-00535699

Fund: FD001   Cost Center: CC002415   Additional Worktags: FN15; PG001535

○ Determination of Award Section 11-35-1520   Total Purchase Amount: $ 70,460.00
● Sole Source Procurement   Section 11-35-1560
○ Emergency Procurement Section 11-35-1570

BD # (if applicable)

2 – Accessories, replacement parts, or disposable (supplies), which must be compatible with existing equipment and available only from the manufacturer or a single authorized distributor.

Based upon the following determination, the proposed procurement action described below is being procured pursuant to the South Carolina Procurement Code and of the Rules and Regulations, 1976 South Carolina Code of Laws.

The Medical University of South Carolina proposes to procure: Payment Center, eRefunds and Limited uPay solutions

as a sole source procurement from: TouchNet Information Systems Inc.

The basis for this sole source purchases is: The University General Institution – University SIS Implementation is requesting the purchase of Payment Center, eRefunds and Limited uPay solutions from TouchNet Information Systems Inc.

These business solutions from TouchNet Solutions Inc are critical integrations for the new Student Information System (SIS) and Customer Relationship Management (CRM) which will go live for MUSC in early 2025.

MUSC has purchased and is currently implementing a new SIS (Anthology Student) and CRM (Anthology Reach). TouchNet Information Systems Inc provides the secure payment processing platform for student tuition & fees as well as student refunds. MUSC currently utilize the TouchNet Payment center & eRefunds with our current SIS, Ellucian/Colleague, however this contract expires June 2025, and we will be required to move over to the TouchNet Payment Gateway. The University will be utilizing the Limited uPay connections to collect application, matriculation & seat fees as well as diploma & regalia fees.

TouchNet is the only eCommerce Vendor that can provide the following services which are critical for MUSC to process Student Payments while maintaining compliance with state and federal requirements:
1. We are required to have a system that is PCI compliant. The TouchNet Payment Center is the only eCommerce Payment Solution that is fully PCI DSS and Payment Application Data Security Standard (PA-DSS) Certified by the PCI Security Council ■

2. TouchNet provides eCommerce modules that are easily integrated with Anthology Student & Reach, including in person cashiering payments, mobile payments, payment plans, deposits, refunds, 1098Ts, eBilling, eDeposits and Payment Plans.

3. The TouchNet Payment Center is the only eCommerce system that provides Tier 1 ActionLine Support, which is 24/7/365 support. This service includes phone, web, live chat, self-service portal, and email solutions

MUSC is declaring this a sole source according to SC consolidated Procurement Code 11-35-1560 ■

10/22/2024	Brad Byrd	Brad Byrd Digitally signed by Brad Byrd Date: 2024.10.22 15:46:49 -04'00'	Procurement Manager I
DATE	PRINT NAME	AUTHORIZED SIGNATURE	TITLE

NOTES: (1) Enter description of goods or services to be procured.
(2) Enter name of sole source or emergency contractor.
(3) Enter the determination and basis for sole source or emergency procurement.

THE DRUG-FREE WORK PLACE CERTIFICATION MUST BE OBTAINED FOR SOLE SOURCE AND EMERGENCY PROCUREMENTS OF $50,000 OR GREATER.

OurDay approval is obtained via the requisition process approval steps. BD's are approved by Director of Procurement in the Approval by RBSG Director University Procurement step and the CFO approves all other Sole Source and Emergency purchase requests in the Approval by Finance Executive step.

From: Byrd, Brad
To: White, John; Lucas T. Hanback
Cc: Witt, Maggie
Subject: [External] MUSC: TouchNet Information Systems Protest
Date: Thursday, November 14, 2024 7:25:42 AM
Attachments: image002.png

Hello,

Thank you both for your patience while we gathered all of the necessary information and discussed this with the appropriate parties.

The Medical University of South Carolina has been under contract with TouchNet for their e-payment gateway system since 2017, a current agreement that continues through June 2025. Our utilization began in conjunction with our then-current Student Information System (SIS) from Ellucian, which incorporated their e-Payment Center by TouchNet.

This past year, MUSC began implementation of our new Anthology SIS (Student) and CRM (Reach) systems that are scheduled for go-live February 2025, and requires an integration with our e-payment gateway, TouchNet. Given the timeline of the University's implementation of our new SIS and our current agreement with TouchNet, we believe it is in the University's best interest to continue with the current vendor. This will allow MUSC to complete the SIS implementation as scheduled to avoid costly disruption to student recruitment, enrollment, and related academic operations.

The Medical University of South Carolina will be moving forward with TouchNet e-Payment Gateway using Exempt Funds as allotted for in South Carolina Code § 11-35-710(A)(6) to allow for the current deadlines for implementation to remain unchanged.

We will then work to competitively solicit for a new e-payment gateway system in 2026.

Thank you in advance,

Brad Byrd
Procurement Manager I
Pronouns: he/him/his
University Procurement
Medical University of South Carolina
1 South Park Circle
Charleston, SC 29407
Office:(843) 985-1798

Please let us know how we are doing! Click or scan the QR code.