



THE CITADEL

Solicitation Number	RFP 23005-JM
Addendum #	2
Date Issued	12/20/2023
Procurement Officer	Jeff Molloy
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SOLICITATION TITLE: RFP 23005-JM Point of Sale (POS)

TYPE OF ADDENDUM:

- Change or clarification to the Solicitation's specifications, requirements, or scope of work.
- Questions posed regarding the Solicitation and their respective answers by The Citadel.

Questions and Answers

1. Whether companies from Outside USA can apply for this?
(like, from India or Canada)

A. No.
2. Whether we need to come over there for meetings?

A. There is a pre-proposal meeting on December 19, 2022 @ 11:00 a.m. that is not mandatory.
3. Can we submit the proposals via email?

A. Proposals must be submitted as specified in the original bid document.
4. Please confirm that the TransAct system is from the company TransAct Campus as referenced at <https://transactcampus.com>

A. Confirmed.
5. Do you have a contact either at TransAct or on campus that would have access to the developer API documentation for this product?

A. No, use an industry-standard relational database engine, an oracle database is preferred, a Microsoft database will work if need be. The Information Technology Department prefers to have full access to the database.
6. Please confirm that the Ellucian Banner system is from the company Ellucian as referenced at <https://www.ellucian.com/solutions/ellucian-banner>

A. Confirmed.
7. Do you have a contact either at Ellucian or on campus that would have access to the developer API documentation for this product?

A. No, please contact Ellucian/Banner
8. For credit card processing, who is the school's merchant bank for credit card processing?

A. Fiserv
9. Is The Citadel open to exploring other providers for cost benefit?

A. If this question is related to question number 8, The Citadel is not able to explore other providers.

10. Regarding consumable supplies (receipt paper, price tag labels, dry cleaner tags), do you want us to quote those, or will these products be purchased through other means separately?
 - A. Quoted with the proposed printer types.
11. Regarding cadet updates on order fulfillment from the tailor and laundry/dry cleaner - are you wanting to send updates via email, sms text or other format?
 - A. This can be quoted as an alternate.
12. For credit card processing, who is the school's merchant bank for credit card processing? Is The Citadel open to exploring other providers for cost benefit?
 - A. Fiserv is our credit card processor. The Citadel is not open to other providers.
13. Regarding consumable supplies (receipt paper, price tag labels, dry cleaner tags), do you want us to quote those, or will these products be purchased through other means separately?
 - A. See question #10
14. Will we be utilizing an existing dry cleaner tag printer and stock or is this a requested line item for both hardware and consumables? If keeping your existing print system, what size are the tags?
 - A. The Citadel prefers new printers and stock. The current model is an EPSON Thermopatch Model# LQ-590. The tag is a Perf Tag, and the dimensions are one (1) inch by three (3) inches and are cloth. These tags are primarily used for cadet garments. The tags are printed with a barcode, customer name (last, first), and have a CWID (Citadel Wide ID). These tags are attached to all garments issued to cadets.
 - B. For faculty/staff/outside customers using the dry cleaner, The Citadel uses a chemical resistant paper tag printed by a Zebra GX420t printer. The Citadel prefers the heat-sealed patch for all customers but will accept continuing to use the chemical resistant paper tags for non-cadet customers.
15. Regarding the flat file to send to Ellucian, can you provide a template in which format you would like to see the data? We can provide whatever data you need but need to know what format you will be expecting in order to automate the process. Is there an Ellucian data dictionary available so we can build the mapping?
 - A. No, use an industry-standard relational database engine, an oracle database is preferred, a Microsoft database will work if need be. The Information Technology Department prefers to have full access to the database.
16. Page 18 requirements Item #18 mentions warehouses. Are there other locations that are to be set up with the system beyond the 3 described in the bulk of the RFP?
 - A. There are currently only three locations. They are internally referred to as warehouses. The Citadel may in the future purchase additional offsite storage capacity, and the new offsite location's inventory will need to be tracked as well. Inventory from the offsite facility will be brought to The Citadel's campus and the system will need to be capable of transferring the inventory from one warehouse to another.
17. Item #53 Do you have a link to the South Carolina State IT Security Guidance that is specified in the RFP?
 - A. To satisfy this point, vendors need to fill out the IT Security Questionnaire attached to the RFP.
18. Item #54: **(The committee shared that this PO is going to be an internal purchase request to the state, and the state issues the purchase.) order.**
 - A. The Citadel will issue the PO. It will follow the SC Procurement Code.

19. Page 19 requirements Item #19 Allow requiring fields for capturing additional data desired by the Citadel Can you elaborate on what is intended here, or provide examples?
 - A. The intention is to capture quality data and disallow employees from choosing to not enter data into the fields. When data is manually entered into the system, the system should not allow employees to skip sections if they are required fields.

20. Page 20 requirements Laundry/Dry Cleaner part 2b mentions the same heat-sealed tag, can you share the type of printer and tag label stock be shared so we may make an assessment if this is viable for us to propose?
 - A. The Citadel prefers new printers and stock. The current model is an EPSON Thermopatch Model# LQ-590. The tag is a Perf Tag, and the dimensions are one (1) inch by three (3) inches and are cloth. These tags are primarily used for cadet garments. The tags are printed with a barcode, customer name (last, first), and have a CWID (Citadel Wide ID). These tags are attached to all garments issued to cadets.
 - B. For faculty/staff/outside customers using the dry cleaner, The Citadel uses a chemical resistant paper tag printed by a Zebra GX420t printer. The Citadel prefers using the heat-sealed patch for all customers but will accept continuing to use the chemical resistant paper tags for non-cadet customers.

21. Page 21 requirements Under Hardware, be clear that our solution is cloud-based. No database will be hosted locally. Is this an issue?
 - A. The Citadel requests a cloud-based solution.

22. Under Basic Card Reader, are TransAct cards read using a magnetic strip or a proximity reader?
 - B. The cards use a magnetic strip and barcode.

23. Page 23 requirements Under Readers, it mentions a touch screen. Do you want signature capture capability? It could be applied to departmental charges if desired.
 - A. This can be quoted as an alternate.

24. Page 40 requirements A Performance Bond is required, according to the RFP. This bond carries a hard cost specific to this bid, and not like the insurance we carry as a matter of ongoing business. Can the performance bond requirement be waived, or can the cost of the bond be added to the bid?
 - A. The cost of the bond can be added to the bid.

QUESTIONS FROM OFFERORS - AMENDMENT (JUN 2017)
 THE SOLICITATION IS AMENDED AS PROVIDED HEREIN. INFORMATION OR CHANGES RESULTING FROM QUESTIONS WILL BE SHOWN IN A QUESTION-AND-ANSWER FORMAT. ALL QUESTIONS RECEIVED HAVE BEEN REPRINTED BELOW. THE "STATE'S RESPONSE" SHOULD BE READ WITHOUT REFERENCE TO THE QUESTIONS. THE QUESTIONS ARE INCLUDED SOLELY TO PROVIDE A CROSS-REFERENCE TO THE POTENTIAL OFFEROR THAT SUBMITTED THE QUESTION. QUESTIONS DO NOT FORM A PART OF THE CONTRACT; THE "STATE'S RESPONSE" DOES. ANY RESTATEMENT OF PART OR ALL OF AN EXISTING PROVISION OF THE SOLICITATION IN AN ANSWER DOES NOT MODIFY THE ORIGINAL PROVISION EXCEPT AS FOLLOWS: UNDERLINED TEXT IS ADDED TO THE ORIGINAL PROVISION. STRICKEN TEXT IS DELETED. 02-2A097-1]

Other Change: Describe

DESCRIPTION OF CHANGES:

IMPORTANT NOTICE:

X Contractor is required to acknowledge receipt of this Addendum by signing below and returning a copy with its Offer.

Except as provided herein, all terms and conditions of the Solicitation referenced above remain unchanged and in full force and effect.

SIGNATURE OF PERSON AUTHORIZED TO EXECUTE ON BEHALF OF OFFEROR

Signature: _____

Printed Name & Title: _____

Company Name: _____

Date: _____