



THE CITADEL

Solicitation Number	RFP 27001-JD
Addendum #	1
Date Issued	08/04/2026
Procurement Officer	James P de Luca, CPPO
Phone	843-953-6861
E-Mail Address	jdeluca@citadel.edu

SOLICITATION TITLE: RFP 27001-JD Payment Processing System

TYPE OF ADDENDUM:

- ☒ Change or clarification to the Solicitation's specifications, requirements, or scope of work.

Edit to SCOPE OF WORK/SPECIFICATIONS:

P.34 – LOT B, i, Remove Item 1.5 "Snack and Beverage Vending"

P.35 – LOT B, ii, Remove Item 3.6 last two words "and vending"

P.42 – LOT B, Remove xiv "IP Capable Vending Reader" including Subsection items 1-4

- ☒ Questions posed regarding the Solicitation and their respective answers by The Citadel.

- 1. Question:** What is the annual dollar volume and transaction count for tuition/bill payments processed through the payment gateway, broken out by ACH and by debit/credit card?

A. Annual dollar amounts for calendar year 2025 is provided below:

2025 ACH Payments (Count: 5,891) - \$22,238,431.67

2025 CC Payments (Count: 7,359) - \$ 9,348,115.46

2025 eRefunds (Count: 4,483) - \$ -8,176,209.08

2025 529 Saving Plans (Count: 47) - \$ 309,238.39

2025 Int. Payments – IFT (Count: 5) \$ 44,048.33

2025 Transaction Count (17,785) - Total \$ +/- Transacted \$40,116,042.93

- 2. Question:** What is the annual dollar volume and transaction count for One Card / POS payments across campus dining, retail, and vending, broken out by One Card, debit card, and credit card?

A.

Sales	Cash	Credit Card	SV - Open	SV - Restricted	Grand Total
Barber Shop	\$ 13,818.00	\$ 34,074.00	\$ 2,197.89	\$ 226,972.11	\$ 277,062.00
Bond Hall	\$ 4,235.05	\$ 41,132.77	\$ 3,186.75	\$ -	\$ 48,554.57
Canteen	\$ 9,008.59	\$111,308.57	\$ 3,947.58	\$ -	\$ 124,264.74
Chick-Fil-A	\$ 90,226.92	\$877,223.56	\$ 10,986.80	\$ -	\$ 978,437.28
Library SB	\$ 2,886.13	\$106,582.45	\$ 4,607.37	\$ -	\$ 114,075.95
Post Office	\$ -	\$ 49,837.23	\$ 938.53	\$ 2,998.26	\$ 53,774.02
Cadet Store	\$ 4,756.51	\$134,143.26	\$ 5,807.08	\$2,301,181.94	\$2,445,888.79
Tailor Shop	\$ 1,498.33	\$ 43,774.18	\$ 6,608.45	\$ 488,972.56	\$ 540,853.52
Laundry	\$ 6,699.27	\$ 90,933.52	\$ 289.23	\$ -	\$ 97,922.02

Transactions	Refund Txn	Sale Txn	Total Txn
Barber Shop	13	16,828	16,841
Bond Hall	0	4,919	4,919
Canteen	6	8,970	8,976
Chick-Fil-A	64	71,371	71,435
Library SB	1	15,333	15,334

Post Office	1	2,617	2,618
Cadet Store	305	59,052	59,357
Tailor Shop	31	5,754	5,785
Laundry	2	3,100	3,102

Starbucks – MCH

Sales Transactions = \$57,926

Cash = \$34,253.11

Credit = \$491,975.65

One Card SV-Open = \$1,458.99

Refund = 0

3. Question: What is the average transaction amount for payment gateway (tuition/bill pay) transactions and for One Card/POS transactions?

A. ACH/CC - \$2383.89 (\$31,586,547.13/13250)

4. Question: What convenience fee does The Citadel currently charge for online tuition/bill payments, by pay type (card vs. ACH), and is that fee passed to the student or absorbed by the College?

A. The convenience fee on card payments for tuition/student bill payments are passed on to the card holder. The fee on ACH for tuition/student bill payments are absorbed by the College.

5. Question: What does Transact, the incumbent processor, currently charge The Citadel for payment gateway and One Card processing services?

A. Information regarding pricing structure is proprietary and should not be shared via an RFP Q&A period. Such information is typically released only via a formal FOIA process.

6. Question: Will Transact cooperate with data migration of student payment profiles, stored payment methods, and payment plan/transaction history to a new vendor?

A. Per PCI regulation, credit card data is not available for migration

7. Question: What specific data fields and formats are required for migrating payment profiles and cardholder/transaction data from Transact?

A. Information regarding specific data fields and formats is proprietary and should not be shared via an RFP Q&A period. Such information is typically released only via a formal FOIA process if allowed.

8. Question: What are the specific API/integration requirements for real-time posting to Ellucian Banner (Student, HR, Finance, Financial Aid, Admissions) — endpoints, data formats, and authentication?

A. All data transmissions from our current vendor platform and Ellucian Banner is transported using SFTP and no data is transported using APIs.

9. Question: Is the vendor expected to integrate directly with Cardinal (parking), Follett (Book Store), PRISM RBS, SMRT, HandShake, and PhotoShelter, or only with Banner?

A. Yes, the vendor is expected to integrate directly with Cardinal (parking), Follett (Book Store), PRISM RBS, SMRT, HandShake, and PhotoShelter, and also with Banner.

10. Question: How many self-service kiosks does The Citadel intend to deploy in retail dining locations, and at which locations?

A. The Citadel would like to start with 1-2 self-service kiosks in the Canteen (Bowls & Bites) and would like the ability to expand this capacity to other retail locations on an as-needed basis.

11. Question: How many IP-capable vending readers does The Citadel intend to deploy, and at which vending machines?

A. Zero IP capable vending readers (0).

12. **Question:** Are the existing 7 food-service POS systems, barber shop POS, 2 Post Office tablet POS systems, and 5 One Card Side Car devices expected to be fully replaced, or only integrated with the new platform?

A. All equipment is to be fully replaced, including bump bars, kitchen display systems, printers, sticky printers, side car readers, tablets, etc.

13. **Question:** What is the expected timeline for implementation, and are there specific academic-calendar blackout windows (e.g., start of semester) that implementation must avoid?

A. The Citadel would like to go live June 1, 2027 to enable billing beginning of academic year 2027-2028.

14. **Question:** Will a pre-proposal conference or vendor Q&A session be scheduled, given the RFP currently states 'N/A' for the conference?

A. No

☒ Other Change: Describe

SUBMIT OFFER by: **August 20, 2026 at 2:00 PM**, Award date is postponed until further notice by Addendum.

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: _____