THE CITADEL	**Solicitation Number**	**RFP-27007-CC**
	Addendum #	**2**
	Date Issued	**10/27/26**
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SOLICITATION TITLE: RFP 27007-CC – Payment Processing System

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.

☐ Other Change: see description below.

DESCRIPTION OF CHANGES:

1. Contract term. The initial contract term is three (3) years, with four (4) optional one-year renewals, for a maximum of seven (7) years. Conflicting references to contract duration or renewal periods are superseded.

2. One Card transaction devices. The required quantity is revised from five (5) to two (2) standalone payment terminals (sidecars).

3. Mobile credentials. Any newly proposed card readers or related hardware must support NFC and compatible virtual/mobile credentials as stated in Section III.6. Deployment of mobile credentials is not required at initial implementation. Mobile credential deployment costs are not required in base pricing; optional capabilities and costs may be identified separately. The Section III.6 request for mobile credential implementation costs is clarified accordingly.

4. Proposal instructions. The reference to Section IV in the Technical Proposal instructions is corrected to Section III – Scope of Work.

5. References. Offerors shall provide three (3) higher education references for similar projects; not all references must demonstrate Ellucian Banner integration.

6. Attachments. The Software Table and South Carolina Standard Amendment to End User License Agreements are to accompany this addendum. [ATTACH DOCUMENTS BEFORE ISSUANCE.]

QUESTIONS AND ANSWERS:

SOLICITATION AND CONTRACT

1. Is attendance at the October 19 pre-proposal conference mandatory, and may a team representative attend? (Already clarified by Addendum No. 1.)

Answer: *Attendance at the pre-proposal conference was not mandatory. Please refer to Addendum No.1.*

2. Where can offerors find amendments and any conference materials?

Answer: *No conference materials were provided. As clarified in Addendum No. 1, the pre-proposal conference consisted of a walkthrough of the applicable campus facilities. All solicitation amendments and related notices are posted at https://www.citadel.edu/procurement/vendors-and-suppliers/solicitations.*

3. What are the correct initial term, renewal options, maximum contract duration, and contract dates?

Answer: *The initial contract term shall be three (3) years, with the option to renew for four (4) additional one-year periods, for a maximum contract term of seven (7) years. Any conflicting references to the contract term or renewal periods in the solicitation are superseded by this amendment.*

4. Which contract years must be included in the cost proposal?

Answer: *Offerors shall provide pricing for the full seven (7) year contract period, consisting of the initial three (3) year term and four (4) optional one-year renewal periods, in accordance with Section VIII of the solicitation.*

5. May an offeror bid on payment processing/POS but not One Card; are partial or multiple awards or statewide-contract solutions permissible?

Answer: *The Citadel is seeking a comprehensive, integrated solution that meets the requirements outlined in Section III of the solicitation. Offerors may propose solutions utilizing multiple products or subcontractors, provided the proposal addresses all mandatory requirements. The Citadel anticipates making a single award.*

6. Can a prime offeror use subcontractors or ISO/processing partners, given the prohibition on joint bids?

Answer: *Offerors may propose a solution utilizing subcontractors, technology partners, or other third-party providers, provided that the proposal clearly identifies each party's role and responsibilities. The prime contractor shall remain responsible for the performance of all contractual requirements.*

7. May a non-U.S. company bid directly, and what registration or U.S.-partner requirements apply?

Answer: *The solicitation does not restrict participation to companies located within the United States. International companies may submit proposals, provided they meet all solicitation requirements and applicable federal and South Carolina laws and regulations.*

8. How should technical proposals be organized when Section II.B references an outline in Section IV?

Answer: *The reference to Section IV in the Technical Proposal instructions is a typographical error. Offerors shall refer to Section III – Scope of Work when preparing their technical proposals. All other proposal submission requirements remain unchanged.*

9. Does Section V require two or three higher-education references using Banner?

Answer: *Offerors shall provide three (3) higher education client references for projects of similar scope and complexity. Offerors should identify which references include integration with Ellucian Banner. The requirement that all references demonstrate Banner integration experience is not mandatory.*

10. Will the Software Table and South Carolina Standard Amendment to EULAs referenced in Section VII be provided?

Answer: *The Software Table and South Carolina Standard Amendment to End User License Agreements will be provided as attachments to Addendum No. 2. Offerors shall review and complete the applicable documents in accordance with the solicitation requirements.*

11. For each functional component, should the native/configurable/module/third-party/custom/unavailable designation and extra cost be supplied for every requirement, each section, or each product?

Answer: *Offerors shall provide the applicable designation (native, configurable, additional module, third-party, custom development, or unavailable) for each individual functional requirement outlined in Section III of the solicitation. Any associated additional costs shall be clearly identified. Offerors may use a response matrix or table to organize this information.*

SCOPE AND PRICING

12. Are copy/print, bookstore, library, athletics, and events in scope, and who currently provides them?

Answer: *The scope of this solicitation includes the payment processing, One Card, POS, and integration requirements identified in Section III. Offerors should identify their capabilities to support additional campus services, including copy/print, bookstore, library, athletics, and events, where applicable. Existing systems are not necessarily required to be replaced unless expressly identified in the solicitation.*

13. Which services and features belong in base pricing versus separately priced options?

Answer: *Offerors shall include all software, hardware, equipment, integrations, implementation services, and associated costs necessary to meet the mandatory requirements of Section III in their base pricing. Additional functionality, modules, equipment, or services that are not required by the solicitation may be separately priced as optional items. All optional costs must be clearly identified.*

BANNER AND INTEGRATIONS

14. What version of Ellucian Banner is in use?

Answer: *The Citadel currently utilizes Ellucian Banner 9.0.*

15. Is Banner on-premises or hosted as SaaS?

Answer: *Ellucian Banner is hosted on premises.*

16. Does The Citadel use Ellucian Ethos, direct database access, file interfaces, or another Banner integration method?

Answer: *The Citadel IT department can utilize Ellucian Ethos, direct database access, or SFTP file transfers. The Citadel IT department will work with the awarded contractor to update or insert data into Banner. Third-party vendors will not be provided direct database access.*

17. What Citadel staff, systems, environments, and support will be available for Banner configuration, development, and testing?

Answer: *The Citadel will provide reasonable coordination and support through its IT department during implementation. Specific staffing, system access, testing environments, and implementation responsibilities will be determined in coordination with the awarded contractor.*

18. Is the contractor responsible for development or configuration on the Banner side?

Answer: *Offerors shall identify all development, configuration, and integration services necessary to implement their proposed solution, including any anticipated responsibilities or dependencies involving The Citadel's IT department. Final implementation responsibilities will be coordinated with the awarded contractor.*

ONE CARD AND MOBILE CREDENTIALS

19. Which campus credential technologies are in use, and which use cases use each (doors, dining, retail, laundry, vending)?

Answer: *The Citadel currently utilizes the S2 system for campus card credentials associated with access control, dining, retail, and laundry.*

20. Are mobile credentials in scope, and does The Citadel currently use any mobile credential provider or wallet?

Answer: *The Citadel does not currently utilize mobile credentials. The proposed solution must be capable of accommodating mobile credentials for potential future implementation; however, deployment of mobile credentials is not required as part of the initial implementation.*

21. If mobile credentials are used today, how are they issued, updated, and revoked?

Answer: *Not applicable. The Citadel does not currently utilize mobile credentials.*

22. Which campus doors and service endpoints must accept NFC/mobile credentials, and must they have full parity with physical cards?

Answer: *The Citadel seeks a solution that supports the potential future use of mobile credentials for functions currently performed by physical campus cards. Specific locations, endpoints, and implementation requirements will be determined if The Citadel elects to implement mobile credentials in the future.*

23. Who owns and manages credential encryption keys, and are institution-owned mobile keys required?

Answer: *The current S2 vendor manages the existing credential system. Offerors should identify their proposed approach to credential management and any requirements associated with future mobile credential functionality.*

24. How many mobile credentials/users should offerors price annually?

Answer: *Mobile credential deployment is not required as part of the initial implementation. Offerors are not required to include mobile credential user quantities or associated deployment costs in their base pricing.*

25. Should full mobile-readiness hardware upgrades be included in the proposal or handled later?

Answer: *As specified in Section III.6, any new card readers or related hardware proposed as part of the solution must support NFC and compatible virtual/mobile credential technology. A campus-wide hardware upgrade solely for the purpose of implementing mobile credentials is not required as part of this solicitation.*

26. What is the target date for mobile credentials, and would an app-based virtual ID be acceptable temporarily?

Answer: *The Citadel has not established a target date for implementing mobile credentials. Offerors may describe available mobile credential capabilities, including app-based virtual identification, for potential future consideration. Mobile credential deployment is not required at initial go-live.*

27. Should offerors propose card production software, cameras, and printers, or retain existing equipment?

Answer: *Offerors shall propose new card production software, cameras, and printers as part of their proposed solution.*

28. What are the make, model, quantity, and age of existing ID printers and associated software/cameras?

Answer: *The Citadel currently utilizes one (1) Fargo HDP6600 ID card printer. The existing ID card software is Version 5.6.1, installed July 26, 2023.*

29. Would The Citadel consider replacing printers even if existing printers are compatible?

Answer: *Yes. The Citadel is seeking proposals that include new card production equipment.*

30. Should card stock be included in pricing, and can card stock packaging or label details be provided?

Answer: *Yes. Offerors shall include card stock in their proposed pricing and identify associated quantities and costs. Additional card stock specifications or packaging details will be provided if available.*

ACCESS CONTROL

31. What physical access control platform/software and version are currently used, and where is it hosted?

Answer: *The Citadel currently utilizes the S2 cloud-based access control system and Braxos.*

32. Can The Citadel provide an inventory of readers and locks (including Schlage MT15) by model, quantity, and location/use?

Answer: *The Citadel has approximately 124 portal/opening records in the S2 system. The majority of associated readers are Schlage MT15 models, with some MT11 readers also in use. The Citadel does not currently have a verified inventory identifying exact quantities by reader model or the manufacturers and models of all associated locks.*

33. Which readers and locks are owned by The Citadel versus a current vendor?

Answer: *All access control equipment provided by A3 Communications is owned by The Citadel. No equipment is currently leased from A3 Communications.*

34. How is the access control system currently synchronized with One Card (manual, file, API, etc.)?

Answer: *The current access control system synchronizes with the One Card system through Secure File Transfer Protocol (SFTP).*

35. What future integration or synchronization method is preferred (real time, API, scheduled sync, etc.)?

Answer: *Offerors shall describe their proposed integration and synchronization capabilities between the One Card system and applicable access control systems, including real-time, scheduled, or other supported methods. The proposed solution must meet the applicable requirements outlined in Section III of the solicitation.*

MEAL PLANS, VENDING AND LAUNDRY

36. How are meal plans purchased, billed, activated, and assigned to students, faculty, and staff?

Answer: *Offerors shall propose a solution that supports the meal plan functionality outlined in Section III of the solicitation, including meal plan administration, declining-balance and block meal options, and applicable integration with College systems. Specific administrative workflows will be established during implementation.*

37. How are meal plan assignments and changes transferred into One Card, and should manual processes be automated?

Answer: *Offerors shall describe their proposed capabilities for integrating meal plan information with Ellucian Banner and the One Card system, including automated assignments, updates, and administrative controls. The Citadel seeks to reduce manual processes where feasible.*

38. Should students and employees be able to enroll in or change meal plans online/mobile?

Answer: *The proposed solution should support online or mobile meal plan enrollment, where authorized by The Citadel, as outlined in Section III of the solicitation. Offerors shall identify any additional modules, integrations, or associated costs.*

39. What laundry solution/provider is in use, and how does it accept campus card payments?

Answer: *The Citadel currently utilizes the SMRT system for laundry services. Campus card payments are processed through a separate Ethernet-connected payment terminal (sidecar), which is not integrated with SMRT.*

40. How many vending machines accept the campus card, who operates them, and what readers/models are used?

Answer: *No vending machines currently accept the campus card. Accordingly, reader and model information is not applicable.*

41. Which vending payment gateway (e.g., Apriva, Cantaloupe) is used?

Answer: *The Citadel currently utilizes Fiserv for payment processing.*

42. Is there an existing off-campus merchant program, and how many merchants participate?

Answer: *The Citadel does not currently have an off-campus merchant program.*

43. Should optional off-campus merchant functionality be priced in the base proposal or separately?

Answer: *Off-campus merchant functionality is optional and shall be priced separately from the base proposal.*

PO'S, DINING AND RETAIL

44. Which POS platforms are used at Chick-fil-A, Starbucks, Valor Café, Seaboard Café, The Alley, Cadet Store, and Tailor Shop, and who owns them?

Answer: *Chick-fil-A, Starbucks, Valor Café, Seaboard Café, and The Alley utilize Transact. The Cadet Store and Tailor Shop utilize PRISM-RBS/Mosaic. Laundry Services utilizes SMRT.*

45. Which existing POS platforms must remain and integrate versus be replaced?

Answer: *The following existing platforms must remain in place and integrate with the proposed solution: Bookstore (Follett Corporation); Starbucks (SBUX Connect); Cadet Store and Tailor Shop (PRISM-RBS/Mosaic); and Laundry Services (SMRT, utilizing a separate credit card payment terminal/sidecar).*

46. Where are the five One Card transaction devices, and should they be POS registers, meal checkers, or both?

Answer: *The Citadel requires two (2) One Card transaction devices rather than the five (5) identified in the solicitation. These devices shall be standalone payment terminals (sidecars), rather than POS registers or meal checkers.*

47. What appointment scheduling system does the Barber Shop use, and should it be replaced or integrated?

Answer: *The Barber Shop does not currently utilize an appointment scheduling system.*

48. Which locations require the four kitchen display systems, and is mobile dining ordering in scope?

Answer: *The four (4) kitchen display systems are required for Chick-fil-A. Mobile dining ordering is included in the scope of the solicitation. The proposed solution must accommodate four (4) kitchen display systems, including monitors/touch bars, mobile ordering capabilities, and associated food-service printers.*

49. What inventory management system is currently used?

Answer: *The Citadel currently utilizes PRISM-RBS/Mosaic for inventory management at the Cadet Store and Tailor Shop. Additional information is provided in the response to Question 50.*

50. What are PRISM RBS, SMRT, and the labeling/inventory equipment, where are they used, and how do they connect to POS?

Answer: *PRISM-RBS/Mosaic is the retail point-of-sale, inventory management, and labeling system currently utilized by the Cadet Store and Tailor Shop. SMRT is the point-of-sale and business management system utilized by Laundry Services. Credit card payments are processed through a separate payment terminal (sidecar).*

51. Does the Post Office need payment acceptance only or also package/mail tracking, pickup workflows, and inventory?

Answer: *The solicitation requires two (2) tablet-based POS systems for the Post Office capable of processing One Card and debit/credit card transactions. Package tracking, mail tracking, and pickup management functionality are not required under the current scope of work. Offerors may identify additional capabilities as optional features, with associated costs separately identified.*

52. What quantities or assumptions should vendors use for optional mobile POS devices, kiosks, and related equipment?

Answer: *Mobile POS devices, self-service kiosks, and other optional equipment shall be priced separately. Offerors should provide unit pricing for applicable equipment, including associated software, licensing, implementation, and recurring costs. No specific quantities are required for optional equipment at this time.*

OTHER SYSTEMS AND E-COMMERCE

53. What payment functions and current integration methods are required for Cardinal, Handshake, PhotoShelter, Campus ESP, and Slate?

Answer: *Offerors shall describe their proposed integration capabilities for the third-party applications identified in Section III.9, including payment processing functionality, supported integration methods, and associated costs. Specific integration configurations will be coordinated with the awarded contractor during implementation.*

54. Are additional campus card integrations required for printing, parking, library, attendance, or other systems?

Answer: *Offerors shall address the mandatory One Card integration requirements identified in Section III of the solicitation. Additional integration capabilities for printing, parking, library services, attendance, and other campus applications may be identified as optional functionality, with associated costs separately identified.*

55. In Section III.8, what is meant by shopping-cart transactions versus individual-item purchases?

Answer: *Shopping-cart transactions allow customers to select and purchase multiple items or services within a single transaction. Individual-item purchases involve a single product, service, registration, or payment. The proposed solution should support both transaction types as applicable to The Citadel's e-commerce and departmental payment operations.*

IMPLEMENTATION

56. What is the desired production go-live date?

Answer: *The Citadel has not established a fixed production go-live date. Offerors shall provide a proposed implementation schedule identifying the anticipated timeline from contract award through full production implementation, including major milestones, testing, training, and go-live activities, as required by Section III of the solicitation.*

57. Must all components go live together, or may implementation be phased, including mobile credentials?

Answer: *Offerors may propose a phased implementation approach, provided the proposal identifies the implementation schedule, major milestones, dependencies, and anticipated go-live dates for each component. Offerors shall identify any functionality, equipment, or integrations that will not be operational during the initial implementation phase, including associated costs or temporary workarounds. Mobile credential deployment is not required as part of the initial implementation. The proposed implementation approach will be considered as part of the evaluation process.*

IMPORTANT NOTICE:

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: _____