



THE CITADEL

Solicitation Number	RFP 21030-SB
Addendum #	1
Date Issued	June 17, 2021
Procurement Officer	Deborah Taylor/ James de Luca
Phone	843-953-6873/6861
E-Mail Address	procurement@citadel.edu

SOLICITATION TITLE: 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.

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: **SUBMIT OFFER by: Thursday, July 8, 2021 at 2:00 PM ET.**
Award is expected to be posted by August 11, 2021.

IMPORTANT NOTICE:

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

Solicitation specification change:

Section XI. Interfacing with Third Party Systems, 1. **Add:** We prefer an integration with an API.

Delete: Section XXVIII. Commerce Applications in its entirety.

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: _____

Questions and Responses RFP 21030-SB Payment Processing System

1. The RFP contains several sets of questions, specifically those on page 11-12, page 14, Appendices C-E, etc. Can you please clarify how you would prefer our responses to be arranged, i.e. in what sequence the requested materials should be provided?

Response: Same order/section as noted within the RFP

2. Given the volume of information requested (more than 600 questions), would The Citadel be willing to extend the deadline by 1-2 weeks?

Response: See Amendment 1. The closing date is extended 2 weeks.

3. Given that our offices have not yet fully re-opened due to COVID-19, will The Citadel accept DocuSign for signed forms? And would The Citadel be willing to accept proposals via email or some other electronic method rather than via hard copy?

Response: The Citadel does not accept electronic proposals. We require hard copy and a thumb drive or CD.

4. Special Instructions section, item #3.2.6 (page 11): Can you please clarify what type of information you are looking for here, especially with regard to "interfaces documentation", "data synchronization", and "replication plans"?

Response: Specific documentation and defined processes for integration with ERP.

5. Security Assessment Questionnaire, item #5 (page 38): Does The Citadel wish us to submit our SOC reports with our response, or are you simply asking if we can provide those, if requested?

Response: Asking if you would be able to provide those as requested or as your SOC reports are issued.

6. Appendix D, Section II. Payment Gateway Technical Preferences, item #1.1 (page 40): What General Ledger system does The Citadel use?

Response: Ellucian Banner

7. Appendix D, Section VII. Installment Payment Plan Preferences (page 42): How many students were enrolled in payment plans during the Fall 2019, Spring 2020, Fall 2020 and Spring 2021 semesters?

Response: Fall 2019- 679, Spring 2020- 426, Fall 2020- 525, Spring 2021- 380.

8. Appendix D, Section VII. Installment Payment Plan Preferences (page 42): Does The Citadel charge an enrollment/setup fee for payment plans and, if so, what is the amount of that fee?

Response: Yes, \$50/semester, manually posted to student account if they sign up.

9. Appendix D, Section XI. Reporting Questions to address, item 1.3 Hosted Web-Based Cashiering Reports (page 43): Is The Citadel interested in obtaining a new Cashiering solution? If so, please describe the desired functionality.

Response: Our interest is in the ability to obtain reporting from the system that we will use going forward not in obtaining a new cashiering system

10. Appendix D, Section XI. Reporting Questions to address, item, item 1.4. System Integration (page 43): Are questions 1.4.1-1.4.3 specific to Cashiering or are they general to the entire system?

Response: Entire System

11. Appendix D, Section XII. Payment Method Preferences, item #3.10 (page 43): What do you mean by "third party payments"? Can you please provide an example?

Response: Currently we have third party vendor payments such as Regics that connects through touchnet and then posts to banner. We would prefer to move third party application payments to the provider system in the future.

12. Appendix D, Section XIII. Security Preferences, item 1.3 (page 45): Can you please provide a copy of, or a link to, the South Carolina State IT Security Guidance?

Response: <https://procurement.sc.gov/files/2.0.2%20PUBLISH.pdf>
https://admin.sc.gov/technology/policies_procedures

13. Appendix D, Section XIV. E-Commerce Solution System Setting Preference, item 4.6.1 (page 49): Can you please provide an example of "multiple item options for sale within one product"?

Response: For example, if we are selling a t-shirt, which is an item, the user has the ability to select multiple quantities, size, the ability to add lettering/rank, etc. on the t-shirt.

14. Appendix D, Section XIV. E-Commerce Solution System Setting Preference, 6. Third Party Integration (page 50): Does The Citadel wish to add additional payment sites for either third-party systems or Citadel web applications over and above those already in place under your current agreement?

Response: Would like to have the ability to add a third party system in the future as we grow, we currently do not have any additional to the ones in place under current agreements.

15. Appendix E, Section VI. Basic Card Reader Preferences, item #1.2 (page 54): Does The Citadel want the ability to use contactless cards and not magstripe? Or do you want the ability to use both?

Response: Both

16. Appendix E: Are The Citadel's existing POS units running Windows 10?

Response: "8 are running Windows 10

8 are running Windows 7"

17. General N/A N/A In Section III on page 13, it mentions the requirements of the system such as bill presentment and electronic refund, etc. Is the College interested in information on all modules that are available in the vendor's software such as 1098T delivery, etc.?

Response: Yes

18. General N/A N/A In the section titled 'Contents of Offer (RFP) - Solutions Based (Modified) on pgs 11-12, the RFP states 'Your offer should address each of the areas outlined below (as applicable) and provide the information requested'. This section also states that 'Technical responses shall follow the layout of the scopes of work presented in APPENDIX D and APPENDIX E. Is the College asking us to respond to Items 1 - 3.8 in this section, in addition to the scope of work requirements in Appendix D and Appendix E, or ONLY to Appendix D and Appendix E? Note: On pg 14 under Proposal Contents, Technical and Functional Approach -- only Appendix D and Appendix E are listed as required.

Response: Provide a response to all sections

19. I. Payment Gateway Functional Goals 1.6 Be flexible enough to communicate with our bank's recommended credit card processor and to change processors in the future; In Appendix D. I. 1.6, it mentions the College's banking relationship and the bank's recommended credit card processor. Can you please clarify who you currently bank with? Can you also please list who your current credit card processing relationship is with.

Response: TD Bank, Wells Fargo and Fiserv for credit card processing

20. II. Payment Gateway Technical Preferences 3 Integration and automation with AIMS (parking management), Regics (EMS/Accruent), Handshake, Photoshelter In Appendix D. I. 3 it mentions that The Citadel uses AIMS, EMS, Handshake, and Photoshelter: Are there any additional software vendors that the university utilizes that may need to integrate to e-commerce for online processing, even if they do not in your current set-up?

Response: None

21. XIV. E-Commerce Solution System Setting Preferences 5.1 The following payment methods must be available and configurable at the product level within a store In Section 5 on Page 50 it mentions payment methods. Is the university interested in receiving information on all payment tender methods beyond Credit Card and ACH processing?

Response: Yes

22. III. One Card & Transact System Functional Preferences 1.7 Four (4) POS/inventory systems for Cadet Store operations Please provide the name of the software and systems provider for the current POS solution deployed at the Cadet Store. Does the online ecommerce site (powered by Barnes & Noble) also accept the OneCard for purchases?

Response: The Retailer form B&C Business Solutions. We no longer have B&N we have Follett and it does accept One Card transactions

23. One Card & Transact System Functional Preferences 1.6 Twenty-four (24) card readers for the laundromat Please confirm that there are 24 individual laundry machines that require a card reader. What is the make/model of the current laundry machines? Do all machines currently accept coins?

Response: 12 washers, 12 dryers, all accept coins, all have card readers. Washers - Alliance SFNNCASP113TN01 | Dryers - Alliance SSENCAGS173TN01

24. One Card & Transact System Functional Preferences 1.1 Up to sixteen (16) card readers for computer lab printers Is the Citadel currently using a print/copy management solution, like PaperCut? If so, please confirm the software solution being used in the Computer Lab for printing.

Response: See Amendment 1 - removed RFP per Auxiliary Section XXVIII. Commerce Applications

25. One Card & Transact System Functional Preferences 1.1 Up to sixteen (16) card readers for computer lab printers Please confirm how many print release stations will require a card reader.

Response: See Amendment 1 - removed RFP per Auxiliary Section XXVIII. Commerce Applications

26. One Card & Transact System Functional Preferences 1.2 Eight (8) POS systems for food service with kitchen display system/monitors/touch bars/mobile ordering app with printers Please provide a breakdown of the quantity/type of POS hardware needed by dining location. Include the external peripherals needed for each POS location, such as cash drawers, receipt printers, UPC barcode scanners, scales, etc.

Response: This is on page 53 section III.

27. One Card & Transact System Functional Preferences 1.2 Eight (8) POS systems for food service with kitchen display system/monitors/touch bars/mobile ordering app with printers Will the POS locations for dining services require the ability to accept commercial debit/credit cards as well as the OneCard?

Response: Yes

28. One Card & Transact System Functional Preferences 1.5 One (1) POS/inventory system for the Tailor Shop Please confirm the current POS/inventory system being used in the Tailor Shop. Is this the B&C Retail system mentioned in requirement IV, 2.3? Please provide the name(s) of the current POS software and company/provider. Is the College looking for the OneCard vendor to replace this system or is the intended outcome a transactional interface?

Response: B&C Retail. POS application is The Retailer. We would like the systems replaced.

29. One Card & Transact System Functional Preferences 1.2 Eight (8) POS systems for food service with kitchen display system/monitors/touch bars/mobile ordering app with printers How many kitchen display systems/monitors are needed and for which dining locations?

Response: The Chick-fil-A has 4 POS systems and one KDS that operates 4 monitors.

30. Kiosks 5 Describe the features of the proposed self-service kiosk devices. Would the College please provide additional information on the desired functionality for these self-service kiosks? Are they strictly for cardholder account management (deposits, balance inquiries, dispense visitor cards, etc.)? Are there other use cases for these kiosks?

Response: Used for account management

31. Security Preferences 1.3 Vendor will adhere to the South Carolina State IT Security Guidance. Would the College please provide a specific reference to and/or a copy of the State IT Security Guidance documentation so that we may review?

Response: <https://procurement.sc.gov/files/2.0.2%20PUBLISH.pdf> and https://admin.sc.gov/technology/policies_procedures

32. Is the institution looking to keep using heartland as the payment processor?"

Response: No

33. For all other integrations, for the parking, EMS, etc, does the institution prefer to use these solutions or open to other alternatives."

Response: Open to other solutions if better than current solutions.

34. Page 19. Fixed Pricing Required Can the College please provide the number and value of your annual credit card and ACH transactions?

Response: Approximately 11,000 transactions combined with over \$20M

35. Page 40. 1.4 PA-DSS Compliance If a vendor is not in scope for PA-DSS compliance by virtue of being a true ASP (Application Service Provider), is this requirement still mandatory?

Response: We require a P2PE (that is PCI-listed on the pcisecurity council website) credit card device connected to the POS for processing which would remove the actual application from scope.

36. Page 40. 1.6 Merchant Card Processing Who is the College's current credit card processor?

Response: Fiserv

37. Page 48. 1.6.4 Carriers Can the College define "Carrier" in this context?

Response: Vendor

38. Page 53. II. 5. Status Changes Can the College describe the status change or provide use case scenarios? Is it strictly for meal plan changes, or student status overall within the College?

Response: Student status overall within the college

39. Page 53. III. 1.2 Food Service Are these eight individual locations where each POS has its own KDS/monitors/etc., or can the College describe each location in detail? Is it a quick service retail location or are there any other special needs?

Response: The KDS system is in one location with 4 POS that provides a quick service

40. Page 53. III. 1.3 Follett Bookstore What are the needs for your bookstore inventory? Are there books or just merchandise? Is there an existing POS we could allow for API integration?

Response: The bookstore has their own inventory system. They sell books and merchandise. Our current One Card system works with an API and the bookstore.

41. Page 53. III. 1.4 Laundry What are the detail needs of inventory systems for the laundry? How many items and any special needs?

Response: Barcode scanners for receiving and purchases that interact with the POS.

42. Page 53. III. 1.5 Tailor Shop What are the detail needs of inventory systems for the Tailor Shop? How many items and any special needs?

Response: Barcode scanners for receiving and purchases that interact with the POS.

43. Page 53 III. 1.6 Laundromat Are these USB interface readers to detect the student CNS via Swipe or Barcode? Or, are these transactions systems to take a payment against the OneCard declining balance account. Please describe the location and use.

Response: The USB readers are used the read the One Card and take payments.

44. Page 53. III. 1.7 Cadet Store What are the detailed needs of inventory systems for the Cadet Shop? How many items and any special needs?

Response: We would like have all items barcode scanned, upon receipt of inventory and items taking out of the system when purchased.

45. Page 53. III. 1.10 One Card Machines Can the College define the use case for the mobile device? Just for payment of the campus card?

Response: Mobile devices are for on campus use connected VIA ethernet at this time.

46. Page 53. III. 4 Inventory System Is this strictly for student food services ordering? Please describe the scenarios or use cases? Perhaps they the locations described in section 1.1-1.10?

Response: The inventory system is for store merchandise to be sold and reordered.

47. Page 53. III. 5. Vending Is this a Barcode or QR Code reader for tracking or wireless automated tracking? Please describe why Vending is used in conjunction with attendance tracking.

Response: Vending and tracking are used separately.

48. Page 54. IV. 2.3 Open Architecture Is this interface for the vendor card declining balances in all location or just identification for other systems or a combination?

Response: It is used for card declining balances at all locations.

49. Page 56. XIV. 4. Vending reader device Any special needs not listed regarding specific vending readers vendors should be aware of? Is this for OneCard card declining balance transactions?

Response: None

50. Page 57. XV. 3 Wireless reader Any special needs not listed regarding specific vending readers vendors should be aware of Is this for OneCard declining balance transactions?

Response: None