**Campus Card Solution Questions and Answers**

**RFP #23-0825**

| **Question** | **RFP Section** | **RFP Page** | **Question** | **Response** |
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| 1 | 1.2, 8.3.9, 8.7.3, 8.22.6, 8.27.1 | 3, 13, 15, 21, 23 | There is conflicting information on whether integration with Ellucian Ethos is required or is a preference. 8.22.6 says an alternative is a batch upload, 8.27.1 says preference is Ethos, but 8.3.9 states utilizing Ethos is a requirement. | 8.3.9 has been revised, see RFP Amendment. |
| 2 | 6.4 | 11 | Is a summary of department heads sufficient for the org chart? | Need to detail of any relationships with parent and subsidiary organizations. |
| 3 | 6.6 | 11 | Could you elaborate on what format the “10 years of customer feedback” should be in? | Format preference is for an annual customer satisfaction report summary, with qualitative and quantitative data. Limit to 10 pages or less. |
| 4 | 8.3.17 | 14 | Is LC State asking to replace their existing physical access control system with a new one? Or is LC State just asking for responders to indicate if they offer access control system capabilities for future consideration? If LC State is asking for pricing to replace the existing access control system, please provide additional information such as: name of the current access system in use; floor plans marked-up to show all current access control locations and the IT/Telecom closets they connect back to; mfg make/model of access control panels and readers currently being used. | This requirement has been removed, see RFP Amendment. |
| 5 | 8.7.3 | 15 | Could you tell us the name of the student engagement software, and performance ticketing software, that you want to integrate to? | The student engagement software is currently Presence. There is an RFP in process, and we will not have a new solution identified until approximately November 2023.  We also currently work with Hometown ticketing for athletic events. |
| 6 | 8.13.2 & 8.13.9 | 16 | What is the exact technology of your current contactless ID card? | We currently only use a mag stripe card (also includes bar code). |
| 7 | 8.13.11 & 8.13.12 | 17 | Please define what non-proprietary means here? All hardware and software are manufactured by someone making it proprietary. | LC State is using the common understanding that “non-proprietary” in 8.13.11 and 8.13.12 means that LC State will not be required to exclusively use the OEM’s software or hardware and may use other industry standard solutions. LC State does not want a closed solution that can only use the OEM equipment and software to operate the solution. |
| 8 | 8.13.18 | 17 | What kind of “remote administrative services” are you requesting? | A service that does not require immediate physical access to all components of the system to administer, update and configure. |
| 9 | 8.14.12 | 17 | It’s unclear what “door operation administration” has to do with Event & Activity Management Terminals. Can you clarify? | This requirement has been removed, see RFP Amendment. |
| 10 | 8.15.6 | 18 | It’s unclear what “access control options” have to do with Equipment Inventory System. Can you clarify? | We have a need to monitor who has access to inventory in specific locations and need to monitor through surveillance who and where inventory is being taken (e.g., study room, video game room, etc.). |
| 11 | 8.18.4 | 18 | Several unrelated questions seem to be combined here. A) details on how the solution meets your requirements. B) Mobile ordering options. C) information about meal and account balances. Do you want answers to these three distinct questions in one, or should this be broken out into multiple questions? | Need answers to each individually. |
| 12 | 8.19.1.2 | 19 | In order to give you an estimate on 1-year supplies of ribbons and cards, we will need to know how many cards you print each year. | Estimated need of 2,000 dual sided cards annually. |
| 13 | 8.19.1.3 | 19 | What card is in use today (manufacturer and model number)? | We use two types of cards:   1. CR-80, Composite, 30 mil Hi-Co, III Track for IDs. 2. CR-80, 30 mil, white blanks for nametags. |
| 14 | 8.19.4 | 19 | Different readers would be used in different areas of scope. Is providing different types of readers acceptable for the following use cases? Additionally, besides the info desk, do any of the other locations need to take credit cards and/or cash? Or just student declining dollars? | Though a single reader would be the easiest to use based on consistency and training, it is understood that readers for different purposes/placements may require different types of readers. |
| 15 | 8.19.4.1-10 | 19 | The readers requested state, “swipe reader” – but other areas of the RFP seek desire for contactless credentials. Do you only want magstripe readers quoted? | Swipe readers are required to accommodate existing cards. We would like readers capable of magstripe reading and also be contactless. |
| 16 | 8.21 | 19 | Is this section of requirements for POS regarding a replacement of your Infor dining POS system, or is it related to the locations in section 8.19.4 indicating they require POS capabilities – such as the Information Desk and un-named location mentioned in 8.19.4.12?  And is this is for dining, please list each location, and for each location, please indicate the quantity of registers, please list all peripherals (cash drawer, scanner, receipt printer), please estimate the number of menu items and bar code items, and please indicate if the dining POS requires any kitchen printers or self-service kiosks and their locations. | No, it is not for replacement. It is related to the  locations in section 8.19.4. | |
| 17 | 8.21.2.2  8.21.2.6  8.21.2.7  8.21.2.8 | 19 | Are you looking for the vendor to be your merchant services account provider? Otherwise, the rate that you pay and all these other requested functions are determined by your existing merchant services account, and not by your card system vendor. | See RFP Amendment, section 8.21 clarified. |
| 18 | 8.21.3.1  8.21.3.2 | 20 | These are features of an end user/customer’s banking partner. We’re uncertain how you would want the vendor to handle these items. | 8.21.3.1 refers to the POS solutions ability to accept the one card payment through food services, bookstore, vending machines, campus programing payments, and library printing.  8.21.3.2 refers to the POS solutions ability to accept all defined payment methods. |
| 19 | 8.21.3.6 | 20 | Are you asking that cashiers and other users of the POS workstations go through MFA before logging into the POS workstations? If not, could you elaborate? | Requirement is now 8.21.4.6 on RFP Amendment.  Yes, we would like a second factor for logging into the system to minimize the use of shared or compromised credentials. |
| 20 | 8.21.4.4 | 20 | Could you elaborate on this please? Are you asking for smartphones, iPads and Android tablets to act as POS workstations and also accept credit cards natively without added hardware? | Requirement is now 8.21.5.4 on RFP Amendment.  Yes, LC State is asking for Smartphones, iPads, and Android Tablets to act as POS workstations and accept credits cards. The wireless refers to the connection between the handheld devices and the Internet. Added hardware and software to make those device function would be expected. |
| 21 | 8.21.5.1 | 20 | Are you looking for offline mode to be for student card payments, credit cards, or both? | Offline mode would allow transactions (student card or credit card) to be made if connectivity is briefly interrupted, and when connectivity is restored, payments would be processed. |
| 22 | 8.22.4 | 21 | Please describe the features of the Ellucian mobile application you are looking to integrate. | Ellucian Experience information can be found at <https://www.ellucian.com/solutions/ellucian-experience> |
| 23 | 8.23.2 | 21 | How many Self-Service Kiosks do you want us to include in our proposal, and at which locations? | One kiosk in the Student Union Building. |
| 24 | Attachment 4 | 33 | The cost proposal does not appear to provide any space for required hardware as requested in the RFP (for example, in 8.19.4). Could you please let us know where we should put these costs? | “Equipment” in Attachment 4 – Cost Proposal to include hardware. |
| 25 | n/a | n/a | Is interfacing with a bookstore for declining balance a requirement? If so, please let us know your bookstore POS vendor. | Updated 09/27: Textbook Brokers (TBB) is the bookstore vendor. They have their own proprietary POS software developed by TBB and being able to interface with their system would be required. |
| 26 | 8.19.4.1 | 19 | The 4 POS that you’re looking for food services. Is the intention here that you’re replacing Sodexo’s Infor POS system with a new system? Or is this in addition to the current Infor system? | No, not replacing, in addition. |
| 27 | 8.3.14  8.20.2 | 14  19 | Do you want us to include in our proposal the costs for mobile credentials, and card readers that support mobile credentials? | Yes |
| 28 | 8.19.4.12 | 19 | Where are these (2) card readers being located at? Do they need full POS capabilities? | These would be back up card readers for events that are happening at locations outside of permanent building locations w/ readers/terminals. Yes, we would need POS capabilities for these readers (e.g., club fundraisers, homecoming t-shirt sales, pop-up events, etc.). |
| 29 | General |  | If you have an existing, executed agreement in place with a bidder, would an amendment to the existing Agreement specific to this project suffice? | This is a new RFP requiring a new agreement. |
| 30 | General |  | Could you please confirm if we can only respond to the parts related to the ID card, digital ID and online photos issuance solution and not the requirements for other solutions, such as transaction requirements, POS or other sections etc? | We are looking for a solution that provides all of the features, capabilities and controls that are identified as mandatory (M) and mandatory evaluated (ME). |
| 31 | RFP ADMINISTRATIVE INFORMATION | 1 | The Validity of Proposal states that, “Proposals are to remain valid for one hundred eighty (180) calendar days after the scheduled RFP Closing Date. Proposals submitted with a validity period of less than this may be found non-responsive and may not be considered.”  Attachment 3 – Cover Form asks “Does the Offeror affirm that the proposal will be firm and binding for one hundred twenty (120) days from the proposal opening date and through the duration year one (1) of the contract?”  Please confirm the required proposal validity period. | Confirmed that proposals are to remain valid for one hundred eighty (180) calendar days after the scheduled RFP Closing Date. Attachment 3 Cover Form will be amended to correct the validity of proposal date referenced. |
| 32 | 8.2 (M) Key Benefits | 13 | Ref, “8.2.3 Timely and informed data-driven decisions in areas such as Student, Finance, Academics, Institutional Research, Human Resources, etc.;” please describe the use case(s) for each user group. | Offeror to use their professional judgement to describe how their solution would assist the college with timely, data-driven decisions in each area identified. |
| 33 | 8.3 (ME) Features, Capabilities and Controls | 13 | Ref, “8.3.2 Point of sale;”   * What point of sale (POS) does LC currently use for dining and retail operations? * Please confirm the make and model and number of POS devices. * Do you wish to continue with this POS, or are we to quote a new POS? If so, please provide the hardware requirements by concept including staffed terminals, unattended kiosks, mobile ordering, receipt printers, kitchen printers, barcode scanners, cash drawers and kitchen displays. | Updated 9/27: Food Service POS are Infor, MSR/SCAN W10 2019 V2’s. 6 total.  Food Service POS not in scope for this RFP. |
| 34 | 8.3 (ME) Features, Capabilities and Controls | 13 | Ref, “8.3.14 (E) Allows use of mobile credentials via iOS and android devices is desired but not mandatory;”   * What credential(s) are on the LC ID today? For example, mag stripe, barcode, low frequency 125Khz prox, HID ICLASS or SEOS, MIFARE? * If not already mobile-ready, does LC have plans to move to a high frequency NFC contactless card credential such as MIFARE DESFire or HIS SEOS? * Does LC have a timeline for when they would like to deploy mobile credential? * Please provide a list of all places where the LC campus card ID is used including physical access, active cardholder verification (e.g., fitness center, metro, etc.), attendance and meal plan/declining balance payments, including the make/model of the card reader and what credential is read by the reader. Due to participating provider requirements, deployment of NFC Mobile ID requires 100% of existing card accepting locations to accept the NFC Mobile ID which means bidders will have to bid the required readers, so LC has a full understanding of their year 1 costs to deploy NFC Mobile ID. | Our one cards currently only have a barcode and mag stripe.  The offeror is encouraged to utilize their professional judgement related to the contactless requirements proposed in their offeror.  Timeline for deploying mobile credentials is still under consideration.  Question related to deployment of NFC Mobile ID is out of scope. |
| 35 | 8.3 (ME) Features, Capabilities and Controls | 13 | Ref, “8.3.17 (E) Access control is desired but not mandatory (however, LC State will entertain separating some functions if it best serves the college).”   * What Physical Access Control Software is used at LC? * Do you wish to continue with this system, or are you interested in exploring options? * How many interior doors? Exterior doors? * Please list the make/model of exterior door readers and interior door locks and what ID card credential is being used (e.g., prox, mag stripe). | Requirement removed, see RFP Amendment. |
| 36 | 8.4 (ME) One Card Capability | 14 | Ref, “8.4.4.4 Students must be able to use the card to access recreational equipment;”   * Please provide the name of any recreation sports software LC is currently using. * Do you wish to continue with this system, or are you interested in exploring options? | No software is used at this time.  We are interested in checking out equipment that is paid from a student card (outdoor recreational rental) or checking out equipment from the Student Union at no cost (ping-pong paddle, pool cues, etc.) but monitoring who checked it out. |
| 37 | 8.4 (ME) One Card Capability | 14 | Ref, “8.4.6 Students must be able to use the card to pay for vending machine purchases.”   * What readers are installed on your vending machines (e.g., 4-in-1 cellular readers from either MEI Crane or Cantaloupe ePort)? | Mag stripe and contactless (with cellular transmitter). |
| 38 | 8.7 (ME) Integration | 15 | Ref, “8.7.2 System must demonstrate compatibility with current program integrations and…” Please provide a list of all LC systems that are currently integrated with the card and required for future integration. | This is listed on 8.7.3  Ethos, Oracle, POS, Freedom Pay, Pharos, Everyday (by Sodexo), student engagement software (RFP is out now – product unknown), performance ticketing (currently hometown ticket). |
| 39 | 8.7 (ME) Integration | 15 | Ref, “8.7.3 Current program integrations include but are not limited to: Ethos, Oracle, POS, Freedom Pay, Pharos, mobile ordering app, student engagement software, performance ticketing.”   * Please confirm the reference for Oracle (i.e., Colleague, Oracle Micros POS, etc.). Is this just a reference to an Oracle database? * Please confirm the systems used for student engagement and ticketing. | Oracle reference has been removed, see RFP Amendment.  The student engagement software is currently Presence. There is an RFP in process, and we will not have a new solution identified until approximately November 2023.  We also currently work with Hometown ticketing for athletic events. |
| 40 | 8.13 (M) Components of the Production System | 16 | Ref, “8.13.4 Support entries of cardholder information and digitized images.”   * Please confirm the digitized image format (e.g., BLOB/CLOB or JPG). * According to LC’s website, photos are submitted via email. Does LC wish to automate this process? | JPEG or JPG  Automating photo submission is not required, but is certainly a value-add. |
| 41 | 8.18 (ME) Meal Authorization | 18 | Ref, “8.18.5 (E) Available with credential present and biometric options is desired but not mandatory.”   * Does LC employ biometric credentials? Which biometric credentials (e.g., iris, fingerprint, finger vein, etc.)? * If not, does LC have a preference of which biometric credential? * Please describe the use case(s). | LC State does not currently deploy biometric credentialing as an organized solution. The most common form of biometric identification used by LC state is finger-print and facial recognition, on staff laptops and mobile devices. |
| 42 | 8.19 (ME) Equipment | 19 | Ref, “8.19.2 One (1) Commercial grade id card software,”   * What software do you use for card production today (e.g., ID Works)? * Do you wish to continue with this system, or are we to quote a new ID card software? | We use ID Works but are moving to Instant ID this current fall semester.  The college is open to other options. |
| 43 | 8.19 (ME) Equipment | 19 | Ref, “8.19.4.10 Two (2) swipe readers off campus community partners (aquatic center and Bryden Canyon Golf);” and “8.19.4.11 Four (4) extra swipe readers if more off campus partners are added, other mobile events, or replacements (mobile);”   * Does LC use UGryd for off-campus merchant management or does LC self-operate off-campus merchants?   Please provide a list of previous year off-campus revenue by merchant. | LC has Ugryd for on-campus vending machines. We do not currently have off-campus merchants that have financial transactions. |
| 44 | 8.21 (ME) Point of Sale (POS) Value Added Resellers (VAR) | 19 | Please confirm you are currently using Infor POS for the Sodexo managed dining and retail venues and there is a mandatory requirement for bidders to integrate with this POS.    Please confirm you want bidders to quote a POS for use cases outside of Sodexo managed venues. If this is the case, please provide the specific quantities of hardware devices you require and the use cases to be supported. For example, must the POS device be a portable tablet? What tenders are to be supported (cash, campus card, credit card)? | Currently we are using Infor POS for Sodexo managed dining and retail. Offerors need to integrate with Infor that Sodexo is currently using for POS.  Yes, we want offerors to provide a quote for swipers to run POS outside of Sodexo managed venues. POS devices need to be compatible with iPad, laptop, mobile devices, etc.). Tenders need to support cash, campus card, gift cards, and credit card transactions. |
| 45 | 8.22 (ME) Additional System Applications | 21 | Ref, “8.22.7 Integrate with industry standard, OOTB POS systems and supports mobile ordering.”   * Does LC currently have a mobile ordering solution in place such as Sodexo Everyday? * At what venues?   Are we to connect to your existing mobile ordering solution? Or propose a new solution? | We are working with Sodexo to implement Everyday, a mobile ordering solution.  Yes, please connect to the existing ordering solution. |
| 46 | 8.22 (ME) Additional System Applications | 21 | Ref, “8.22.9 Provide a solution for Recreation Centers on and off campus.” Please describe the use case requirements for the rec centers. Is it to take payment, validate active student/employee status or other? | Yes. See 8.19.4.4 and 8.19.4.10. We need to have the solution to validate active student/employee/patron status.  8.19.4.12 could be used if POS student card or credit card transactions are needed if your device doesn’t already allow for POS for 8.19.4.4 and 8.19.4.10 applications as referenced. |
| 47 | 8.22 (ME) Additional System Applications | 21 | * Ref, “8.22.10 Provide logging of liability release waivers resulting in activity access.” | Yes. We need this. We need to activate or deactivate this privilege. |
| 48 | 8.23 (E) Desired Features and Functionality (not mandatory) | 21 | Ref, “8.23.1 (E) Door Access Control,”   * What is the current Physical Access Control Software in use? * Is there connectivity desired between this system and the new One Card system? * Do you wish to continue with this system, or are you interested in exploring another physical access control system? * What are the make/model of existing door readers and locks and what card credential do they use? | Requirement removed, see RFP Amendment. |
| 49 | 8.23 (E) Desired Features and Functionality (not mandatory) | 21 | Ref, “8.23.2 (E) Self Service Card Value Center/Kiosk,”   * Does the institution have existing deposit kiosks? * If so, please provide the number of, make, and model. * Are we to quote new kiosks? * If so, how many? | No. We would like one kiosk in the Student Union Building. |
| 50 | General |  | According to LC’s Dining Services website, Sodexo is LC’s food service provider. We understand LC conducted an RFP in February, 2023 for food services.   * Is Sodexo to remain LC’s food service provider? * If not, who will be the new provider? | Yes, Sodexo is still our food services provider. |
| 51 | General |  | * What is the current residence management system in use? * Is there any connectivity desired between this system and the new One Card system? | 1. None. 2. Interest in knowing if offeror has options for integration. |
| 52 | General |  | * How are resident and commuter meal plans currently purchased, billed, and activated for residents, commuters, faculty/staff, and other groups? * To the extent this is a manual process, do you seek to automate this process? | 1. Residence Life activates all resident meal plans. Sodexo activates all commuter/faculty/staff or specialty meal plans. 2. We are interested in automation options. |
| 53 | 8.28 | 23 | Considering the timeframe, are you open to a phased approach? | We need a fully operational system as outlined in the timeline. |
| 54 | 8.3 | 13 | What card technology is LC State currently using? | Magnetic Stripe cards (we include a bar code print on the card for Library) |
| 55 | 8.3 | 13 | What is the current card production system? | ID Works but will be moving to Instant ID in this fall term. |
| 56 | 8.7.3 | 15 | Is LC State using a mobile ordering app today? | Not at this time but will be using Everyday app powered by Sodexo. |
| 57 | 8.19.4.4 | 19 | What fitness center software is LC State using today? | CBORD activity card reader |
| 58 | 8.19.4.9 | 19 | What system is LC State using for the library? | Alma for Patron Management  Pharos for print control and computer checkout |
| 59 | 8.7.3 | 15 | What system is LC State using for student engagement tracking? | The student engagement software is currently Presence. There is an RFP in process, and we will not have a new solution identified until approximately November 2023.  We also currently work with Hometown ticketing for athletic events. |
| 60 | 8.21 | 19 | How many dining locations/concepts are on campus today? | One dining hall, one indoor coffee shop, two concession stands, one potential outdoor coffee shop/pop-up. |
| 61 | 8.21 | 19 | How many POS systems are required for dining? What peripherals are needed for each (e.g., cash drawer, printer, barcode scanner, scale, etc.)? | Sodexo operates the food services POS system. |
| 62 | 8.21 | 19 | Are all POS systems stationary or will LC State need any mobile POS? | Mobile POS are needed where designated. |
| 63 | 8.21 | 19 | Is there a need for self-service kiosks? What peripherals are needed for each? | We would like one kiosk, located in the Student Union Building. |
| 64 | 8.21 | 19 | Are any back-of-house kitchen devices needed (e.g., kitchen printers or Kitchen Display Systems)? | No. |
| 65 | 8.21 | 19 | Please clarify the requirements for installation (Section 8.24). | 1. LC State requires an external hosted solution. 2. That solution must exchange data with our locally hosted instance of Ellucian Colleague. 3. Instiat installation and tested must be made through our locally hosted test environment. 4. Once the system is proven stable and secure, the solution must transition to our locally hosted production environment. 5. LC state requires that only experienced individuals work to integrate solutions with Ellucian Colleague. If the Offeror is not experienced with Ellucian Colleague, the Offeror will seek a solutions integration specialist licensed or approved by Ellucian. |
| 66 | 8.7.3 | 15 | What system is your current mobile ordering app, student engagement software and performance ticketing software? | See Question 39, 56 & 59. |
| 67 | 8.13.2 | 16 | What is the current ID Card technology Lewis-Clark currently uses? Can you provide a list of current Card Readers by make/model? | See Question 42 |
| 68 | 8.13.13 | 16 | Can you share an approximate time frame the College feels your hardware infrastructure (readers) will be ready for a contactless rollout? | Contactless for Point of sales – capable now |
| 69 | 8.18.3 | 18 | Who is your beverage and snack vending machine vendor/s? | Admiral Beverages |
| 70 | 8.19.1 | 18 | How many ID printers are required? | One permanent ID printer with rapid replacement service plan. |
| 71 | 8.19.1.2 | 19 | Can you provide an appropriate number of anticipated IDs created in a year’s time? | Estimated need of 2,000 dual sided cards annually. |
| 72 | 8.19.4 | 19 | Do all the 35 readers/terminals need to be mobile, or just the ones called out on 9.19.4.5, 8.19.4.6 and 8.19.4.11 | Just the ones called out. |
| 73 | 8.19.4.1 | 19 | Does this define that there are 4 vending machines on campus? If not, how many vending machines are on campus that we must interface with please? | The campus card solution must integrate all vending machines across campus. There are 46 vending machines currently. |
| 74 | 8.18.4.2 | 19 | Can you clarify that the College is looking for full Point-of-Sale capable devices for these locations? | Yes |
| 75 | 8.19.4.12 | 19 | Explain what the function of the 2 pieces of hardware described are for? | These are to be extra additional swipe readers that also have POS. They will be checked out as needed for unique pop-up campus events. |
| 76 | 8.21 | 19 | Are the Market Place Dining Hall and Jitterz Coffeehouse both run by Sodexo? Do they manage anything else? How many Point of Sale devices are required for Sodexo’s use; if any at all? Please confirm the total number Point of Sale terminal (POS) to include in the pricing (including if any for Sodexo’s use too). | 1. Yes. 2. Concessions in the Activity Center 3. No POS devices are required for Sodexo 4. Sodexo is responsible for their own POS hardware currently in use. Price for Infor POS integration is what is needed. |
| 77 | 8.23.1 | 21 | Who is your current Access Control Provider? | Requirement removed, see RFP Amendment. |
| 78 |  |  | Is the College looking for us to replace Sodexo’s POS at this time? | No. |
| 79 |  |  | Is the College looking for integration with Infor and Everyday. | Yes. |
| 80 | 8.7.3 | Page 15 | What mobile ordering app is in place for the cafeteria, what method is used for registering within the app and using your  meal plan? | Everyday app powered by Sodexo will soon be implemented. Don’t know method yet for registering and using the meal plan. |
| 81 | 8.7.3 | Page 15 | What are the expectations for the integrations with The Student Engagement Software and the  Performance Ticketing? | We need to have the solution to validate active student/employee/patron status at a minimum.  Having the option to download participants from the card system to do ad-hoc or regular uploads to the student engagement software to track event/activity participation. |
| 82 | 8.7.3 | Page 15 | What is the required integration with Oracle, API, CSV or ODBC. | API or ODBC |
| 83 | 8.12.5 | Page 16 | Should accounts be able to go negative with online transactions or offline only? If online transactions with negative balances are allowed, once account is  negative should all transactions except offline ones be rejected? | 1. Off-line should allow negative balances. 2. Irrelevant. |
| 84 | 8.4.6 | Page 14 | It is stated that students should be able to make purchases at vending machines,  how many vending machines will support this functionality? | 46 |
| 85 | 8.4.7 | Page 14 | It is mentioned that the card must entitle users to privileges. Is there existing software that currently manages these services and the card will be read by that software? Are you requiring software to perform these functions? Will the one card system authorize accessing these  privileges real time or will feed these systems data? | 1. Yes. CBORD Odyssey. 2. Yes. 3. Yes. Real-time. |
| 86 | 8.21.5.2 | Page 20 | Are digital receipts required for all  transactions or is a nice to have? | Yes. A digital receipt is required that allows the option to print or be emailed to the customer. |
| 87 | 8.22.5 | Page 21 | What is the intended integration with  Alma, paying fines, fees or sharing biographical data? | Paying fines |
| 88 | 8.22.9 | Page 21 | What recreations centers are you  referring to and what solution are you hoping for? | Access privileges and swipe/activity counts specific to terminals at aquatic center, golf course, on-campus fitness center, etc. |
| 89 | 8.22.10 | Page 21 | Does the waiver need to be on file or is a signature needed each time? | The waiver is digital for all students and faculty/staff on the Ellucian Colleague system. The information is digitally on file. |