ATTACHMENT H

SOURCING ALLIANCE ONE CARD RFP #2019.1

QUESTIONS & ANSWERS

The purpose of this document is to catalogue each of the questions submitted by suppliers in accordance with **RFP Section 1.7 – Email Question & Answer (Q&A) Period** and YSU and Sourcing Alliance's response to each of those questions. The Q&A Period for RFP clarification closed as of 5:00 PM on May 28, 2019

For each question below, YSU and Sourcing Alliance have identified the question and the response to each question. Each of these questions was submitted either at the mandatory pre-proposal supplier meeting held at 9 AM on May 22, 2019 or submitting electronically during the Q&A period. Representatives from each of the following suppliers attended the pre-proposal supplier meeting:

- Allegion
- Atrium
- Blackboard
- CBORD
- TouchNet Information Systems
- NuVision Networks
- RS2

QUESTIONS SUBMITTED ELECTRONICALLY

Question: Can you provide clarity about the Admin Fee?

Answer: This response is taken directly from the document *RFP - YSU and Sourcing Alliance One Card (Attachment A - Technical Proposal Requirements and Specifications - Revised),* **Section 12.2. – Sourcing Alliance Administrative Fee & Reporting.** Sourcing Alliance generates revenue as a percentage of the Winning Supplier's revenue from local government and educational institutions purchasing products and services from Winning Supplier through the piggybackable master agreement between the Winning Supplier and Sourcing Alliance. The Administrative Fee is designed to align the interests of the Winning Supplier and Sourcing Alliance – Sourcing Alliance only generates revenue when the Winning Supplier generates revenue based on Program utilization by current and future Sourcing Alliance Members. The Administrative Fee for this Program is three percent (3%) of the Winning Supplier's Program revenue, payable upon invoice issued by the Winning Supplier to participating Sourcing Alliance Members.

Question: If there is language within the Sourcing Alliance's sample contract, **Attachment F – Sourcing Alliance Models Contract** that we do not approve of, how should we proceed?

Answer: Respondents are required, as part of **Attachment C - Required Respondent Information & Certifications** to either confirm they accept the terms included in the agreement template as is or provide a redlined/annotated copy as part of Respondent's proposal in **Tab 2** of Respondent's Technical Proposal indicating the specific changes the Respondent is requesting should Respondent be selected as the Winning Supplier. Any sections of the agreement template NOT redlined or annotated are considered accepted by the Respondent.

Question: For the attestations and final signature on **Attachment C - Required Respondent Information & Certifications**, can we have the four attestations on page 3 and the final signature on page 5 be done by the Contract Representative (**Section 8**) as opposed to the Technical Representative (**Section 7**), because our Technical Representatives do not have binding authority for our company?

Answer: Yes

Question: How many other higher education (community college, college, university) institutions does Sourcing Alliance currently work with?

Answer: More than 4,000 high ed institutions across the country are eligible to join Sourcing Alliance and utilize our already-procured, piggybackable agreements. Sourcing Alliance currently works with approximately 100 higher ed institutions.

Question: How would Sourcing Alliance prefer costs to be submitted for any additional institutions?

Answer: The Cost Proposal is designed to enable Respondents to provide a pricing structure for the various elements of the RFP as well as any other products and services offered by Respondents. Responses should describe the methodology Respondents would utilize to calculate pricing for an individual entity participating in the program based on that participant's desired scope of work and identify any variables that might impact the pricing from one participant to the next (e.g., the number of students, buildings, or campus locations).

Question: How old is your current Micros 3700 POS hardware?

Answer: Youngstown State University has workstation 4LX's that are approximately from May 2009. We also have workstation 5A's that are from approximately December 2013. The Micros 3700 sever is an on-premise Dell Power Edge 420 purchased approximately March 2014. Youngstown State University expects to replace all of this equipment as part of the RFP Scope of Work.

Question: Will you be considering solutions that only integrate to Micros 3700 or only those to replace the current Micros 3700 solution?

Answer: Youngstown State University is looking to replace the current Micros 3700 solution; the solution implemented should integrate with the hardware proposed to replace the Micros 3700 POS hardware.

Question: What system is Chartwell's using to manage the sale of meal plans online?

Answer: Chartwells, our dining provider, is owned by Compass Group. They use an online ecommerce site to process meal plans. The site is www.dineoncampus.com/ysu.

Question: What system is used for student ticketing and what system is used for scanning the tickets?

Answer: Youngstown State University does not currently scan tickets for events. Athletics is currently in the process of obtaining a system for scanning tickets. YSU does, however, use the current Point of Sale System for student events via swiping ID's (Activity Tracking). YSU would like to be able to have a mobile solution for event attendance tracking.

Question: What type of device is used for scanning student tickets and how many are deployed across campus?

Answer: Youngstown State University scans ID's via mag stripe for event attendance tracking with our point of sale equipment. YSU does not currently deploy this ability across campus since none of the equipment is mobile. YSU is interested in both static and mobile solutions for event attendance tracking. Currently, we don't see a need for more than six scanning devices. but anticipate future growth in utilization across the campus as we expand utilization of the ID system in additional functions.

Question: Does Youngstown need us to quote an EMV P2P encrypted Credit Card reader?

Answer: YSU will need a quote for the credit card readers for each point of sale device needed that will be integrated with the registers with the potential to grow utilization across the campus as we expand utilization of the ID system in additional functions.

Question: Is there a preferred Gateway provider, e.g., FreedomPay, Verifone, or PaymentExpress?

Answer: No, there is not a preferred Gateway provider tied to the existing ID card system.

Question: With the RFP leaving the option open to replacing the existing access control systems under this RFP, is it possible to provide us with a matrix of how many card readers are in what building and what system they are currently on (Lenel or DSX)?

Answer: Youngstown State has Lenel readers and panels on the 4th floor of Meshel Hall, basement of Tod Hall and our backup datacenter in Williamson Hall. There are approximately 20 card readers on doors and three or four controller panels. The University may also deploy one in Cushwa for the old Media & Academic Computing offices.

DSX card readers are deployed at the Resident Halls and the Rich Center for Autism. Last network scan detected eight devices, which are located in Lyden, Cafaro, Wick House, Kilcawley House, and the Rich Center (Fedor). The University assumes that these are perimeter access systems for these buildings and do not extend beyond the front door.

Additionally, the University does not currently have a centralized card access control system and that some departments have installed their own independently managed systems. Such examples include prox-based HID readers in secure areas such as Criminal Justice, KeyTracer key management systems in Police and IT, and pincode/magstripe door lock solutions installed by campus Facilities (BEST/Stanley).

QUESTIONS ASKED AT THE PRE-PROPOSAL MEETING

Source: Terry @ CBORD
Question: Are we addressing door access in our bid response?
Answer: For YSU specifically, there is not a door access cost component to quote in this RFP, but YSU anticipates integrating door access control capabilities in the future. The University and Sourcing Alliance are requesting Respondents to provide a methodology for how the Respondents would price door access to the University and other Sourcing Alliance members.

Source: Fred @ Touchnet
Question: Can you be billed for meal plans through housing?
Answer: Yes, students can be billed for their meal plans through housing. Students can select a meal plan via paper form, phone, or web form. The current process is cumbersome and involves transitioning the order to StarRez and then to Banner – the University seeks an automated solution to processing meal plan orders.

Source: Fred @ Touchnet
Question: Does the photo upload process include a secondary review process?
Answer: No. It is verified through Get App. YSU will be testing out a new process with some of their distance learning students and College Credit Plus program.

Source: John @ Blackboard
Question: What are the card access systems used at housing and around campus?
Answer: DSX and Lenel. Specs for the Lenel-backed card readers can be found by clicking this link.

Source: CBORD
Question: Will you provide us reader spec or a door spec?
Answer: YSU and Sourcing Alliance want to know the range of hardware and software options that are available and how they priced.

Source: Terry @ CBORD
Question: Are we being asked to price something specific for exactly what YSU would like?
Answer: YSU has provided our current state and is asking Respondents to offer improved solutions for our existing needs. (e.g., improved POS set up & location or access control systems).

Source: Tony @ YSU
Question: Is the current time frame (go live 1/1/2020) enough time to allow for implementation and training?
Answer: Group responds: YES

Source: CBORD
Question: Will re-carding take place during the implementation process?
Answer: Yes – for all students and staff.

Source: Terry @ CBORD
Question: Will you use a photo upload process for re-carding?
Answer: Yes

Source: John @ Blackboard
Question: What do you use for your ID printing?
Answer: Data card printers.

Source: John @ Blackboard
Question: How old are they?
Answer: Unknown – the current printers are refurbished machines.

Source: John @ Blackboard
Question: What are the printer models?
Answer: SP75PLUS models.

Source: John @ Blackboard
Question: Will you be replacing the printers?
Answer: Yes

Source: Niles @ NuVision
Question: Do you preload cards?
Answer: No

Source: Unknown
Question: What system is used for student ticketing and what system is used for scanning the tickets?
Answer: YSU utilizes paper tickets and does not use an electronic system for student ticketing.