November 16, 2018  (emailed to all proposers on this date)

ADDENDUM # 2
RFP 081901

IDENTITY SERVICES SYSTEM; AND CAMPUS ID/CREDENTIAL MANAGEMENT AND BADGING; AND CAMPUS TRANSACTION SERVICES

Please note the following answers to questions that were asked prior to the deadline for inquiries date of November 15, 2018 (3:00 p.m. MST).

1) Is it possible for us to solely propose cards, consumables and printers?
   ANSWER: Your proposal should address the elements needed to fit within a holistic solution, provide competitive pricing, bring extended quantity discounts for advancing both secure mobile credentials and the current ASU physical ID cards, and seamlessly connect with badging software to provide printing and (read/write) encoding of the iCLASS credential to specifically address Area C and Area D.

   The value placed on your proposal scope will be based on the scoring weight in the evaluation criteria.

2) How old are your Datacard and Evolis printers and are you looking to replace them?
   ANSWER: ASU is currently utilizing Evolis Primacy printers while Midfirst Bank is using Datacard SD260 printers for ID card production. Current gaps in our operations prohibit the ability to do inline read/encode of our iCLASS credential causing inefficiencies that ASU is looking to providers to propose solutions to close this gap.

   Each proposer should address the elements needed to fit within a holistic solution while providing future proofing methodologies and showing a commitment to invest in the overall strategy to streamline and transform services delivered by ASU’s Auxiliary Business Services program. While ASU is looking for proven technology solutions that meet the objectives using the specifications, guidelines and considerations provided in Area C, we reserve the right to remain with the current printing platform and use some but not all of the current devices that are all less than 6 years old.

3) Are you desiring to re-card your campus or do you want existing cards to be used? Should we quote for a complete re-card of all cardholders?
   ANSWER: While ASU does not envision re-carding the entire campus, your proposal should address the elements needed to fit within a holistic solution that
meets the objectives using the specifications, guidelines, and considerations provided, and that specifically address Area D.

4) Page 7 - “With the Sodexo BuyPass program utilizing their own network, ASU has provided Verifone terminals for M&G in the Stadium.” In Attachment 1, row 72 it ‘ByPass POS’ is noted. Please confirm Sodexo is using the ByPass point of sale system. Does ASU prefer a direct integration between the new transaction meal account solution and the ByPass POS versus continued use of the standalone Verifone terminals to support the M&G program?

ANSWER: ASU wishes to streamline and enhance auxiliary services provided to students, faculty, staff and community members in a more holistic fashion through a solution that must be able to transact business with our current Micros Simphony, Catapult, and ByPass POS systems as well as be expandable to other solutions.

5) Page 8 - “Current gaps in our operations prohibit the ability to do inline read/encode of our iCLASS credential” Can you please clarify your requirements regarding what iCLASS parameters need to be read inline and what parameters need to be inline encoded? Are the cards currently pre-encoded?

ANSWER: Your proposal should address the elements needed to streamline and enhance ASU operations and address identified gaps while meeting the objectives by using the specifications, guidelines and considerations provided in Area D. Page 26 identifies the current technical specifications but ASU is open to solutions and can fit within a holistic solution.

6) From the ASU meal plans website (https://sundevildining.asu.edu/meal-plans/traditional-meal-plans) it appears On Campus Students use the StarRez MyHousing Portal to purchase meal plans and M&G Dollars, whereas Off Campus Students use Aramark’s portal (https://asu.campusdish.com/MealPlans/Category?cat=Tempe_Campus_-_Student_Plans_6808&lid=6808). Are we to assume for the purposes of our RFP response that these two different systems will persist as system of record for meal plan and M&G funds for the new meal plan transaction system?

ANSWER: While ASU currently uses multiple methods for meal account management, our primary reliance is on StarREZ, CampuDish, batch uploads, and manual data entry. ASU is actively advancing the “single ASU experience” and reliance on these systems as the record of source should be treated as fluid. Your solution should address how you will help plan, develop, and advance ASU’s mission and provide future proofing methodologies and scalability to provide automated functions, while meeting the objectives by using the specifications, guidelines, and considerations provided in Area B.

7) What do cardholders currently use to online manage their meal plan and M&G dollars accounts? Is it an ASU App, an Aramark App or Bb eAccounts? If it an ASU App or an Aramark App, are we to assume the new meal plan transaction system only needs to expose an API for the App?

ANSWER: (see the answer in item 6)

8) Can you please specify what customization on POS/software screens are being requested?
ANSWER: While ASU is not specifically looking for customizations on POS screens the solutions you propose should:

- take into consideration flexibility for integrations via established APIs;
- take into consideration flexibility for SDKs (software development kits) that allows ASU to develop our own customized APIs;
- take into consideration flexibility for customizing end-user software portals and screens with ASU brands;
- and take into consideration methodologies for advancing ASU’s mission and advancement toward the “single ASU experience”.

9) Can you please confirm that ASU has a direct contract with their MICROS dealer? If not, who provides their MICROS systems?
ANSWER: ASU has a direct contract with NexTouch for our MICROS solutions and support.
https://www.nextouch.io/

10) Regarding Supplier Objectives Attachment 1: API is mentioned throughout the document, how would the vendor work with other technologies?
ANSWER: Proposers should to bring their advanced and innovative strategies as well as technical and management expertise to build a new ecosystem. As it is understood that suppliers may not be able to effectively provide best-in-class services in every category, the vision is for a holistic approach and it is essential that respondents consider strategies that advance their core area(s) of expertise as well as how they might align with other providers to ensure success. ASU expects collaboration with existing entities and will provide and/or help facilitate contact with these vendors where integration between platforms is essential.

11) Can you please provide the reason(s) why ASU decided to go out to bid? Specifically, can you please provide the reasons regarding the Functional Area in Scope B, Transactional Services?
ANSWER: ASU wishes to move into a more efficient and futuristic way to deliver solutions for services traditionally used by campus card offices and campus auxiliary services. The vision is to enhance and streamline the way in which we consume, then provision, distribute and administer services tied to campus identities and work collaboratively alongside entities identified as providers for Identity Management Modernization and successful awardees in the Integrated Technologies Collaborative in creating holistic solutions for the ASU Enterprise. Proposers should bring their advanced and innovative strategies as well as technical and management expertise to build a new ecosystem.

12) What is ASU dissatisfied with in its current systems? What is missing from the current system? What are the challenges?
ANSWER: ASU wishes to satisfy the ability to enhance and streamline the way in which we consume, then provision, distribute and administer services tied to campus identities with continuity in a holistic solution.

Moving from custom “black box” integrations between disparate systems, advancing innovative strategies, closing gaps, and streamlining and transforming services delivered are critical to our vision and missing from current systems.
Your solution challenge is in investing in the overall strategy and meeting the objectives and specifications and working collaboratively alongside entities identified as providers for Identity Management Modernization and the Integrated Technologies Collaborative in creating holistic solutions for the ASU Enterprise.

13) Is the 5-year contract that’s in place now over with?
   ANSWER: ASU is in multiple contracts related to Areas A, B, C and D with expirations that are not coterminous. ASU’s terms and conditions provide the means and protections of all parties and allow ASU to move into requests for proposal to fit the needs of the University’s in our evolution as a leading Higher Education institution.

14) When is ASU’s contract up with Aramark?
   ANSWER: June 30, 2025

15) When is the Sodexo contract as the football stadium up?
   ANSWER: June 30, 2023

If you have any questions regarding this notice, please contact me at 480-727-5177 or Catherine.thart@asu.edu.

Thank you,

Catherine Thart, C.P.M.
Purchasing Manager
Arizona State University
Purchasing & Business Services

Cc: RFP 081901