

Addendum #1 to RFP L061009 – Online Flex Account

1. Is the University looking or desiring to replace the current Pharos Installation? It was my understanding that University of Arizona was looking to keep Pharos and have the new system integrate with the existing installation. Is the campus unhappy with Pharos

- a. ANSWER: The University is not set on keeping Pharos. We would consider an alternate Pay-for-Print solution as long as it meets our print management needs. The campus is willing to explore other pay for print options in conjunction with this RFP.

If the Pharos print management solution is the most viable option, we would be interested in understanding your role and the cost implications of providing a single point of contact for this entire system.

2. Section 5.6 – Blackboard will be ISO 14443 by end of year. All of our software and hardware will be NFC Contactless ready. Would the campus like to skip the migration from magnetic stripe to ISO14443 and go directly to ISO 14443 in the initial installation?

- a. ANSWER: No. We do not expect to upgrade to ISO 14443 for several years. We will be using mag-stripe until our cards are ISO 14443 ready.

3. Food Service and Cat Card Office. Is it the desire of the campus to share the current Bb Solution that Food Service currently has deployed or is the purpose of this RFP to provide Cat Card and the other departments a separate and distinct system of their own. Bb can provide either option and would provide a second copy of the software at no charge if a separate system is desired.

- a. ANSWER: We will make this decision after reviewing all vendor proposals. We prefer the functionality of administering the system on our own. This is partially an internal university decision.

4. 5.1. Software

This software must work in conjunction with current information management systems and must offer the flexibility to adapt to future information management needs. This includes compatibility with current data feeds of both internal and external origin.

Questions:

1. Could you please confirm the software that is currently in place as the Information Management System?

- a. ANSWER: We are currently evaluating the ramifications of synchronizing information between multiple systems. How our enterprise systems interact with

the Flex account system will have to be worked out between our technical teams.
For the moment the relevant systems are:

IDMS 7.68 from Vision Database Systems

PeopleSoft Student Administration

2. Could you please provide the current version number that is use?
 - a. ANSWER: See above
 3. Does the University plan on updating or replacing this software?
 - a. ANSWER: There are no current plans to replace IDMS. We do keep updating the software as VDS makes updates available. By the time we implement the Flexible spending account, PeopleSoft will have been implemented.
 4. What information would be required in both the internal and external feeds?
 - a. ANSWER: See answer 4.1.a
 5. What compatibility would ITC Systems be required to meet?
 - a. ANSWER: See answer 4.1.a
5. Ability to handle batch funding, i.e. debiting accounts electronically for specific services, identifying the total value and itemizing each account debited.
1. The statement is confusing as it is asking for batch funding but the example is a debit transaction. Will ITC Systems be required to provide both types of batch transactions?
 - a. ANSWER: We would like to know if your software has the ability to credit/debit multiple flex accounts simultaneously. As an example, deposit \$25 into 25 different flex accounts or debit a \$10 activity fee for all English majors. What are the implications of this functionality? What information do you need to allow this to occur? We are also interested in clearing all abandoned accounts (escheat).
 2. Is this asking that the software will be able to add funds to an individual account based on a group or profile of like accounts? (Batch funding)
 - a. ANSWER: Yes, it would be an added bonus.
 3. Is this also asking that funds can be removed (debited) from an individual account based on a group or profile of like accounts? (Batch debiting)

- a. ANSWER: YES
- 4. If 2 and 3 are true would a report would be required showing the total amount of batch transaction showing the individual transactions by account?
 - a. ANSWER: Yes
- 6. Provide web interface for depositing funds online into a flex account or be able to support a recommended third party provider. Include in pricing using a variety of forms of payment, ie. Mastercard, visa, bill to bursar account.
 - 1. What type of interface would be available to ITC Systems to provide a bill to a users bursar account?
 - a. ANSWER: When this service goes live it will need to interact with our implementation of PeopleSoft Student Administration if the Bursar's account is deemed a viable payment option.
 - 2. Would this interface be available to ITC Systems?
 - a. ANSWER: Yes.
- 7. 5.2.2. Support
 - A. Points of Sale terminals must have printers such as VeriFone 3750 or equivalent. All printers must provide readable receipts printed on non thermal paper.
 - 1. The VeriFone Omni-3750 is listed as having a thermal printer. Is this the unit that is being referenced?
 - a. ANSWER: Yes
 - 2. Is it mandatory that the receipts be on non thermal paper?
 - a. ANSWER: No. A legible receipt is a requirement, however.
 - 3. If mandatory will U of A accept an optional printer that will attach to the VeriFone unit to provide receipts on non-thermal paper?
 - a. ANSWER: Yes, as long as the receipt is legible. Please include optional printer specifications and cost for comparison purposes.