On behalf of

Kennesaw State University's
Vice President for Operations
Operations Division

Request for Information
54300-13-001
for
A Campus Transaction System Solution
is hereby released

STATEMENT OF WORK

Kennesaw State University is interested in obtaining solution information and sample pricing structures for all methods of providing traditional campus transaction system functionality to the University community (i.e. meal plan management, campus card fund management, eligibility to participate in events and activities, and facility access control.)

The information received will be reviewed by a committee of University employees and will serve as a basis to potentially prepare a formal Request for Proposal (RFP) document. The RFP process, if KSU decides to issue such, will more formally address business transactional workflows, technical hardware/software requirements and future trends, technologies and enhancements associated with campus-based services.

RFI responses should help the committee identify ways in which it can meet the following improvement initiatives:

- Manage a campus purse (K-Cash) and verify entitlements at service points.

- Meet interoperability standards to enable data exchange with other University enterprise and departmental systems

- Provide a mechanism for on-campus departments to offer an increased level of services, convenience, and customer service, while containing costs associated with providing such services

- Enhance on-campus card-based security access systems

- Provide card-based purchase and verification operations consisting of online authorization of a transaction based on privilege, account balance, time, and location restrictions through real-time communications with the network of field devices

- Develop new card-based services and programs, both on campus and off campus, such as banking, food service, and other debit and access services as described in Scope of Services

Specific outcomes KSU will require from a successful Transaction System include:

a) Support for a variety of meal plan options to students. Reference **APPENDIX A** for a detailed description of the planned meal programs and timing.

b) Measurable service delivery improvements

c) Expansion of retail, access and security programs based on our existing toolset: the KSU ID Card, the KSU Universal database, the K-Cash program, MarketPlace, and the KSU Debit Card

d) Departmental operational efficiencies and economies of scale related to the services the University provides to its' customer base

e) Identification of current best business practices and trends

f) Recommendations for specialized products that will meet the goals of a Transaction System at KSU

Key Project Goals and Objectives

KSU has identified three categories of support to be included in a Transaction System solution: 1) Retail Operations, 2) Event/Activity Access Control and 3) Security, however in this document, our needs have been organized as follows:

    a. Technical Environment
        i.   Enterprise Architecture Standards (EXHIBIT 1)
        ii.   Interface to Campus ERP Information (EXHIBIT 2)
        iii.   Web-based Services (EXHIBIT 3)

    b. Functional Support
        i.   General Needs (EXHIBIT 4)
        ii.   Food Service (EXHIBIT 5)
        iii.   Vending (EXHIBIT 6)
        iv.   Bookstore Interface (EXHIBIT 7)
        v.   Off Campus Merchants (EXHIBIT 8)
        vi.   Library Interface (EXHIBIT 9)
        vii.   Event/Activity Access (EXHIBIT 10)
        viii.   Parking (EXHIBIT 11)
        ix.   Facility Access/Security (EXHIBIT 12)
        x.   Copy/Print (EXHIBIT 13)

    c. Vendor Services
        i.   Support Services (EXHIBIT 14)
        ii.   System Warranty and Maintenance (EXHIBIT 15)

EXHIBIT 1: ENTERPRISE ARCHITECTURE STANDARDS

Introduction

An enterprise-wide technical architecture (EWTA) is an operational statement of the current technologies utilized and supported by the central computing organization. As appropriate, contemplated changes are also included along with projected implementation dates. (See also EWTA document: http://www.kennesaw.edu/cio/ewta/EWTA.pdf)

Response Items:

a) Please describe in detail how the architecture of the Transaction System solution you possess or could provide will comply with the KSU's Enterprise Architecture Standards as listed at http://www.kennesaw.edu/cio/ewta/EWTA.doc

b) Please describe in detail how the proposed system meets PCI security requirements. This includes but is not limited to, the payment card data (at rest, in transit, and in processing) as well as peripheral and intermediary devices such as POS registers, mobile devices, eCommerce website, value-add station, and card swipes.

c) Can the system you possess or could provide tie back into a standard authentication system such as LDAP, MS Active Directory or CAS?

EXHIBIT 2: INTERFACE TO CAMPUS ERP INFORMATION

NOTICE: Vendors should respond to each item. The preferred response format is an explanation of capabilities of the systems you possess or could provide.

Kennesaw State University Operations Overview

KSU will provide and maintain a database environment where information on the entire campus community will reside. Information in this environment will be maintained at least once a day by KSU. The Transaction System may need to directly access any operational enterprise system.   Vendors must indicate how they will satisfy these interface requirements and with what frequency they will perform updates.

KSU daily will merge Banner (student data), PeopleSoft (employee data) and Long-term Visitor information to create Master records that minimally contain: Banner PIDM, KSU#, Card Issue number, PS Emplid, KSU affiliation, Profile#, Endeavor barcode; record create date; who/how record was created; last change date; who/how last changed; a PIN#. The resulting database will be called the "Universal Database".

1) Can the Transaction System you possess or could provide apply changes in the Universal Database (as provided in a KSU-furnished extract file) to appropriately update the Transaction System people/client database. Indicate any options or restrictions the Transaction System has in file formats, update frequency and result confirmation. Specify any audit results created from this type of processing.

2) If there is a need for bi-directional updates, please explain use and frequency.

3) Batch-type fund/account updates may be needed occasionally (e.g. to establish mandatory meal plans). Please indicate the ability of the Transaction System to accept batch fund updates. Indicate any options or restrictions the Transaction System has in file formats, update frequency and result confirmation. Specify any audit results created from this type of processing.

EXHIBIT 3: WEB-BASED SERVICES / SELF-SERVICE APPS

NOTICE: Vendors should respond to each item. The preferred response format is an explanation of the proposed solution capabilities.

a) Does the Transaction System you possess or could provide include a device that allows cardholders to make unattended cash deposits into existing accounts, to transfer funds between accounts and to check on the balance or status of any account?

b) Does the system you possess or could provide include a Web-based application that will:

(1) Enable students/account holders to view their account activity and balances online?

(2) Enable students, parents, or others authorized by a student, to make deposits via bankcard accounts (debit, credit, etc) to his/her University card account(s)?

(3) Enforce all University policies regarding eligibility to maintain University card accounts?

(4) Provide account activity reports that satisfy Federal Regulation E?

c) Campus Kiosks: Provide information that describes the functionality, operation and price of available kiosk services supported by the Transaction System you possess or could provide.

d) ADA Compliance: Address Web Module accessibility issues and use of standards. 1st Tier ADA Compliance is preferred.

e) Security: Please describe how the proposed web-based service and application utilizes a PCI-DSS certified payment processor.

EXHIBIT 4: GENERAL NEEDS

NOTICE: Vendors should respond to each item. The preferred response format is an explanation of the capabilities of the system you possess or could provide.

A. Response Items for General Operations:

1. Describe your system's capability to include a Test vs. Production environment to prevent data loss during migration and upgrades.

2. Describe your system's capability to support flexible authentication methods:
   i. ID (KSU NetID) and PIN (for PC access)
   ii. Physical card swipe devices
   iii. RFID Cards
   iv. Biometric

3. Describe your system's capability to support single sign-on as outlined in the Kennesaw State University EWTA
   http://www.kennesaw.edu/cio/ewta/EWTA.pdf

4. Is there Web browser access to client programs and admin functions?

5. Describe your system's capability to operate online, in real time, 24 hours a day, 7 days a week.

6. Describe your system's capability to provide a technique for performing remote diagnostic.

7. Describe your system's scalability to meet performance standards for 50 concurrent interactive administrative workstations and 1000 real-time reader devices.

8. Describe your system's capability to remain available to workstations and readers while performing routine functions such as system backup and report generation.

9. Describe your system's capability to respond to online reader authorization requests in two seconds or less, regardless of the number of on-line readers or system activities that are occurring at the same time. Response time should be sub-second under normal operating conditions.

10. What are the response times at workstations?

11. Describe your system's capability to record and automatically upload, without operator intervention, transactions stored during offline operation.

12. Describe your system's capability to support a minimum of 200,000 cardholders with a cost-effective expansion to at least 500,000 cardholders?

13. A "plan" is a subset of the overall cardholder record that holds a debit/credit point balance or the number of remaining meals. Describe your system's capability to have the capacity to define at least 100 plans, and allow combinations of credit/debit point plans and variable meal plans for the same cardholder simultaneously.

14. Describe your system's capability to allow at least ten (10) debit/credit balances per cardholder.

15. Will changes made to cardholder records via client workstations be recorded as transactions on the central system? (i.e. Auditable?) Are card readers designed for high-use environments, and made of rugged, heavy-gauge metal, plastic or combination of both?

16. Do card readers feature a continuous swipe-through style card slot with a floating read head, which reads the encoded information on Track II of the ABA magnetic stripe on the ID card?

17. Are card readers capable of being programmed at System workstations by authorized operators or do they require site visits?

18. In the event of a communication disruption between the reader and the network processor, will unattended readers function?

19. In the event of a communication disruption between an attended reader and the Transaction System, does the reader appear to operate as if online and to store cardholder transactions in an offline condition for automatic uploading to the Transaction System when communication is restored?

20. The term "off-line" is defined when the reader loses network communication to the server. How are card transactions processed and then updated once communication is restored?

21. What information is logged in each financial transaction? (e.g. location, time, job details, user ID, department ID)

22. How long are transactions maintained? Is this timeframe user defined?

23. Are there user-defined field options? Can access to those fields be limited separately? (i.e. Not all or none?)

B. Response Items for System Administration Software:

1. Can operator user defined roles limit access to the designated software programs, functions, workstations, printers, privileges, and privilege accounts? Is there tiered and peer administration (ex: bookstore vs. copy/print admin access to transactions and customer info)?

2. Is there functionality to add, change, and delete system operators; deny access to previously authorized operators; assign operator login phrases; and grant or deny the use of multiple updates to each operator?

3. Is there an events calendar that signals the system to automatically perform an action at a specified date and time (i.e., deny access during holidays or run an end of quarter report)?

4. Can time periods be named for use in accounting and reporting? Can devices be given names for reporting?   Are cardholder privileges (i.e., meal access etc.) user-defined or preset?

5. Are there easy to use multi patron (global) commands?

6. Can system backups occur automatically (by schedule) and on demand?

7. What is the audit trail detail on administrator changes?

8. Are user defined roles able to allow operators to select individual workstation timeout values?

9. Please describe the proposed system's capabilities for two-factor authentication.

C. Response Items for Application Features

1. Describe your system's capability to support multiple identifier numbers, such as KSU# and PIDM numbers, for each cardholder.

2. Describe your system's capability to add, change and delete cardholder prepaid services accounts.

3. Define activities or functions (privileges) that a cardholder is allowed to perform. Describe your system's capability to support monetary (credit/debit), count/points, and activity (yes/no), and access-type privileges that reference the central cardholder database.

4. Describe your system's capability to segregate funds into multiple accounts for a cardholder, and provide automatic links between accounts, if desired, to provide the cardholder with a reserve.

5. Describe your system's capability to send and cancel user-defined messages to cardholders.

6. Describe your system's capability to add, change, and delete cardholders individually or by group (i.e., multiple updates).

7. Describe your system's capability to assign and revoke cardholder privileges and suspend and reactivate the use of privileges.

8. Describe your system's capability to review cardholder characteristics.

9. Describe your system's capability to manage cardholder account funds (i.e., deposits, transfers, withdrawals, etc.) and perform exchanges and/or refunds.

10. Describe your system's capability to designate damaged, forgotten, lost, and stolen cards immediately; activate expired cards; set personal credit limits; and activate and suspend cards.

11. Describe your system's capability to monitor the status of card readers (online, offline, or inactive) by location or by group?

D. Response Items for Reporting Capabilities

1. Is there a user-friendly ad hoc reporting tool? What formats are available for data export (e.g. excel, csv, pdf)?

2. Is there a time schedule for reports? (e.g. generate this report weekly?) Explain any limitations.

3. Is there a report to reconcile the balances of credit/debit accounts with the balance of all reader transactions for a specified date?

4. Is there a report to display information on Universal Cardholder, all cardholders, or cardholders within a specified range of ID numbers for a specified date?

5. Is there a report of all the actions/transactions of a specified cardholder for a range of dates and times?

6. Is there a report to display all or some of the transactions performed by an authorized operator for a range of dates? These should be user-defined parameters.

7. Is there a report of privilege use activity at a specified location for a range of dates and times?

8. Is there a report of patron sales in detail (i.e., peak periods, highest sales per patron, etc.)?

9. Is there a report to summarize information about cardholders and their privileges and accounts for the report date?

10. Report the quantity of different products selling at a specified location during a specified period of time for a specified range of dates.

11. Report sales and patron counts for all or selected locations for a range of dates and times.

12. Schedule the date and time that reports can be run automatically (i.e., without operator attention).

EXHIBIT 5: FOOD SERVICE

NOTICE: Vendors should respond to each item. The preferred response format is an explanation of the capabilities of the system you possess or could provide.

BACKGROUND: KSU transitioned from a fully retail food service operation to include a full-scale meal plan program in 2009. Existing food accounts include: 1) block and unlimited meal plan accounts; 2) one-time entries into the dining hall; 3) flex (declining balance) dollars; and 4) dining dollars (limited to food purchases only). Flex and dining dollar accounts may be used in any food service location on campus. Flex dollar accounts may be used in additional locations on campus, such as the Bookstore and for Copy/Print services.

Operational Requirements:
The Transaction System vendor should provide an interface to the Food Service POS system so that:

1. A cardholder can swipe their KSU ID card at the register.

2. The register will treat it as another tender and contact the Transaction System, which would then validate the account status and fund availability, deduct the funds from the designated account and notify the Food Service POS system of the results of these activities.

3. The Food Service POS transactions must appear in the same detail as all other debit card transactions on cardholder transaction reports.

4. KSU's customers have multiple debit fund accounts. Describe the options (if any) to specify a) which account(s) to debit (i.e. primary vs. secondary account) and b) how split account use will appear in transaction history. Is hierarchy setup in the Transaction system or POS device? Can the hierarchy vary by POS device? Is hierarchy customizable by KSU? What is the maximum number of levels in the hierarchy?

Additionally, KSU would like information on the following business systems/software interfaces that support Culinary operations:

a) Food Production
b) Menus and Food Labeling
c) Inventory and Purchasing
d) Hospitality Labor Management and Scheduling

Response Items:

For details on the existing system and integration options, contact the KSU Information Technology Services representative below:

Nick Hassis, Associate Director, Infrastructure & Server Support
Kennesaw State University
Information Technology Services
1000 Chastain Rd., MD 3503
Kennesaw, GA 30144
(770) 423-6620
nhassis@kennesaw.edu

EXHIBIT 6: VENDING

NOTICE: Vendors should respond to each item. The preferred response format is an explanation of the capabilities of the system you possess or could provide.

a. Does the on-line vending reader allow cardholders to use their ID card to activate vending machines? Can the cardholder simply swipe his or her ID card at the reader and select the item to be vended? Is the price of the vend automatically deducted from the cardholder's central account?

b. Will the vending reader require the removal or relocation of dollar bill validators for installation? The purpose of installing debit card vending readers is to add an additional form of tender, not as a replacement for one.

c. In the event the vending reader should fail or go off-line from the central debit system, will the vending machine continue to function with coin and the bill validator?

d. Describe the off-line options for vending readers. Specify if the University can select which readers will operate off-line.

e. Will the transaction system functionality allow for reporting of vending sales totals? K-cash sales only? Do the sales reports have the ability to detail sales for each individual vending machine?   Does reporting allow grouping of the report information in a variety of ways, including by location, vendor, and type of machine (i.e. snack, soda, cold food, etc.)?

f. Do vending transactions appear in the same detail as all other debit card transactions on cardholder transaction reports?

g. Will the reader display a balance to the cardholder prior to each transaction?

h. Will the reader display a balance to the cardholder at the end of each transaction?

i. Can you demonstrate compatibility with a wide variety of make/models of vending machines and a proven track record of on-line vending installations?

j. Will you sell and service readers directly to our contracted vending service providers at prices and terms equal to those offered the University? Will you similarly extend training services to our vending contractor?

k. Please provide connectivity details for attaching vending machines to the proposed Transaction System network.

EXHIBIT 7: BOOKSTORE INTERFACE

NOTICE: Vendors should respond to each item. The preferred response format is an explanation of the capabilities of the system you possess or could provide.

The Transaction System vendor should provide an interface to the Bookstore POS system so that:

1. A cardholder can swipe their KSU ID card at the register

2. The register will treat it as another tender and contact the Transaction System, which would then validate the account status and fund availability, deduct the funds from the designated account and notify the Bookstore POS system of the results of these activities.

3. The Bookstore POS transactions appear in the same detail as all other debit card transactions on cardholder transaction reports.

Response Items:

a. Please contact the Bookstore POS provider listed below for details on the existing system and integration options.

> Vendor: Missouri Book Systems, Inc.
> Rick Curtis
> 1-864-609-5234
> rcurtis@mbsbooks.com

b. If the Transaction System you possess or could provide can interface to the existing Bookstore system and meet the stated Operational Requirements, please describe in detail the 1) solution requirements, 2) the solution topology and 3) resulting operations.

c. Indicate the Data Encryption Methods used for transaction transmission and storage. Compare the method used to the standards employed by major credit card processors and clearing houses.

d. Describe the available Daily settlement and reconciliation reports that would be provided by the proposed solution.

e. Describe what type of administrative access could be setup to enable the Bookstore to a) retrieve historical sales transactions (for their registers only); b) broadcast information (e.g. sales events) to customers; and c) analyze sales and identify trends.

f. If the Transaction System you possess or could provide cannot interface to the existing Bookstore system and meet the stated Operational Requirements, please respond 'Unable to satisfy this need'.

EXHIBIT 8: OFF-CAMPUS COMMERCE

NOTICE: Vendors should respond to each item. The preferred response format is an explanation of the capabilities of the system you possess or could provide.

The desired K-Cash sale and payment model requires that
1. A cardholder can swipe their KSU ID card at a POS device
2. The POS device will treat the KSU ID another tender and contact the Transaction System, which would then validate the account status and fund availability, deduct the funds from the designated account and notify the POS device of the results of these activities.
3. The 'payment' transaction would appear in the same detail as all other debit card transactions on cardholder transaction reports.

a. Please describe how off campus merchants would interface to your system to provide this functionality.

b. What additional hardware and/or software are needed to accomplish this goal that is not provided in the base quote?

EXHIBIT 9: LIBRARY INTERFACE

NOTICE: Vendors should respond to each item. The preferred response format is an explanation of the capabilities of the system you possess or could provide.

Kennesaw State University uses the *Endeavor S*ystem, which is the universal library system for the Georgia University System.

Response Items:

    a.   Do you have an interface to the *Endeavor* library checkout system?

    If so, please describe the functionality of the interface and how linking the proposed Transaction System to the *Endeavor* system would be advantageous to KSU.

EXHIBIT 10: EVENT/ACTIVITY ACCESS

NOTICE: Vendors should respond to each item. The preferred response format is an explanation of the capabilities of the system you possess or could provide.

a. The Activity Reader is used to enable and track cardholder access and participation in a wide variety of activities across campus. Events that would require a "yes/no" validation may occur at both indoor and outdoor locations where it is not practical to wire a device for online operation. Describe how this need can be met given a valid population of 200,000.

b. Access Management:
    1. Will the solution you possess or could provide have the ability to easily define eligibility criteria per location?
    2. Does the solution you possess or could provide support various access control devices: card readers, biometrics, pin pads, etc. via campus network, web and wireless?
    3. Does the solution you possess or could provide support an automated nightly (minimum) client database update from university ERP systems? Is there a time schedule for system events?
    4. Can user-defined fields be assigned to and updated exclusively by locations?
    5. Is there a capability to preset access control device action based on eligibility criteria match?
    6. Can Turnstile operation be based on eligibility criteria?
    7. Does the solution you possess or could provide solution include the option to sell guest passes?
    8. Can the solution you possess or could provide track program & activity registration?
    9. Can the solution you possess or could provide track attendance registration?

c. Reporting:
    1. Is each access logged to a file?
    2. Can reports be run against the log file?
    3. Can the log file transactions be merged w/ biographic data and saved for a specified time?
    4. Does the system you possess or could provide come with a user-friendly reporting tool?
    5. Can the system you possess or could provide be used to generate automated email and/or survey based on criteria?

d. Manage Inventory:

    1. Can the system you possess or could provide track equipment and warranties, service & maintenance?
    2. Does the system you possess or could provide system provide equipment check-in/out function interfaced by inventory number?

3. Is there a "billing function/advice" on non-returned/lost equipment?
4. Can the system assign/manage lockers?

e. Does the system you possess or could provide have an employee (worker) scheduling function?

EXHIBIT 11: PARKING

NOTICE: Vendors should respond to each item. The preferred response format is an explanation of the capabilities of the system you possess or could provide.

Background

KSU implemented a handheld parking citation (T2) system in January 2010. Additionally, our parking gates are managed and controlled through Scan Net.

Response Items:

1. Does the transaction system you provide have the capability to control parking gates?

2. Does the transaction system you provide have the ability to communicate directly with a handheld citation system?

3. Indicate the various hardware types and manufacturers the solution can accommodate, as related to handheld citation systems and parking gate control.

4. Describe any 'special features' of the proposed solution, as related to handheld citation systems and parking gate control.

5. Describe what type of administrative access could be setup to enable the Parking and Transportation office to a) retrieve historical access records; b) monitor alarms; c) setup 'special access' and events; and d) analyze lot use and track changes.

EXHIBIT 12: FACILITY ACCESS/SECURITY

NOTICE: Vendors should respond to each item. The preferred response format is an explanation of the capabilities of the system you possess or could provide.

a. KSU is seeking an integrated facilities management solution for a complex network of diverse needs: from precise control of temperature, lighting and humidity for campus comfort and process control, to alarm monitoring and fire and smoke detection, to providing secure authorized access control. Can the solution you possess or could provide:

1. Be an integrated approach that promotes management of multiple single-function modules through a single software access point, preferably via a web-browser?

2. Provide a User friendly visual development tool that enables system operators to code and fine tune their network without requiring extensive external support?

3. Communicate via the campus IP back-bone or wireless network?

4. Support an open architecture that would a building block for future needs?

5. Provide a building/zone level of security by function to allow distribution of administration as appropriate. An example might be de-centralized building access control administration?

6. Accept database updates as part of an automated daily feed and extract?

7. Be scalable as KSU adds functionality and/or grows and/or technology changes?

8. Integrate the following applications and/or offer functional substitutes for:

   a. Campus IDs/Badges: current vendor is DataCard

   b. Access control: current vendor is Onity Integra

   c. Alarm Monitoring: moving to system called Fireworks

   d. Voice/emergency phones: current vendor is Gaitronics

   e. Video/cameras: old cameras (very few left) are analog GE DVRs. Any additional will be digital GENETEC cameras with discreet IP addresses.

   f. Parking Gates: current vendor is ITR of Georgia

9. Do you offer extensive on-site, off-site, and on-line training programs? Please explain.

10. What are the financing options: purchase, lease, rent-to-own?

EXHIBIT 13: COPY/PRINT

NOTICE: Vendors should respond to each item. The preferred response format is an explanation of the capabilities of the system you possess or could provide.

KSU has an existing transaction processing network for our Copy/Print Service. Students and employees can make copies using KSU ID cards at Copy/Print MFDs and can print from the desktop to selected MFDs equipped with printer cards. All transactions are recorded at the person and department (if required) level in addition to device level and product (B&W, Color, fax or scan). Product pricing is set by user profile. Reports are generated to support internal billing and any billing questions. Multiple price levels are supported with both declining balance and credit accounts. Students only get a declining balance account and use K-Cash terminals to add value to their cards. Employees have access to both declining balance and credit balances.

All MFDs are linked to the database for copying as are the print queues accessed from the desktop and the K-Cash Terminals. Each print or copy request goes to the DB for verification that the request is valid and the account is appropriate. Details of the transaction are recorded in the DB for billing and contract management needs.

The contact for questions on the KSU Copy/Print operation is:

> Joe DiBattista
> Kennesaw State University
> Phone: 770-499-3436
> Email: jdibatti@kennesaw.edu

Response Items:

1) Indicate if the Transaction System you possess or could provide will interface to the existing hardware and support the copy/print program as described.
2) Does the solution you possess or could provide support printing from both Windows and MAC computers?
3) Will the solution verify account as valid and balance sufficient for the transaction prior to releasing copy or print transactions?
4) Can the solution you possess or could provide integrate with Canon MFDs and other KSU printers (typically HP)?
5) How does your solution support wireless printing?

NOTICE: Vendors should respond to each item. The preferred response format is an explanation of the capabilities of the system you possess or could provide.

a. **Response Items for Training**

Is training for the proposed hardware and software provided? What are the options: on-site, off-site or online? Do you offer role specific training: system administrator, business manager, and faculty/staff end-users? What is your cost for training?

b. **Response Items for Customer Service and Support**

Please describe your Customer Service and Support program. Are there fixed costs? Are there different levels? What is the program for hardware?

c. **Response Items for System User Group**

Please indicate if there is an established System user group, what part the user group plays in System development, and how often the user group meets.

EXHIBIT 15: SYSTEM WARRANTY AND MAINTENANCE

NOTICE: Vendors should respond to each item. The preferred response format is an explanation of the capabilities of the system you possess or could provide.

a. System Warranty

Is the System you possess or could provide covered by a 365-day warranty? What is the process to replace/repair failed card readers? Will failed computer system components be replaced at no charge according to the vendor's maintenance agreement and warranty terms? At the option of KSU, is the Vendor willing to place software source code and documentation in a third-party escrow? Please describe this program.

b. System Maintenance

1   Can an ongoing annual service maintenance agreement be provided? Will the agreement cover all System hardware and software, and must provide a toll-free telephone number (24 hours a day, seven days a week? In addition, the core server components are to be considered high-priority items requiring a high-priority response in the event of failure. Please describe the maintenance agreement and coverage proposed by the Vendor, including details of any spare reader policy. Costs for this maintenance agreement and how the costs are assessed should be specified in your response.

2   At the option of KSU, is the Vendor willing to participate in a disaster recovery plan by agreeing to make available all hardware and software on a temporary, as-needed basis. Please describe this program.

Information Required from Respondents

Please provide your response to this RFI, to the extent possible, in a format that mirrors the sections above. When responding to a specific numbered point, please reference the paragraph number of that item. While brochures and promotional materials are helpful we are more interested in specific explanations of how your solutions have been used to address issues similar to ours, the benefits that have resulted from such uses, and how you can apply those solutions in our environment.

Once again we want to remind you that we are looking for alternatives that provide the university with the functionality needed to support our various application needs. We are not necessarily looking for a monolithic system but we are looking for an integrated approach that provides the flexibility to add new applications, devices, and authentication methods as needed.

Kennesaw State University ("KSU" or the "University") currently offers the following meal plans, **per semester** — for students, faculty, and staff, which are housed on the KSU ID cards:

- Block Plans (a set number of meals each semester)
  - Block 8
  - Block 16
  - Block 48
  - Block 128

- Alternative Plans
  - 7-Day Unlimited (unlimited entries to the *Commons*)
  - 7-Day Unlimited Plus (unlimited entries into the *Commons*; 5 entries per week into the Hoot; plus $200 Dining Dollars included)
  - 3Square (Three meals per day; can be used in the *Commons*; to-go, and The Hoot)
  - 3Square Plus (Three meals per day; can be used in the *Commons*; to-go, and The Hoot; plus $200 Dining Dollars included)

Certain meal plan requirements exist for all undergraduate students living on campus and all full-time undergraduate students living off-campus. These requirements are as follows:

- Full-Time Commuter Student
  - First Year – Block 48
  - Sophomore/Junior – Block 16
  - Senior – Block 8

- Residential Student
  - First Year – Clock 128
  - Sophomore/Junior – Block 16
  - Senior/Graduate – Block 8

In addition, students may choose to participate in the optional "dining dollars" account, which is housed on their Student ID card. This account allows for a tax-free purchase of food items at any of the University-managed retail food venues on campus, saving the student 6%. This is in addition to the General Declining Balance account (a standard flex spending account), which can also be used at all campus retail food venues, the KSU Bookstore, and for copying and printing.