



**TEXAS A&M UNIVERSITY-CORPUS CHRISTI**  
PURCHASING DEPARTMENT 6300 OCEAN DRIVE  
CORPUS CHRISTI, TX 78412

RFP Number:

**RFP2-0002**

**Banking and University ID Card Support Services**

**Addendum # 1**

The University has received the following questions from vendors. The corresponding department has provided answers for the questions provided within the allocated time to respond. The questions and answers should be considered incorporated as part of this Request for Proposal. Please see below:

- Question:** Does the school's charter accept a FI that is insured with NCUA?

**Answer:** TAMU-CC's charter accepts a financial institution insured with NCUA.
- Question:** Regarding royalties and funding support: Are the terms of previous contract available for us to compare? Can we get information about expectations for royalties and funding support?

**Answer:** Submit a request on Open Records Request Portal at [https://cc-texasam.mycusthelp.com/WEBAPP/rs/\(S\(0fp3wxg3orzxf5hpbbd0brs\)\)/supporthome.aspx?sSessionID=6471913VVECQTXNLXSTNRTXWOKGLZEWBFTKURHRM](https://cc-texasam.mycusthelp.com/WEBAPP/rs/(S(0fp3wxg3orzxf5hpbbd0brs))/supporthome.aspx?sSessionID=6471913VVECQTXNLXSTNRTXWOKGLZEWBFTKURHRM) and submit a request.
- Question:** Regarding the campus ID card: We need to learn more about how this card currently works. Can we talk with someone from the campus card office? We would need to verify the security and process for providing TAMUCC blank card stock

**Answer:** We receive the cardstock from a vendor and the card has a magnetic three-track strip to conform with ISO 7812 and 7813 standards, with 16-digit ISO number encoded in track two. Any changes need to meet federal/state and bank regulations.
- Question:** Could we get clarification on the nature of the student loan packages referenced in Section 2.04 of the RFP? Does this require Federally insured programs originated by the lender, or would a third-party referral meet this requirement?

Answer: The student loan package product is setup at the discretion of the financial institution.

5. Question: At least one branch facility within proximity of the University. Can we use Airline Branch? It is 3.3 miles away.

Answer: Yes. We just ask that there is a branch within CCRTA Bus access or driving distance for the students. There are Online and Mobile access that all students can access.

6. Question: Provide more information about: Support for a student marketing intern(s) in the Office of University Services.

Answer: The financial institution will be responsible for this position; job description, hiring, supervising, and mentoring.

7. Question: Competitive funding for student scholarships support, checking/savings account royalty, ATM/ITM royalty, and campus card office support. We already have agreement with TAMUCC Development Team, can we use that scholarship to suffice? \$5,000

Answer: We appreciate the support of donation of \$5,000 towards the TAMUCC Development Team, but the scholarship support mentioned in the RFP will not be considered as part of this RFP.

8. Question: ATM space limitations at all present and future locations?

Answer: IF additional space is needed for the outside ATM, please present the design and state why additional space is needed. For additional ATM, please submit the plan and the University will review for approval.

9. Question: Is there dedicated Electrical connections to for each ATM/ITM

Answer: Yes and no. We currently have an outdoor ATM on campus so electrical is already set up at one space. Any additional electrical set up will be at the cost of the financial institution.

10. Question: What's the accessibility to equipment afterhours or on weekends?

Answer: Outdoor ATM – YES, full access. Indoor - PAC building will have limited access. We can however schedule anytime you need access to the facility.

11. Question: Are there any restrictions for having a video in or on the ATM?

Answer: There are no restrictions on any video equipment on the ATM.

12. Question: Can our General Contractor submit the HUB application for HUB vendors should any modifications need to be made?

Answer: Yes, if there are any modifications need to be made, the Contractor would give the information to the vendor, but the vendor would need to submit the HSP (HUB Subcontracting Plan) to us.

13. Question: We have lighting requirements for ATM/ITM could additional lighting be added to meet these needs?  
Answer: Any lighting requirements that are recommended by the financial institution will need to be approved by the University and expense for the lighting will be the financial institution responsibility.
14. Question: Is the settlement of the Sanddollar in real time, or is it a batch processing?  
Answer: Realtime. If offline then it will batch once back online.
15. Question: Is it a prefunded card or is it an actual debit card that is linked to their account for that direct transaction?  
Answer: Funds can be preloaded for university use, but the cards magnetic strip can also be linked to Students checking/savings account for direct transaction use.
16. Question: Is the Sanddollar accounts only being able to access the owner of the University Services RFP? Whoever gets that, that the only bank account they can access?  
Answer: The Sanddollar information is only accessible by University Services. The financial institution that is Awarded the RFP can add exclusivity in the contract.
17. Question: Who currently hosts on the preload portion of the student ID cards?  
Answer: Cbord. The software we use is CS Gold (CBORD.com). The server is hosted internally and managed through TAMU-CC IT Department.
18. Question: Can students continue to use the cards after a student is no longer here?  
Answer: Card goes inactive for on campus use but they can opt into an Alumni card. The only cards we collect are the contractor cards.
19. Question: Who currently issues your cardstock?  
Answer: Able card, though we may be changing the supplier in near future.
20. Question: Are we looking into contactless card, or any particular type of card?  
Answer: Over the next year the University is looking to offer more cardless services through mobile device. However, we will always need cards as some programs require them and you need them for the Library and some access to labs and classrooms and offices
21. Question: Who is ultimately responsible for the cardstock?  
Answer: Texas A&M Corpus Christi.

22. Question: Who is responsible for negotiating all the rest of the contract services networks that are affiliated with the card?

Answer: TAMU-CC University Services.

23. Question: How many students live on campus?

Answer: 1,200 at Miramar campus and 800 at Momentum campus. We are currently 30% below capacity. There are several marketing opportunities for new and current students.

24. Question: Is there opportunities for an on-campus branch?

Answer: No, we currently do not have the space for an on-campus branch.

25. Question: Is there currently an intern program?

Answer: Not at this time, this will be a new position.

26. Question: If we currently give scholarship amounts, do we need to be able to cite that?

Answer: You can cite the amount, but it will not count as part of the evaluation for this RFP.

27. Question: Do designated scholarship amounts go to general development?

Answer: The scholarships go into a fund and there is a committee that delegates how the funds are distributed. You are able to designate the type of student group that the funds are allocated too.

28. Question: What is the timeline for awarding the contract and implementation period after that?

Answer:

<u>Event</u>	<u>Date</u>
<b>Issue RFP</b>	<b>02/18/2022</b>
<b>Pre-Proposal Conference (if applicable)</b>	<b>03/04/2022</b>
<b>Deadline for Submission of Questions</b>	<b>03/11/2022</b>
<b>Deadline for Submission of Proposals</b>	<b>04/08/2022</b>
<b>Expected Award of Contract</b>	<b>06/30/2022</b>
<b>Expected Contract Start Date</b>	<b>TBD</b>

29. Question: Page 9 – Section 3.4; Subsection (a) – Submissions – it states that Respondents shall submit 1 original and 4 digital copies. TAMUCC has a robust green-initiative, would the University be willing to accept all digital copies in exchange for hard/paper copies?  
Answer: We must have one original hard copy and four digital copies (on USB thumb drives).
30. Question: Page 5 – Section II; Statement of Work – should the Respondent submit a response to each subsection in 2.01 – 2.12?  
Answer: That would be preferred.
31. Question: What is the average foot traffic on campus daily?  
Answer: Unfortunately, we do not have data on foot traffic. But our average enrollment in Fall 2021 and Spring 2022 was 10,776 students.
32. Question: What is the amount of students that only attend virtually and/or what percentage of classes are held on campus?  
Answer: Fall 2021: In-Person 80%, Online 20%  
  
Spring 2022: In-Person 82.5%, Online 17.5%
33. Question: Is the 5 year contract flexible?  
Answer: We cannot exceed five years. In order to exceed the 5 year contract we would need to get approval from The Board of Regents of the Texas A&M University System.
34. Question: What is the lease amount?  
Answer: The current lease amount for the ATM space is \$500 a month.
35. Question: What is the cost of the additional ATM locations?  
Answer: There is no additional lease/rental cost for additional Atm.
36. Question: In addition to the Islander Days are there other event opportunities to set up table/booth or have a presence on?  
Answer: Islander Day- 1600 ( two a year)  
Islander Launch every Friday from last week in may until August 1st.  
Student Services offers resources fairs at least twice a year.  
University as Faculty and Staff training twice a year, one each semester- CLIMB The Continuous Learning, Islanders Made Better (C.L.I.M.B) event is be held on April 26-28, 2022. CLIMB brings together the campus Wellness Fair, Benefits Fair, and Employee Development Day, into one great event for the Islander Community. The theme this year is Navigating the New Normal: Managing Stress & Burnout, and includes various sessions ranging from technology, compliance, professional development, benefits, and mindfulness.

This document and attachments shall be attached to and become a part of the contract documents for this project. This addendum shall be signed for acknowledgement that you have received Addendum #1 and shall be returned with your proposal.

COMPANY NAME: \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_

CITY/STATE: \_\_\_\_\_

TELEPHONE AND FAX: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_