



REQUEST FOR INFORMATION
FOR
CAMPUS CARD

RFI NUMBER: BC-21344-L
ISSUED: September 25, 2023

Procurement/Issuing Office:

Department of Procurement & Strategic Sourcing
University of Maryland, Baltimore County
Administration Building, 7th Floor
1000 Hilltop Circle
Baltimore, MD 21250

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SOLICITATION SCHEDULE

Issue Date

Monday, September 25, 2023

Deadline for questions regarding
Submission or Procurement Process

Wednesday, October 11, 2023 on or
before 5pm

Submission Due Date

Friday, October 20, 2023 at or before
11:59PM. Submit Technical Proposal to
UMBC Box:
[Proposa.vbecw7z5k0eq8g73@u.box.co
m](mailto:Proposa.vbecw7z5k0eq8g73@u.box.com)

SECTION I

SCOPE OF SERVICES

Purpose

The University of Maryland, Baltimore County, a constituent institution of the University System of Maryland, an agency of the state of Maryland (herein referred to as the “University” or “UMBC”), seeks information from qualified firms specializing in providing a campus ID cards for students, staff, faculty and affiliates.

UMBC requires a modern campus card software platform which can support a high number of active users and manage a multi-faceted ID card program common in large higher educational institutions. UMBC also requires software and hardware support, with appropriate escalation process for critical outages and service issues.

UMBC Background

University of Maryland, Baltimore County (UMBC) is a top-ranked national university with an inclusive culture that connects innovative teaching and learning, research across disciplines, and civic engagement. With recent designation as an R1 (Doctoral Universities – Very High Research Activity) institution, growing D-I athletics program, and conveniently located in the Baltimore-Washington metropolitan area, UMBC’s future is bright. Key highlights:

- 14,000 students (over 3,000 of which are graduate students)
- 4,000 on campus residents
- 556 full-time faculty, 370 part-time faculty
- 1,233 professional staff
- 500 acre campus in Catonsville, MD
- 6 residential halls, 4 campus apartment communities
- 1 dining hall, 1 restaurant, 13 retail dining locations, and 3 convenience stores
- Over 3,700 student meal plans and 80 faculty & staff plans (fall 2023)
- 7,591 campus ID cards produced in 2022-2023

Current State

Card Services (a unit within UMBC Auxiliary Services) offers campus ID cards for students, staff, faculty, and affiliates utilizing mag stripe and barcode technology. The campus community utilizes ID cards for dining and retail transactions with declining balance meal plans and two forms of campus tender (Flex and Retriever Dollars). Flex dollars are offered as part of student meal plans, while Retriever Dollars can be deposited onto the card in-person or online.

ID cards are also a critical means of access to control to secure spaces on campus (student housing, laboratories, secured academic buildings). The campus community also uses their ID for public transit on the campus bus line. ID cards also serve as a form of photo identification

for the campus community and through integration with MyPhoto, photos can be submitted online prior to card production and pick-up.

Hardware and Software

Below is the brief summary of key hardware being used and software integrations:

Access Control – Residential Life

- Lenel MR5 Magnetic Card Reader - Building and Wing Access Readers
- Onity CT-30 Offline Lock - Suite and Bedroom Doors
- Schlage MTMS15 - Multi-Tech Smart Card and Magnetic Reader, Building and Wing Access Readers

Access Control – Campus

- Schlage MR5 mag swipe readers (old model being phased out)
- Schlage MTK15 multi-function card reader (new model being deployed)

Point of Sale – Dining Services

Simphony/POS:

- Cloud Environment version is 19.5.1
- Local servers are version 18.2
- Running various versions of Simphony 18.2 (18.2.1, 18.2.9, 18.2.11)
- Oracle Micros Workstations, and are a mixture of 610, 620, 625X, 310 (Starbucks Truck), and Tablet 721
- Aero I, Aero III, and iMag Pro II (sidecar readers for campus tender)

Card Management Software

- CBORD: Gold version 8.0.9
- MyPhoto
- Instant ID

Key Integrations

- StarRez
- Lenel
- CashNet
- Pharos
- MBS Textbook Exchange, Inc.
- MyPhoto
- Instant ID
- PeopleSoft

Requested Solution

UMBC is requesting a solution based on the information presented below:

UMBC is looking for a modern, full service software system to manage our ID card program today and in the future. UMBC requires a contemporary and forward-thinking platform with a

proven track record with other higher-education institutions. High-level, UMBC is seeking a software package that can perform the following (including, but not limited to):

- ID card production,
- mobile credentials,
- identity management,
- declining balance meal plans,
- stored value tenders,
- access control using multiple methods (swipe, proximity, and near-field communication).

The platform must be modern with ability for online management by both Card Services staff and card/account holders.

Three critical aspects of a future solution are integration with campus POS platforms (Dining Services and UMBC Bookstore), access control (integration with multi-function readers as campus transitions from physical cards to predominately mobile), and integration with PeopleSoft. In the absence of direct API with other campus software, suppliers are encouraged to communicate viable recommended alternatives and timeline for future integration.

Supplier Questions

Responses to the following questions are required, but firms are welcomed and encouraged to provide additional information beyond the scope of these questions and requested solution:

- Does your solution support the creation of ID cards and related accounts?
- Is your solution compatible with most modern ID card printers and online photo submission platforms?
- Does your solution support mobile credentials across both Apple and Android?
- Does your solution offer an access control module and/or interface with other industry access control software? Are multi-functions supported (mag swipe, proximity, and NFC)?
- Is your solution cloud based?
- Does your solution offer a robust identity management database?
- Does your solution support multiple stored value tenders and declining balance plans? Can a tender hierarchy be implemented?
- Is your firm publicly or privately held?
- How many years has your firm been in this industry?
- How many higher education clients with enrollments above 10,000 students do you currently support?

Section II

Submission Requirements

1. Submission of Information

Submission of your firm's Information to Proposa.vbecw7z5k0eq8g73@u.box.com

2. Requirements

1. Qualifications and Capabilities

Provide a brief overview of your organization's qualifications and experience in providing campus card and related services of similar scope and size to UMBC. Provide a full listing of card features and options. Include information regarding integrations, technology, standards or methodologies utilized in delivering cards and/or performing associated services.

2. References

Provide at least three clients, preferably in higher education, where firm provides similar goods or services. Please include:

- Project name and location
- Sponsor, contact person and email address
- Project start date and completion date
- Project description/scope of services
- Dollar value of the contract
- Firm's role in the project
- Names of key personnel who were involved in the project and their assigned role
- Similarities of the project to the scope of services in this RFI

3. Response

At a minimum, please include the following information with your response:

- A written response to each of the required features and questions identified in the Requested Solution.
- A summary proposal identifying how your firm would deliver goods/services.
 - Include a breakdown of all goods and services that would be included in scope.
 - Include a listing of optional goods/services not included in scope.
 - Include a sample timeline or project schedule.

Optional: Provide alternative solutions not identified in the Overview or Requested Solution. We welcome multiple well-developed solutions and features/capabilities not detailed in this RFI.