

OWL One Card's Technical Requirements

Section 1. One Card Technology

HECVAT Assessment

1.0	<p>Has your company completed the HECVAT (Higher Education Community Vendor Assessment Tool Kit)?</p> <p><i>If so, please include the information with your RFP.</i></p> <p><i>If not, please so do in addition to the RFP. (Copies of the full HECVAT 3.03 can be found HERE: https://library.educause.edu/resources/2020/4/higher-education-community-vendor-assessment-toolkit)</i></p>	__YES __NO
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Section 2. Product/System Features & Functionality

2.1 System User Interface (Administrators)

2.1.1	<p>Describe how your System's Administrator interface is used to manage the System.</p> <p>Click her to enter response</p>	
2.1.2	<p>Upon termination of the contract, Supplier shall, at Client's request and at no additional cost, return the Client's photos, and the Client's data in CSV or tab delimited text format, within 30 days of contract expiration or termination of any kind.</p> <p>Provide additional commentary, if necessary.</p>	__YES __NO
2.1.3	<p>Which of the following Administrator interface capabilities are provided by your System?</p>	
2.1.3.1	<p>Allows for creating, editing, and deleting limited administrator permissions both individually or based on group membership and the applicable group permissions.</p> <p>Provide additional commentary, if necessary.</p>	__YES __NO
2.1.3.2	<p>Supports, reads, and stores multiple identifier numbers, such as SIS number, prox, MiFare, and HID.</p> <p>Provide additional commentary, if necessary.</p>	__YES __NO
2.1.3.3	<p>Supports an unlimited number of locations with differing uses and configurations. Provide details about these System capabilities in the comment box immediately below.</p> <p>Provide additional commentary, if necessary.</p>	__YES __NO
2.1.3.4	<p>Provides the ability for Administrators to add and configure System locations based on function and use.</p> <p>Provide additional commentary, if necessary.</p>	__YES __NO
3.1.3.5	<p>Provides data archiving and retrieval. Provide details about these System capabilities in the comment box immediately below.</p> <p>Provide additional commentary, if necessary.</p>	__YES __NO
2.1.3.6	<p>Enables Administrators to design templates from the host or remote workstations via simple menu choices without special programming.</p> <p>Provide additional commentary, if necessary.</p>	__YES __NO

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2.1.3.7	<p>Provides web browser and mobile full administrative access without requiring the installation of administrator software on a Client machine. Minimally, mobile administrative access should include:</p> <ul style="list-style-type: none"> i. Retrieval of automatically generated and stored reports ii. Ability to generate ad-hoc reports. iii. Patron lookup. iv. Access assignments (such as add, edit, and delete access assignments, schedules, and calendars). v. Display emergency messages. <p>Provide a complete list of all system functions that are accessible through the System's web based or mobile interfaces in the comment box immediately below.</p>	__YES __NO
	Provide additional commentary, if necessary.	
2.1.3.8	<p>Includes API support for multiple web services such as XML, JSON, REST, SOAP, CSV, C++, and JS.</p>	__YES __NO
	Provide additional commentary, if necessary.	
2.1.3.9	<p>Allows Administrators to import files on a manually and scheduled and/or automatic basis from various Client systems (i.e. add a list of new cardholders to the system).</p>	__YES __NO
	Provide additional commentary, if necessary.	
2.1.3.10	<p>Has the ability to track Patron accounts by student specific ID number and another unique card identifier number. (It should be possible, for example, to track a cardholder account by both numbers simultaneously, even if the unique card identifier has changed several times in the event of the replacement of lost or stolen cards).</p>	__YES __NO
	Provide additional commentary, if necessary.	
2.1.3.11	<p>Enables instant deactivation of the entire profile of a Patron in the event of a lost/stolen scenario or possible disciplinary action.</p>	__YES __NO
	Provide additional commentary, if necessary.	
2.1.3.12	<p>Provides Administrators with access to remote functions including:</p> <ul style="list-style-type: none"> i. Patron-interface transaction reporting ii. Patron-submitted photo approval <p>Provide a complete list of remote functions that are available to Administrators through your System in the comment box immediately below.</p>	__YES __NO
	Provide additional commentary, if necessary.	

2.2 Online Account Management

2.2.1	Describe how your System provides for online account management.	

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2.2.2	<i>Which of the following online account management capabilities are provided by your System?</i>	
2.2.2.1	Includes PCI-DSS and PCI-PA-DSS certification.	__ YES __ NO
	Provide additional commentary, if necessary.	
2.2.2.2	Provides yearly AOC (attestation of compliance) testament of compliance.	__ YES __ NO
	Provide additional commentary, if necessary.	
2.2.2.3	Uses security features such as AVS and/or CVV entry.	__ YES __ NO
	Provide additional commentary, if necessary.	
2.2.3	<i>Which of the following online account management capabilities are supported in your System?</i>	
2.2.3.1	Sets a start date for when an account goes active.	__ YES __ NO
	Provide additional commentary, if necessary.	
2.2.3.2	Restricts which readers can accept an account.	__ YES __ NO
	Provide additional commentary, if necessary.	

2.3 System User Interface (Patrons)

2.3.1	<i>Describe how your System's Patron interface is used to manage the System.</i>	
	Provide additional commentary, if necessary.	
2.3.2	Allows Patrons access to a view/print up-to-the-minute account information, transaction history, balance, and all current/past plans for Patron-specified date ranges through a web interface or from any workstation or mobile device using their ID card.	__ YES __ NO
	Provide additional commentary, if necessary.	
2.3.3	Enables Patrons to interact with the System (such as through smart-phone application, web browser, and kiosks).	__ YES __ NO
	Provide additional commentary, if necessary.	

2.4 Reporting

2.4.1	<i>Describe your System's reporting capabilities.</i>	
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	Provide additional commentary, if necessary.	
2.4.2	<i>Which of the following reporting capabilities are provided by your System?</i>	
2.4.2.1	Generates ad-hoc reports (via filter), and save, print, or export to .pdf, .xlsx, or csv.	__ YES __ NO
	Provide additional commentary, if necessary.	
2.4.2.2	Provides comprehensive real-time information.	__ YES __ NO
	Provide additional commentary, if necessary.	
2.4.2.3	<p>Enables Administrators to create and store custom-designed reports based on any individual or group of fields in the System. The System should include a report builder which is sufficiently intuitive for a novice to utilize does not require SQL or similar query skills and includes:</p> <ul style="list-style-type: none"> i. Configuration of information for a single reader or multiple readers. ii. List of account holders for a single account or multiple accounts. iii. Reconciliation of debit/credit account balances with the balance of a single or any combination of multiple reader transactions for a specified date or defined date range. <p>Provide a complete list of the custom-designed reporting capabilities included in your System in the comment box immediately below.</p>	__ YES __ NO
	Provide additional commentary, if necessary.	
2.4.2.4	Provides an ODBC (Open Database Connectivity) protocol configuration for communicating with the System's database so Client can extract the data required for conversion and use with other Client systems.	__ YES __ NO
	Provide additional commentary, if necessary.	
2.4.2.5	Provides the ability to use third-party reporting package with direct database access as may be needed to meet the requirements of Administrators.	__ YES __ NO
	Provide additional commentary, if necessary.	
2.4.2.6	Generates all reports at any time without interrupting the online operation of your System.	__ YES __ NO
	Provide additional commentary, if necessary.	
2.4.3	<i>Are the following PGCC-specific reporting requirements provided by your System?</i>	
	<ul style="list-style-type: none"> i. Provides the ability to schedule and automatically send emails any report in a predetermined format from the reporting interface. ii. Distributes reports to email addresses, a device's screen, or an attached printer. 	__ YES __ NO
	Provide additional commentary, if necessary.	

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Section 3. Cards & Card Production Specifications

3.1 Cards & Card Production

3.1.1	<i>Describe the software features of your card production system.</i>	
3.1.2	<i>Describe the card production technology and applicable security features of that technology.</i>	
3.1.3	<i>Which of the following card and card production capabilities are provided by your System?</i>	
3.1.3.1	Contains a mechanism to encode card stock with information from the Patron's records (such as photo, electronic signature, patron name, college ID Number, card number / ISO number, current lost card code, etc.).	__ YES __ NO
	Provide additional commentary, if necessary.	
3.1.3.2	Supports a single multi-tech card (such as magstripe, contactless, proximity and chip).	__ YES __ NO
3.1.3.3	Provides the ability to use smartphone-based card application options (such as Android, iOS, and Windows platforms) including at least one of the following: NFC, barcode, and/or Bluetooth Low Energy (BLE). Provide a complete list of the smartphone-based card application options available with the System.	__ YES __ NO
	Provide additional commentary, if necessary.	
3.1.3.4	Functions with commercially available card printers. Provide a list of all non-proprietary commercially available card printers that are compatible with the system.	__ YES __ NO
	Provide additional commentary, if necessary.	
3.1.3.5	Interfaces with other administrative systems and third-party applications over the campus network (such as ERP systems and Student Information System (SIS) using TCP/IP and web services interface.	__ YES __ NO
	Provide additional commentary, if necessary.	
3.1.3.6	Includes Card designer software capable of designing cards for all entity types (Patrons, employees, contractors, Guests, etc.) within the same location.	__ YES __ NO
	Provide additional commentary, if necessary.	
3.1.3.7	Allows for scheduled sync of one or multiple database(s).	__ YES __ NO
	Provide additional commentary, if necessary.	

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3.1.3.8	Allows for the automatic deactivation of an old card credential in the access control system as soon as a new card is issued.	__YES __NO
	Provide additional commentary, if necessary.	
3.1.3.9	Integrates with other security applications including visitor management, access control and time management.	__YES __NO
	Provide additional commentary, if necessary.	
3.1.3.10	Provides the ability for fields to be interchangeable between static and dynamic.	__YES __NO
	Provide additional commentary, if necessary.	
3.1.3.11	Provides software with the ability to support multiple user security levels.	__YES __NO
	Provide additional commentary, if necessary.	
3.1.3.12	Allows data generated via web-based reports to be exported as PDF or Excel files.	__YES __NO
	Provide additional commentary, if necessary.	
3.1.3.13	<p>The contents of a card template must be able to include:</p> <ul style="list-style-type: none"> i. The cardholder's first name. ii. The cardholder's last name. iii. The cardholder's picture. iv. Custom fields. v. Bitmap graphics. vi. The name of the cardholder's credential. vii. Lines and rectangles. viii. Dynamic text labels linked to custom fields. ix. Static text labels. x. Barcodes (Code 39, Code 128, PDF417, Interleaved 2 of 5, QR, EPIC and others). <p>Provide a complete list of the card template's input fields available with the System in the comment box immediately below.</p>	__YES __NO
	Provide additional commentary, if necessary.	

Section 4. Access Control Systems

4.1 System User Interface (Administrators)

4.1.1	Describe how the access control system's user interface works. Provide a list of the operations that can be managed with the access control system.	
	Provide additional commentary, if necessary	
4.1.1.2	Provides a comprehensive access control system specifically designed to meet the unique needs of the college campus.	__YES __NO

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	Provide additional commentary, if necessary.	
4.1.1.3	Offers a multi-user, multi-tasking environment and distributed system architecture.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.1.3.4	Provides the ability to expand to an unlimited number of doors, alarm inputs and outputs.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.1.3.5	Offers ability access for multiple floors.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.1.3.6	Offers a single door controller with Power over Ethernet (PoE) capability capable of supporting all access devices at the door.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.1.3.7	Supports DHCP addressing.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.1.3.8	Supports virtual door implementation for scheduled locking and unlocking of non-card reader equipped doors.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.1.3.9	Provides the ability for the privilege to be assigned to select administrators to allow multiple card swipes within a defined period to change the door state from locked to unlocked and vice versa.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.1.3.10	Provides the ability to tie into existing building alarms.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.1.3.11	Displays a map of the entire campus, indicating access attempts, alarms, and other special conditions in real time.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.1.3.12	Provides online diagnostics and context sensitive help and instructions for special conditions like alarms.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.1.3.13	Supports a variety of alarm conditions, with the possibility of assigning multiple alarm priorities and system responses.	<input type="checkbox"/> YES <input type="checkbox"/> NO

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	Provide additional commentary, if necessary.	
4.1.3.14	Integrates video surveillance capabilities as a part of a comprehensive security solution.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.1.3.15	Integrates IP Audio audible emergency alert systems.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.1.3.16	Associates video with an alarm event. Video must be available from the alarm management screen not requiring separate application software to be accessed.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	

4.2 Access Control Card Readers

4.2.1	<i>Describe your System's access control card readers.</i>	
4.2.2	<i>Which of the following features and capabilities are included with the access control card readers?</i>	
4.2.2.1	Uses non-proprietary, industry-standard equipment.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.2.2.2	Includes all-weather housing and be water and weather resistant.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.2.2.3	Includes customized security protection through support of a portable credential methodology.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.2.2.4	Enables backwards compatibility with legacy access control formats.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.2.2.5	Provides universal compatibility with most access control systems by outputting card data in compliance with the SIA AC-01 Wiegand standard.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.2.2.6	Configures to provide Clock-and-Data output.	<input type="checkbox"/> YES <input type="checkbox"/> NO

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	Provide additional commentary, if necessary.	
4.2.2.7	Provides secure, bidirectional communication in compliance with v2 of the SIA OSDP (Open Supervised Device Protocol) standard.	__YES __NO
	Provide additional commentary, if necessary.	
4.2.2.8	Uses programming cards to upgrade the reader's firmware in the field.	__YES __NO
	Provide additional commentary, if necessary.	
4.2.2.9	Provides the ability to upgrade its application code using pre-configured firmware cards. This feature shall allow previously installed readers be reconfigured to modify their behavior and capabilities as the project environment evolves.	__YES __NO
	Provide additional commentary, if necessary.	
4.2.2.10	Allows for secure installation through mounting methods utilizing tamper resistant screws.	__YES __NO
	Provide additional commentary, if necessary.	
4.2.2.11	Meets safety regulatory compliance FCC Certification (US).	__YES __NO
	Provide additional commentary, if necessary.	
4.2.2.12	<p>Provides the ability to transmit an alarm signal via an integrated optical tamper switch if an attempt is made to remove the reader from the wall. The tamper switch shall be programmable to provide a selectable action compatible with various tamper communication schemes provided by access control panel manufacturers. The selectable action shall include the following:</p> <p>i. The reader open collector line changes from a high state (5V) to a low state (Ground). During a tamper state, the "I'm Alive" message is inverted.</p> <p>Provide a complete list of the selectable actions available with the System's tamper switch in the comment box immediately below.</p>	__YES __NO
	Provide additional commentary, if necessary.	
4.2.2.13	Provides ability for an on-line "I'm Alive" message so the reader's functional health can always be monitored when paired with a compatible access control panel.	__YES __NO
	Provide additional commentary, if necessary.	
4.2.2.14	<p>Provides customizable reader behavior options either from the factory or defined in the field through the use of pre-configured command cards. Reader behavior programming options shall include the following:</p> <p>i. Audio/Visual Templates for card reads, and attack detection. ii. Velocity Check timing and thresholds. iii. Optical tamper actions. iv. RF scan delay. v. Hold Mode. vi. Intelligent Power Management. vii. Key diversifiers. viii. Key rolling.</p>	__YES __NO

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	<p>ix. CSN output configuration. x. Data Model prioritization. xi. Default LED color.</p> <p>Provide a complete list of behavior options available with the System's access control readers in the comment box immediately below.</p>	
	Provide additional commentary, if necessary.	
4.2.2.15	<p>Provides the following programmable audio/visual indication:</p> <p>i. A high-intensity red/green/blue ("RGB") light bar shall provide clear visual status. The light bar shall provide uniform distribution of light eliminating individual bright spot.</p> <p>ii. An audio beeper shall provide various tone sequences to signify; access granted, access denied, power up, and diagnostics.</p> <p>Provide a list of all indication options available with the System's access control readers in the comment box immediately below.</p>	__ YES __ NO
	Provide additional commentary, if necessary.	
4.2.2.16	<p>Provides ADA compliant capabilities. Provide a list of all ADA complaint capabilities available with your access control readers in the comment box immediately below.</p>	__ YES __ NO
	Provide additional commentary, if necessary.	
4.2.2.17	<p>Provides the ability for mounting to standard electrical boxes through the use of universal international mounting holes.</p>	__ YES __ NO
	Provide additional commentary, if necessary.	
4.2.2.18	<p>Enables user prioritization of high-frequency/high-frequency credential reads. Technology prioritization shall synchronize a site's credential technology read priority to the access panel configuration while reducing unintended credential reads.</p>	__ YES __ NO
	Provide additional commentary, if necessary.	
4.2.2.19	<p>Includes the ability to provide consistent optimal read range by implementing an auto-tune function that adjusts for manufacturing tolerances to enhance consistency of performance from reader to reader.</p>	__ YES __ NO
	Provide additional commentary, if necessary.	
4.2.2.20	<p>Provides the ability to be field programmable to provide secure upgrades for migration and extended lifecycle.</p>	__ YES __ NO
	Provide additional commentary, if necessary.	
4.2.2.21	<p>Provides optimal read range and read speed for increased access control throughput.</p>	__ YES __ NO
	Provide additional commentary, if necessary.	
4.2.2.22	<p>Complies with the following standards to ensure product compatibility and predictability of performance:</p> <p>i. ISO 15693. ii. ISO 14443A. iii. ISO 14443B.</p>	__ YES __ NO

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	Provide a complete list of compatibility and performance standards which comply with the System in the comment box immediately below.	
	Provide additional commentary, if necessary.	
4.2.2.23	Provides the ability to withstand harsh environments with a rating of IP55 or IP65 per IP Code of International Electrotechnical Commission.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.2.2.24	Ensures secure connections where all cryptographic keys governing system security are delivered with end-to-end privacy and integrity.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.2.2.25	Provides a lifetime warranty against defects in materials and workmanship.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.2.2.26	Provides the capability to be utilized in ADA compliant openings and with ADA operator equipment.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	

4.3 Access Control Software

4.3.1	<i>Describe your System's access control software.</i>	
4.3.2	<i>Which of the following capabilities are included with your System's access control software?</i>	
4.3.2.1	Offers an enterprise class access control software solution.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.3.2.2	Integrates with the card production software.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.3.2.3	Supports the configuration and management of doors. An Administrator shall be able to add, delete, or modify a door if he has the appropriate privileges.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
4.3.2.4	Provides the ability to perform and integrate with multiple security functions (Such as the configuration, management and monitoring of cardholder access, hardware units (controllers), events, alarms, and real-time tracking and reporting).	<input type="checkbox"/> YES <input type="checkbox"/> NO

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	Provide additional commentary, if necessary.	
4.3.2.5	Supports multiple card formats (such as MOCA, BadgePass, Schlage, XceedID, MIFARE, HID Proximity protocols, HID iClass, GE/CASI, ProxLite, AWID Proximity, LenelProx, etc.). Provide a complete list of the card formats supported and identify any major brands or formats that are NOT supported in the comment box immediately below.	__ YES __ NO
	Provide additional commentary, if necessary.	

Section 5. Point-of-Sale (POS) Hardware & Terminals

5.1 Point-of-Sale (POS) Hardware

5.1.1	<i>Describe your point-of-sale (POS) hardware & terminals.</i>	
5.1.2	<i>Describe the range of "small footprint" POS workstation options available with your System.</i>	
5.1.3	<i>Describe the available levels of post-implementation support and a description of what each level contains.</i>	
5.1.4.	Supports direct communication with Client's campus card system via TCP/IP without the use of intermediate controllers or other communications devices. Please indicate if a wireless POS option is available in the comment box immediately below.	__ YES __ NO
	Provide additional commentary, if necessary.	
5.1.5	Includes a process for handling hardware and software service issues.	__ YES __ NO
	Provide additional commentary, if necessary.	
5.1.6	Provides a link to the POS manufacturer's helpdesk to dispatch hardware related issues directly to the manufacturer on behalf of the client link through your helpdesk.	__ YES __ NO
	Provide additional commentary, if necessary.	
5.1.7	Provides installation and training for POS terminals.	__ YES __ NO
	Provide additional commentary, if necessary.	

Section 6. Integration & Functionality
6.1 Interfaces

6.1.1	<i>Describe your System's approach to integration and functionality.</i>	
6.1.2	<i>Describe the communications architecture included with your System.</i>	
6.1.3	<i>Describe the file protocols required by your System to accomplish database information sharing with other administrative and point of service systems.</i>	
6.1.4	<i>Which of the following capabilities are included with your System?</i>	
6.1.4.1	Provides the ability to update interfaces as Client changes interfaced systems.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
6.1.4.2	Meets current and future PCI-DSS compliance standards.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
6.1.4.3	Allows for Client interdepartmental index charging/billing with uploading (or via API) to student information system.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
6.1.4.4	Integrates with an online ordering and account management system with mobile accessibility.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
6.1.4.5	Provides a solution for tracking classroom attendance.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
6.1.4.6	Provides a solution for Summer Groups & Camps (such as a contactless wristband for access & board).	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
6.1.5	<i>Are the following PGCC-specific interface requirements provided by your System?</i>	
	Interfaces with Ellucian Colleague. Interfaces with Follett Campus Bookstore POS system. Interfaces with PaperCut print management system.	<input type="checkbox"/> YES <input type="checkbox"/> NO

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	Provide additional commentary, if necessary.	
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6.2 Attendance Tracking - Events

6.2	<i>Describe your event attendance tracking system.</i>	
	Provide additional commentary, if necessary.	
6.2.1	Allows for the selection of Patron “pass backs” from one, to no limit, and everything in between.	__YES __NO

6.3 Attendance Tracking - Classroom

6.3.1	<i>Describe your classroom attendance tracking system.</i>	
6.3.2	Imports Patron data from enterprise system (data transfer), or manually from spreadsheet (such as .csv, .xls, etc).	__YES __NO
	Provide additional commentary, if necessary.	
6.3.3	Exports Patron data to enterprise system (data transfer) or spreadsheet (such as .csv, .xls, etc).	__YES __NO
	Provide additional commentary, if necessary.	
6.3.4	Allows Administrators to setup and control classroom attendance parameters.	__YES __NO
	Provide additional commentary, if necessary.	
6.3.5	Allows for setup flexibility. Administrators can select class, location, selection at class/location.	__YES __NO
	Provide additional commentary, if necessary.	
6.3.6	Allows for the export of data through a system interface and direct database connection.	__YES __NO
	Provide additional commentary, if necessary.	
6.3.7	Allows Clients to import enterprise data into system without Respondent assistance, after initial setup.	__YES __NO
	Provide additional commentary, if necessary.	

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6.4 Dining/Meal Plans

6.4.1	<i>Describe how your System manages dining & meal plans.</i>	
6.4.2	<i>Which of the following dining/meal plan capabilities are provided by your System?</i>	
	Provide additional commentary, if necessary.	
6.4.2.1	Configures, processes, and administers both meal plans (board plan) and point plans (stored value/credit).	__YES __NO
	Provide additional commentary, if necessary.	
6.4.2.2	Includes a process for adding, removing, and adjusting meal plans and point plans by batch import and manually.	__YES __NO
	Provide additional commentary, if necessary.	
6.4.2.3	Changes/swaps dining plans on a Patron record, manually or by subroutine.	__YES __NO
	Provide additional commentary, if necessary.	
6.4.2.4	Adds value to balance (deposit) manually or by batch import or web interface.	__YES __NO
	Provide additional commentary, if necessary.	
6.4.2.5	Deducts value from balance (withdraw) manually or by batch import.	__YES __NO
	Provide additional commentary, if necessary.	
6.4.2.6	Removes dining plan from patron without deleting Patron manually or by batch import.	__YES __NO
	Provide additional commentary, if necessary.	
6.4.2.7	Sets a start date for when an account goes active.	__YES __NO
	Provide additional commentary, if necessary.	
6.4.2.8	Sets an end date for when an account goes inactive.	__YES __NO
	Provide additional commentary, if necessary.	
6.4.2.9	Provides the ability to add, remove, edit and adjust all meal plans and balances manually and via direct import from Colleague.	__YES __NO

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	Provide additional commentary, if necessary.	
6.4.2.10	Fully integrates with the card production software.	__ YES __ NO
	Provide additional commentary, if necessary.	

6.5 Vending & Copier Controllers

6.5.1	<i>Describe how your system works with vending & copier controllers. Describe how the System facilitates online photocopy vending.</i>	
	Provide additional commentary, if necessary.	

Section 7. Environment & Availability

7.1 Hosting

7.1.1	<i>Describe the hosting options available through your System.</i>	
7.1.2	<i>Describe your communication process for expected or unexpected outages due to upgrades, scheduled maintenance, and issues.</i>	
7.1.3	<i>Which of the hosting of the following are including in your hosting system?</i>	
7.1.3.1	Must offer an entirely cloud-based SaaS platform. What cloud-based platform does your system use?	__ YES __ NO
	Provide additional commentary, if necessary.	
7.1.3.2	Provides the ability to host the System on campus.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.1.3.3	Provides US based hosting.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.1.3.4	Meets or exceeds industry-standard uptime of 99.999%.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.1.3.5	Guarantees industry standard availability levels of 99.999%. Provide the availability levels guaranteed by the hosting system in the comment box immediately below.	__ YES __ NO

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	Provide additional commentary, if necessary.	
7.1.3.6	Operates online, in real time, 24 hours a day, 7 days a week.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.1.3.7	Does not require shutdowns to perform functions (such as system backups, generation of reports, etc.).	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.1.3.8	Provides on-going PCI DSS security certification and maintain National Institute of Standards and Technology (NIST) standards (NIC800171).	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.1.3.9	System must be held in secure cloud and data an encrypted at rest	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.1.3.10	Includes virtual, redundant servers, firewalls, switches and load balancers.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.1.3.11	Stores data in a database environment with primary and active redundant databases.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.1.3.12	Provides security-heavy framework with encryption for all data.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.1.3.13	Detects and reports unauthorized attempts to use an invalid ID card.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.1.3.14	Provides weekly independent security scanning. Please describe your security plan process in the blue box below.	<input type="checkbox"/> YES <input type="checkbox"/> NO
7.1.3.15	Includes SAS70 audits.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.1.3.16	Provides online access to all transactional history.	<input type="checkbox"/> YES <input type="checkbox"/> NO

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	Provide additional commentary, if necessary.	
7.1.3.17	Supports virtual machines. Please note below if dedicated server hardware is required in the comment box immediately below.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.1.3.18	Tests environments for non-production testing and training to be included with license.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.1.3.19	Offers formal release of software updates and upgrades. These should separate from development, test, and production environments.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.1.3.20	Deploys architecture for production, development, testing and training environments.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.1.3.21	Includes push notification of system errors. Who gets the error messages? Please provide answer in the comment box below.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.1.3.22	Provides the ability to rollback at Client's discretion in event of system error/failure during patches or upgrades.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.1.3.23	Offers the following real-time performance monitoring and notification: i. Network connectivity. ii. Databases. iii. Server hardware and internal processes. iv. Connectivity to third party systems and readers. Provide a complete list of the components of your System that are subject to real-time performance monitoring and notification in the comment box immediately below.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.1.3.24	Offers disaster recover fail over with sub-second processing. If yes, please describe in the comment box below. Proof of testing of this is required.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.1.3.25	Ensures that information/data deleted from the product is also deleted from the product database.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	

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7.1.3.26	Complies with the accepted industry standards for web-based products and services features (WCAG 2.0 Level AA). Include the following documentation in the comment box immediately below: i. Description of complying features. ii. Description of how features conform to WCAG 2.0 Level AA iii. Recent VPAT	__ YES __ NO
	Provide additional commentary, if necessary.	
7.1.3.27	Provides third-party verification of Voluntary Product Accessibility Template (VPAT) (preferred), or other confirmation of WCAG 2.0 Level AA compliance. If your VPAT is based on an alternative screen reader software, and/or internet browser, include the name of the software/browser in the comment box immediately below.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.1.3.28	Discloses noncomplying features. Provide a complete list of feature(s) and issue(s) that are noncompliance and a roadmap with timeframe for achieving compliance in the comment box immediately below.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.1.3.29	Includes an accessibility roadmap for the System. If yes, please describe it in the comment box below.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.1.3.30	Provides an accessibility testing process for code reviews, evaluations with accessibility checking software, testing with assistive technologies, testing by users with disabilities, etc. Please describe the testing process and provide a complete list of the components of the System that are subject to accessibility testing in the comment box immediately below.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.1.3.31	Provides internal accessibility standards and how compliance is ensured/measured.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.1.3.32	Employs or contracts a designer/developer with experience coding the product for accessibility and achieving accessibility standards.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.1.4	<i>Are the following PGCC-specific hosting requirements provided by your System?</i>	
	i. Provides an entirely cloud-based SaaS platform.	__ YES __ NO
	Provide additional commentary, if necessary.	

7.2 Visitor Registration

7.2.1	<i>Describe how your system manages and administers visitor registration.</i>	

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7.2.2	<p>Provides the following features available within the visitor check-in system should include, but not be limited to:</p> <ul style="list-style-type: none"> i. Web-based interface. ii. Scanning of student ID. iii. Driver's license scanning. iv. On-site list. v. Provides automatic text message and/or email notification of guests that haven't checked out in a specified time period. vi. Should self-provision, based on sponsor. vii. Issues a temporary visitor card. <p>Provide a complete list of features available within the visitor check-in system in the comment box immediately below.</p>	__ YES __ NO
	Provide additional commentary, if necessary.	
7.2.3	Fully integrates with the card production for photo IDs and access control software.	__ YES __ NO
	Provide additional commentary, if necessary.	

7.3 Host System Architecture

7.3.1	<i>Describe your host system architecture.</i>	
7.3.2	<i>Describe your host system's hardware configuration.</i> Include a list of all component and specifications required in the proposed host system.	
7.3.3	<i>In layman's terms, provide a summary of your company's privacy policy.</i>	
7.3.4	<i>Which of the following host system architecture capabilities are include the System?</i>	
7.3.4.1	Integrates with Microsoft Windows operating system for the server. Includes the option that a compatible server can be provided the Client.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.3.4.2	Integrates with multiple operating systems for administrative workstations including supported versions of Android, Microsoft Windows or Apple macOS/iOS operating systems.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.3.4.3	Supports an unlimited cardholder database. Describe your approach to licensing with respect to cardholder database size in the comment box immediately below.	__ YES __ NO
	Provide additional commentary, if necessary.	

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7.3.4.4	Does not sell data retrieved or recorded by the System.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.3.4.5	Provides message-based TCP/IP communication architecture.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.3.4.6	Offers an open database connectivity (ODBC) compliant database.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.3.4.7	Provides volume fault tolerance through use of enterprise-grade RAID standards	__ YES __ NO
	Provide additional commentary, if necessary.	
7.3.4.8	Processes transactions online.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.3.4.9	Conducts non-disruptive backups	__ YES __ NO
	Provide additional commentary, if necessary.	
7.3.4.10	Maintains full operation of all crucial host functions for 20 minutes or more in the event of a loss of utility power and managing orderly shutdown of system through Smart UPS protection.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.3.4.11	Provides ability to notify Administrators in the event of a system event failure such as end of day. Notification should be available at a minimum <i>via e-mail</i> . Provide a complete list of the different mediums compatible with the System for sending communications to Administrators in the comment box immediately below.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.3.4.12	Provides ability to notify Patrons in the event of a system event failure such as end of day. Notification should be available at a minimum <i>via e-mail</i> . Provide a complete list of the different mediums the System offers for sending communications to Patrons in the comment box immediately below.	__ YES __ NO
	Provide additional commentary, if necessary.	

7. 4 Security

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7.4.1	<i>Describe how your Systems ensures a secure environment.</i>	
7.4.2	<i>Describe the security system's hosting model(s) and provide details of any sub-contractors involved in providing the hosted service.</i>	
7.4.3	<i>Which of the following capabilities are included as a part of your System's security system?</i>	
7.4.3.1	Provides a PCI Point-to-Point Encryption (P2PE) solution certified by the PCI Security Standard Council.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.4.3.2	Documents third-party verification of SOC 2 Type I and SOC 2 Type II audit and compliance.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.4.3.3	Provides a diagram and/or description of the hosting infrastructure and network architecture, including routers, firewalls, and servers (including their purpose), detailing all application tiers (Web server, application server, database server), how the tiers are separated and, ultimately, how secure connectivity to the Internet is achieved. Provide an example of the diagram and/or description your company offers as described above.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.4.3.4	Ensures the web application and hosting infrastructure are tested for security vulnerabilities at least quarterly. Describe your web application and hosting infrastructure testing and provide details of when the last assessment took place and how regularly they occur. If applicable, share the results of these security tests in the comment box immediately below.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.4.3.5	Describe your best practices to safeguard: i. Access to the system (network security). ii. Access within the system (application security). iii. Data stored within the system (database security). iv. Access to the facility (physical security). v. Import/export security (safeguard data while in transit). vi. Data transmitted by disk, tape, or over the internet through encryption. vii. Customer data in any non-production environment (e.g. training or testing). Provide a complete list of functions and items safeguarded by the System in the comment box immediately below.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
7.4.3.6	Adheres to a deployment process for software updates, security patches, and endpoint protection software signatures.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	

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7.4.3.7	What are your breach notification and handling procedures?	__ YES __ NO
	Provide additional commentary, if necessary.	
7.4.3.8	Provides monitoring procedures and tools used for monitoring the integrity and availability of the systems interacting with the proposed product, detecting security incidents, and ensuring timely remediation.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.4.3.9	System must adhere to role-based access.	__ YES __ NO
	Provide additional commentary, if necessary.	
7.4.3.10	What are your procedures for data handling practices during hardware decommissioning?	__ YES __ NO
	Provide additional commentary, if necessary.	
7.4.4	<i>Are the following PGCC-specific security requirements provided by your System?</i>	
	i. Employs the use of Web Application Firewalls (WAFs) and Next-Generation Anti-Virus (NGAV)	__ YES __ NO
	Provide additional commentary, if necessary.	

Section 8. Implementation & Ongoing Support

8.1 Customer Support

8.1	<i>Describe your approach to ongoing technical and functional training for all components of your System.</i> Describe the general company ongoing maintenance and support policy. explain ongoing maintenance and support for the proposed software and hardware options. Describe the training provided for all essential personnel on the use and administration of the proposed campus card system.	
8.1.2	<i>Describe your Service Level Agreements (SLA) along with your and, if applicable, your partner's level of response.</i> In your response, include the available levels of post-implementation support and a description of what each level contains.	
8.1.3	<i>Describe the process for the logging and resolution of bugs and errors. How will the information will be shared with our support? Please provide answer below.</i>	
8.1.4	<i>Describe the resolution process for customer reported issues, including escalation processes and key personnel.</i>	

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8.1.5	Define the availability of custom development services.	
8.1.6	Which of the following training and support capabilities are included with your System?	
8.1.6.1	Provides adequate documentation and extensive online help/knowledge base.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
8.1.6.2	Do you provide resources and templates for customer communication?	
	Provide additional commentary, if necessary.	
8.1.6.3	What customer support is covered in the scope of your services? Please list and describe below.	
	Provide additional commentary, if necessary.	
8.1.6.4	Includes free vendor-developed software updates once a year or more as part of any ongoing maintenance package.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
8.1.6.5	Provides a response time of less than 24 hours from the time the problem was reported for on-site service is necessary. The continuous functioning of the system should be considered a high support priority.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
8.1.6.6	Delivers replacement devices within 24 hours of the reported failure. If no, indicate the turnaround time for replacement of malfunctioning devices in the comment box immediately below.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
8.1.6.7	Employs a “train the trainer” approach to the support of the System. If yes, identify the training required for the trainer and the recommended number of trainers for a campus environment in the comment box immediately below.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
8.1.6.8	Offers additional training or certification programs. Provide a complete list of the additional training options in the comment box immediately below.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	
8.1.6.9	Provides accessibility of product support documentation for individuals with disabilities.	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Provide additional commentary, if necessary.	

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8.1.6.10	Provides post-implementation maintenance and support for all portions of your System.	__YES __NO
	Provide additional commentary, if necessary.	
8.1.6.11	Includes upgrades as part of the annual maintenance agreement, including bug fixes and patches. How far in advance will we be notified of upcoming updates?	__YES __NO
	Provide additional commentary, if necessary.	
8.1.7	<i>Does your customer support include any of the following capabilities?</i>	
8.1.7.1	Offers the ability to contact card system customer support 24/7/365 via live chat, telephone and email (phone support is imperative in case of system failure or other major emergency issues that may arise throughout the year). If no, please provide support schedule in the blue box below.	__YES __NO
	Provide additional commentary, if necessary.	
8.1.7.1	Offers the ability login to an online support portal for access to up-to-date card system documentation, knowledge base access, trouble ticketing, invoicing and card system enhancement request submission and tracking.	__YES __NO
	Provide additional commentary, if necessary.	
8.1.7.2	Provides documentation regarding the new system, including but not limited to user guides, system admin manuals, release notes, etc.	__YES __NO
	Provide additional commentary, if necessary.	