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October 27, 2026

Request for Proposal **#R203-27** POS Meal Plan Management System

Addendum No. 1

Issued by Steve Sondey – WP Director of Purchasing

1. The following are changes to the RFP.

   A. Add the following to Section 3.1 GENERAL: 3.1.2. The MPM selected by the University as a result of this RFP will replace the current MPM in operation, Oracle MICROS Simphony First Edition 1.8.1.30.

   B. Add the following to Section 3.2 EQUIPMENT: 3.2.3. Bidders are to quote POS hardware necessary to operate the new MPM as per the listing by location on Attachment A to this RFP.

   C. Delete the first bullet line from Section 3.3.1 Mandatory [Connections] as follows: ~~Oracle MICROS Simphony First Edition, the University's current POS system.~~

   D. Change Section 3.7.1 as follows: DELIVERY LOCATION: The MPM system hardware is to be delivered to the University's main campus located at 300 Pompton Road, Wayne, New Jersey ~~07474~~ 07470.

   E. Add the following to Section 3.8 PRICING: 3.8.3 PRICE SHEET: Bidders are to enter the total amount for each year on the price sheet. Bidders can itemize the entry on the price sheet for each year or enter a total per year on the price sheet and submit a separate itemized breakdown for each year.

   F. Add the following to Section 3.8 PRICING: 3.8.4. CAPABILITIES: In the proposal Bidders must explain in detail the ability to meet the requirements of the RFP as well as provide an executive summary of its full product line and capabilities

   G. Move item 4.5.2.1 BUSINESS REGISTRATION from Section 4.5.2 Proofs of Registration That Must Be Submitted with Proposal to Section 4.5.3 Forms That Must Be Submitted Before Contract Award and rename as item 4.5.3.5.

H. ATTACHMENT A is added to the RFP and is the last page to this document. ATTACHMENT A represents the POS equipment needs by location at the University.

2. Proposal submissions remain due by or at 2:00 PM, November 9, 2026.

3. The following are the answers to the questions received.

Q1. A few documents included within the Zip file, "Advertised RFP Terms Conditions Forms", require the witness of a licensed Notary Public. Is the Notary section a requirement for the completed forms when we submit the RFP package?

A1. The Notary section must be completed.

Q2. Will the University or its Food Service Provider, Aramark, be the signatory for any contracts related to the newly proposed system.

A2. While Aramark runs the POS system, the system is owned by WP. Therefore, the agreement will be between WP and the successful bidder.

Q3. Is the expectation that Bidders will simply sign off on this RFP to confirm our system's functionality compared to the needs outlined within WPUNJ's RFP or is the expectation that Bidders will provide more detailed, direct responses to the RFP? If so, is there a fillable RFP document we should be using?

A3. The forms to be submitted are identified with an X on the Signature Page Section 9 Page 16 of the RFP. The bidder is also expected to provide a detailed capabilities proposal to the RFP. WP does not have a fillable RFP document.

Q4. Can you please provide the documents included within this folder as signable PDF documents to make it easier for Legal to review and respond?

A4. WP cannot provide the forms as signable PDF documents.

Q5. The RFP Section 3.3.1 lists several systems that are described as Mandatory connections for the Bidders' proposed system. Specifically, it calls out the University's current POS system, Oracle MICROS Simphony First Edition, Grubhub Ultimate (mobile and kiosk), Starbucks Connect, Vending (Cantaloupe and Apriva gateways), and the University's ERP system, Workday. To the best of our knowledge, these disparate systems do not connect with one another. Is this level of integration a mandatory requirement for RFP submissions or am I misunderstanding this section?

A5. It is understood that all POS options will require their own servers, whether cloud-based or on-premises. Each vendor must be able to have their system communicate with our gold system so that it can accept our campus meal plans, stored value credit (Pioneer Express), and generate CS Gold-based reporting.

Q6. Section 3.5 lists several administrative user interfaces that the Bidder's system must support. However, while the Grubhub Campus system supports all the listed reporting requirements included in section 3.5.11. Reporting Requirements, most of the requirements included in sections 3.5.1 through 3.5.10 and 3.5.12.1 through 3.5.12.8 appear to refer exclusively to the University's existing Illumia campus card system. Granted, Grubhub Campus integrates with the University's existing campus card system, Illumia. Is the expectation that the Bidder's proposed system will also replace campus card functionality or am I misunderstanding this section?

A6. There is no expectation for the vendor to replace or replicate campus card functionality. The MPM solution will need to fully integrate with CBORD/Illumia, which is the campus card system currently utilized by the University.

Q7. Section 3.3.1 - Please state the version of the Oracle MICROS Simphony First Edition system and how it is hosted, the number of workstations by dining location, and the stored-value or tender interface the current meal-plan management system uses to connect to it.

A7. The version of Simphony First Edition is 1.8.1.30. It is hosted on the premises. See Attachment A to this document for hardware by dining location. All dining locations use the front end of Micro Simphony first edition. This front end processes all cash, credit, stored-value, and meal plan tenders. Micros communicates with CS Gold to process meal plan or stored value credit transactions.

Q8. Sections 3.3.1 and 5.2 - Does the University or Aramark plan to move from Simphony First Edition to another Simphony release or another POS during the five-year term? If so, is a second POS interface expected within the quoted price?

A8. The MPM selected by the University as a result of this RFP will replace the current MPM in operation, Oracle MICROS Simphony First Edition 1.8.1.30.

Q9. Sections 3.3.1 and 3.8.1 - Which party is responsible for any Oracle-side licensing, configuration and professional services required to enable a third-party meal-plan tender interface on Simphony — the University, Aramark, or the bidder?

A9. The University will be the license holder for the new MPM selected.

Q10. Sections 3.1.1 and 3.3.1- Please describe what the Illumia student and employee ID card system will continue to provide after the new MPM is live (for example card production, photo capture, credential numbering, mobile credential), and the interface or data export the University expects Illumia to make available to the new MPM.

A10. Illumia generates student ID cards, captures photos, and manages mobile credentials. The POS' only expectation is to accept university meal plans, stored value credit, and meal equivalencies all hosted through Illumia (CS Gold).

Q11. Section 3.3.1 - Will the University secure Illumia's cooperation, and bear any Illumia-side fees, for the ID card system interface under its existing agreement?

A11. Yes.

Q12. Sections 1.2.1 and 3.1.1 - Please identify the current meal-plan management system and the date the current contract expires. What data must be migrated to the new MPM (balances, plan assignments, cardholders, card numbers, transaction history), in what format, and by what date will the export be available?

A12. The current meal plan management system is Oracle MICROS Simphony First Edition 1.8.1.30. The license expires June 30, 2027. The MPM must communicate with CS Gold and should not store student data independently. Data migrated is University's meal plans, stored-value accounts, credentials, and cardholder records.

Q13. Section 3.3.1 - For Starbucks Connect, please confirm whether the requirement is that the MPM provider be an approved Starbucks Connect campus-card integration, or that campus tender be accepted at the Starbucks location through the Simphony interface, and which party holds the Starbucks license.

A13. The University is not currently a participant in Starbucks Connect. The supplier must have the capabilities to connect to Starbucks Connect for possible use in the future.

Q14. Section 3.3.1 - Is Grubhub Ultimate (mobile and kiosk) deployed on campus today or will it be introduced with the new MPM? Which party contracts with Grubhub, how many kiosks are planned, and which tenders (meal swipes, meal equivalency, declining balance) must be accepted through it?

A14. Grubhub Ultimate is not currently deployed on campus by the University and will not be implemented at the time the new MPM system is implemented. The bidder must have connectivity capability for potential future implementation.

Q15. Sections 3.3.1 and 3.3.2 - For vending, please confirm the connection is expected at the Cantaloupe and Apriva gateway level with the existing machine readers retained, and provide the number of machines on each gateway.

A15. Cantaloupe and Aprivia connections are required. See Attachment A for the equipment listing.

Q16. Sections 3.3.1 and 3.3.2 - Please provide the specification for the automated transaction data export to the Aramark data warehouse (fields, frequency, transport) and,

for the desired items, the Aramark CampusDish live-posting and loyalty-system export specifications.

A16. Ideally this is completed via API and refreshed at 15 minute intervals. Different processes can be considered.

Q17. Section 3.3.1 - Please provide the Workday import file layouts, frequency and transport method, and confirm whether any outbound export from the MPM to Workday (for example payroll deduction) is required.

A17. Files are sent daily via sftp.

Q18. Sections 3.1.1, 3.7 and 3.8.1 - What hardware does the University expect the MPM provider to supply? Please list device types and quantities by location (for example card or mobile-credential readers at POS registers, dining hall entry readers, value-loading stations, workstations).

A18. See Attachment A to this document.

Q19. Section 3.4 - Which credential technologies are in use today (magnetic stripe, proximity, contactless smart card, mobile credential in Apple or Google Wallet), and must all of them be accepted at every reader?

A19. Presently magstripe and proxy chips are used and must be accepted at every dining location.

Q20. Section 3.5 - Sec. 3.5 describes the administrative interface. Are a cardholder-facing self-service portal and mobile app, online and guest deposits, and lost-card reporting within the scope of this RFP?

A20. The University currently uses GET Mobile which allows both students and guests. Those with campus cards can report their cards missing.

Q21. Section 3.5.12.2 - Which account types are in use today (for example meal plans, declining balance, employee, departmental, financial aid or scholarship accounts), and will all of them continue on the new MPM?

A21. All of the account types listed in the question are currently in use and will be utilized in the new MPM system.

Q22. Section 3.5.12.5 - Please describe the “shadow account” referred to in Sec. 3.5.12.5 and how it is used today.

A22. A shadow account allows a back-office user to view data in the system without needing a formal user onboarding authorization.

Q23. Section 3.3.2 - What does the University mean by "Frictionless Dining Hall Entry," and how many dining hall entry lanes are there?

A23. Students must be able to enter the main dining hall (Wayne Dining Hall), which has one entrance, without the need to have their card swiped. It should be a simple tap to allow for entry. The University uses HID iClass cards. The University wishes to eliminate the need for a retail clerk to have to collect the card from the campus patron directly when processing a sale.

Q24. Section 3.5.9 - Which identity provider does the University use for single sign-on?

A24. Microsoft Entra ID.

Q25. Sections 3.2.2 and 3.4 - Please confirm which credit card payment gateway is in use and which party is merchant of record. Will a HECVAT or an Aramark vendor security questionnaire be required, and what are the "ARAMARK and William Paterson University expectations" for information security referred to in Sec. 3.2.2?

A25. Aramark currently uses FreedomPay and is the merchant of record. A HECVAT is not being requested from bidders for this RFP.

Q26. Sections 3.7.4 and 5.2 - Please state the expected contract award date, whether remote configuration, integration and testing may begin on contract execution ahead of the June 15, 2027 installation window, and the number of cardholders (students, employees, other) to be supported.

A26. The University expects to award a contract in December 2026. Implementation preparation activity can begin at that time. The system needs to go live on July 1, 2027.

Q27. Sections 10, 3.3.2 and 5.2 - May bidders price the "Desired" connections in Sec.3.3.2 and other optional items separately from the five annual amounts on the Price Sheet? Sec. 5.2 is titled "Contract Term and Extension Option" — will extension options apply, and on what terms?

A27. The bidder can place the total amount for each year on the price sheet or itemize amounts for each year or enter a total for each year and provide an attachment with an itemized breakdown. The term of the agreement is for five (5) years. There is no extension option.

Q28. Section 3.3.1 - The mandatory connection “Mobile and kiosk functionality” is listed separately from “Grubhub Ultimate (mobile and kiosk)”. Please describe what is required under this item beyond the Grubhub Ultimate connection, including which mobile applications or kiosks are in use or planned and which party supplies them.

A28. Presently there are no kiosks on campus. Expectations include having one kiosk manage the ordering for multiple dining locations within the food court and allow for non-cash transactions to be completed. Kiosks are to be implemented with the new MPM system.

Q29. Sections 4.5.3.4 and 9 - Sec. 4.5.3.4 states that the Disclosure of Investment Activities in Iran is to be submitted with the proposal, while the Signature Page lists it among documents required before contract award. Please confirm when it is due.

A29. The Disclosure of Investment Activities in Iran is due post proposal submission and before contract award. The University will request the completed form from the bidder as a condition of contract award.

Q30. Sections 10, 3.8.1 and Terms and Conditions 4.1 and 4.5 - May the annual amounts on the Price Sheet differ from year to year (for example with one-time hardware and implementation costs in Year 1? Please also confirm the expected invoicing schedule for annual license and support fees.

A30. The University anticipates the annual amounts to differ based on upfront hardware costs and implementation costs. Annual license and support fees are to billed July 1 of each contract year.

Q31. Section 3.1.1 - Sec. 3.1.1 refers to “credential management across the campus.” Please confirm whether card production, online photo submission, mobile credential issuance and door access control are outside the scope of this RFP, or describe what is expected of the MPM provider for each.

A31. The items listed in Q31 are outside scope of this RFP.

Q32. Sections 3.9.1 and 11 - Where the bidder is the manufacturer and developer of the proposed system, will a letter from the bidder confirming that status satisfy the requirement for proof that the bidder is an authorized dealer and/or installer?

A32. Yes.

Q33. Sections 1.1.1 and 3.7.1 - The delivery address is shown as 300 Pompton Road, Wayne, NJ 07470 in Sec. 1.1.1 and 07474 in Sec.3.7.1. Please confirm the correct delivery address.

A33. The correct delivery address is 300 Pompton Road, Wayne, NJ 07470.

Q34. Section 3.1.1 describes dining locations, mobile ordering, and credential management. Please confirm whether the proposal should address any other card-accepting or credential capability — access control, card production, photo upload, online account management or a cardholder portal, residence, copy/print, laundry, bookstore, library, recreation, attendance/events, or off-campus merchants — and if so, the current provider for each.

A34. The MPM system is to exclusively address meal plans, storage value credit, cash, and credit card-related transactions at the University dining locations throughout campus.

Q35. Section 3.1.1 states that the contract covers software, hardware, integration, support, and related services for a POS environment. Please confirm the following: A) Is the University retaining Oracle MICROS Simphony First Edition as its POS, with the bidder connecting to it, or are bidders to propose POS software and hardware? B) Please confirm if additional hardware is expected (for example, POS registers, meal plan readers, or kiosks).

A35. The contract awarded as a result of this RFP will replace Oracle MICROS Simphony First Edition. Bidders are to propose POS software and hardware, including POS terminals, cash registers, proxy chip scanners, kiosk, online ordering tablets, printers, and other hardware, as identified by the bidder to process both in-person and virtual food orders.

Q36. Section 3.2.2 calls for information security capabilities in compliance with ARAMARK and William Paterson University expectations. Please provide those expectations or identify the specific security assessments or attestations bidders are to provide.

A36. The expectations are the requirements identified in the RFP. The University has an Institutional Data Governance Policy that includes a section for Third-Party Vendors & Data Sharing.

> All external data sharing must be governed by appropriate agreements (e.g., Data Use Agreement, Business Associate Agreement for HIPAA, OPRA, GLBA/PCI contractual clauses). Vendors handling Sensitive or Restricted data must meet University security and privacy requirements, permit audit, and notify the University of incidents within contractually defined timeframes. The Office of General Counsel review of contracts includes checking for security terms.

Q37. Student and employee ID card system provided by Illumia: is the University open to a replacement option that would unify the One Card, meal plan management, and credentialing in one open platform, removing the need for a data exchange between systems?

A37. The University is not open to changing the student ID card system.

Q38. The solicitation requires a connection to the University's existing student ID program. If the Illumia system is to remain in service, please respond to each of the following: A) Which Illumia system is used for card production (system name and version), and is it hosted on-premises or in the cloud? B) Will Illumia be required to provide a continuing, scheduled data exchange with the new system for the term of the contract — not only at go-live — and does the University's agreement with Illumia already provide for data exchange with a third-party system? C) Can the Illumia system send an automated file push to the new system? D) What data is to be exchanged (for example, cardholder, credential, photo, or balance data), and in which direction? E) What communication construct is required (for example, automated file transfer, direct database connection, or web service/API)?

> A38. A) The Illumia product is CS Gold Version 8.0.15.39, which will soon be updated to version 9. Hosting is on premises. B) Yes. C) Yes. D) Data includes student ID Banner account number, first and last name, meal plan, and stored value credit balance. E) API.

Q39. Oracle MICROS Simphony First Edition: please confirm the following: A) The version in use. B) Whether it is hosted on-premises or in the cloud. C) Whether the University or ARAMARK owns and administers it. D) The communication construct required for the connection (for example, API, direct database connection, or automated file transfer).

> A39. A) Version 1.8.30, B) on premises, C) The University owns and administers, D) API.

Q40. Section 3.3.1 lists "Mobile and kiosk functionality" and, separately, "Grubhub Ultimate (mobile and kiosk)." Please clarify whether the first item refers to Grubhub ordering only, or also includes other capabilities — for example, (a) mobile credentials on cardholders' phones, (b) self-service kiosks for account management or deposits, or (c) self-order kiosks at dining locations.

> A40. Mobile and kiosk functionality covers more than Grubhub ordering. Users must be able to order from self-serving kiosks, their mobile devises and at campus dining locations.

Q41. Workday imports: please respond to each of the following: A) What data is to be imported (for example, students, employees, affiliates, meal plan assignments, ID photos)? B) What is the expected frequency? C) Are the files generated by Workday or by another application? D) What communication construct is required (for example, automated file transfer, direct database connection, or web service/API)? E) Is Workday the system of record for students, employees, and affiliates? F) Is any data expected to flow back to Workday?

A41. The University sends sftp files to CBORD/Illumia. The University has direct database access. Employee data is not transmitted. Enrolled student data is transmitted.

Q42. ARAMARK data warehouse: please provide the following for the automated export: A) The transaction data elements. B) The file format. C) The frequency. D) The communication construct required (for example, SFTP file transfer, API, or direct database connection).

A42. All data exports are controlled by the University, not ARAMARK.

Q43. Regarding ARAMARK Campus Dish and the ARAMARK loyalty system, please respond to each of the following: A) Does the University use each of them today? B) What is expected from each connection? C) What communication construct is required (for example, API or automated file transfer)?

A43. A) No. B) Campus Dish is a web/app that allows students to check menus, ingredients, as well as dining location hours and account balances. Aramark loyalty program is not currently in operation at the University. C) Data can be connected via API.

Q44. Frictionless Dining Hall Entry: please describe the intended use case, including the dining hall entrances in scope and which credential (card, mobile credential, or other) cardholders are expected to use.

A44. Students must be able to enter the main dining hall (Wayne Dining Hall), which has one entrance, without the need to have their card swiped. It should be a simple tap to allow for entry. The University uses HID iClass cards. The University wishes to eliminate the need for a retail clerk to have to collect the card from the campus patron directly when processing a sale.

Q45. Section 3.4 requires the POS connection to support card and mobile credentials. Please respond to each of the following: A) Does the University issue mobile credentials today and, if so, on which platforms (for example, Apple Wallet or Google Wallet)? B) Which provider issues and manages the mobile credentials, and is it the same provider as the student ID card system? C) What reader technology (for example, NFC, Bluetooth, or magnetic stripe) is in use at the POS locations today, and is it to be reused? D) Who owns and manages the encryption keys for the physical and mobile credentials — the University or the current provider? E) If the current provider holds the keys, will the University require that provider to make the keys, or the credential data the POS needs to recognize them, available to the new system? Does the current agreement provide for that? F) Which party (the University, ARAMARK, or the selected bidder) is expected to coordinate with the credential provider, and by what date must that support be in place relative to the June 1, 2027 hardware delivery? G) If existing credentials cannot be recognized at the new POS at go-live, how does the University expect cardholders to be served in the interim?

A45. A) The University does not issue mobile credentials currently. B) See A). C) The University currently uses RF Ideas proxy chip readers and magnetic stripe readers. D) The University. E) The University will comply with the requirements necessary to ensure proper integration between the ID card system and the POS. F) The University will take point and coordinate discussion amongst Aramark, WP Information Technology, Illumina, and the selected bidder to ensure the integration timeline is met. G) This outcome is unacceptable.

Q46. Section 3.4 requires the credit card gateway to be end-to-end PCI compliant. Please identify the following: A) The payment gateway used for credit and debit transactions today. B) The P2PE provider. C) Whether the gateway is contracted by the University or through ARAMARK.

A46. A) Needs WP IT comment. B) Needs WP IT comments. C) The University.

Q47. Are existing EMV payment devices and P2PE pin pads expected to be reused or replaced?

A47. These were recently changed to Lane 3600 units. Aramark operates the credit card contract via FreedomPay and is be responsible for coordinating any credit card updates.

Q48. How are meal plans currently purchased, billed, and activated for students, faculty, and staff?

A48. The purchase, activation and billing of meal plans are not relevant for this RFP.

Q49. How do meal plan assignments currently get into the existing MPM — automated feed, manual entry, or a mix?

A49. The Micros POS communicates directly to CS Gold to retrieve campus patron meal plans and stored value credit data.

Q50. To the extent that meal plan assignment or updates are a manual process today, does the University seek to automate this process as part of the new MPM?

A50. No.

Q51. Is the University interested in allowing students and employees to purchase and change their meal plans through an online account management or meal plan portal as part of the new solution?

A51. This option is not part of this RFP.

Q52. Which single sign-on provider and authentication protocol does the University use today?

A52. Microsoft Entra id.

Q53. If delivery moves from the estimated June 1, 2027 date, does the July 1, 2027 operational date remain fixed?

A53. The 7/1/27 date is mandatory and cannot be changed.

Q54. Data conversion from the current meal plan management system: please respond to each of the following: A) What data is to be converted at go-live (for example, account balances and meal plan assignments)? B) Will Illumia be expected to support the conversion — for example, a scheduled export or feed of balances and meal plan assignments to the new system through go-live? C) Is parallel operation of the existing MPM and the new system required during the transition, and for how long?

A54. A) Account balances, meal plans, student ID account number, and first and last name. B) Yes. C) No.

Q55. Please list what features should be included in BASE pricing, and what should be quoted as OPTIONS

A55. The University has not identified options for this RFP.

Q56. Section 3.8 requires pricing to include hardware, but no counts are given. Please respond to each of the following: A) Is the University retaining Oracle MICROS Simphony as its POS? B) If so, please confirm no POS hardware is to be priced. New hardware is required. C) If hardware is expected, please provide the number of dining and retail locations, POS terminals/registers, meal plan readers, and kiosks to be priced. D) Is any existing hardware to be reused?

A56. A) No. B) POS hardware is needed. C) See Attachment A to this document. D) No.

Q57. The Price Sheet provides one Annual Amount per contract year. May bidders attach a supporting price breakdown (software, hardware, support, training, and services) to the Price Sheet?

A57. Bidders are to enter the total amount for each year on the price sheet. Bidders can itemize the entry on the price sheet for each year or enter a total per year on the price sheet and submit a separate itemized breakdown for each year.

Q58. T&Cs Section 3.6 and 7.0 - The Grubhub Campus organization within Grubhub is currently in the process of being acquired by DoorDash. Given that recent development and what it means for our business transitioning over the next several months, we need the ability to assign the bid and the contract. Is this possible?

A58. The University will consider approval of assignment of the bid and or contract due to business acquisition or merger.

Q59. T&Cs Section 14 – Is the bid security bond necessary for this RFP?

A59. No. See Section 5.14 of the RFP: "Statement of Surety, Bid Bond and Performance Bond: Not required for this RFP."

Q60. Which of the Forms are required for our services, particularly: 1. Payroll Certification for Public Work Projects Form MW-562, 2. Annual Equal Pay Report for Qualifying Services Form MW-563, 3. The Public Works Contractor Registration Act, dated 11/07/2008.

A60. The forms to be submitted are identified with an X on the Signature Page Section 9 Page 16 of the RFP.

Payroll Certification for Public Work Projects Form MW-562 is not required as noted in Section 5.10 of this RFP "Prevailing Wage: Not applicable for this RFP."

The Public Works Contractor Registration Act dated 11/07/2008 is not required for this RFP.

The Annual Equal Pay Report for Qualifying Services Other than Public Works form MW-563 is not required because this RFP is for purchase of equipment.

Q61. Which existing meal-plan components are being replaced, and which CBORD/Pioneer Express services must remain? How does this procurement relate to the CBORD agreement authorized for FY2025–FY2027?

A61. CBORD/Illumia's CS Gold system will continue to manage ID Card production, meal plan and stored-value credit (Pioneer Express) plans. The components being replaced include the Point of Sales and online / mobile ordering hardware and software. This new POS interface must be able to communicate with CS Gold so that general reporting may be acquired.

Q62. Can you provide the equipment inventory, required replacement quantities, current software versions and available integration specifications?

A62. See Attachment A of this document. See A38 and A39 of this document for current software versions.

Q63. Does this award allow a change in dining payment processing? Who controls those merchant accounts, the university or its dining operator? Please provide annual card volume and transaction counts separately from meal-plan redemptions, if available.

A63. The contract award will not include a change in payment method.

Q64. We understand only one proposal may be submitted. Within that response, would the university consider an optional pricing structure with equipment included at no upfront cost, supported by a payment-processing arrangement? If permitted, how should that option be presented and evaluated?

A64. Payment processing will not change so the University will not consider this type of proposal.

Q65. May an identified specialist subcontractor's authorizations and references satisfy the relevant qualification requirements?

A65. Subcontractor business history will not satisfy the bidder qualification requirements.

Q66. Is the existing contract, itemized pricing or project budget available to bidders?

A66. The existing contract pricing or project budget are not being released during this RFP process.

Q67. Please clarify whether annual price changes quoted upfront are permitted, when insurance and business-registration evidence must be submitted, which record-retention period applies, and whether all hosting and support must be US-based.

A67. The bidder can identify annual price changes in its proposal. The records retention requirement is seven (7) years following conclusion of the contract. Hosting and support should be US-based, if available.

Q68. Which account types does the University's current system manage today (for example, meal plans, dining dollars, campus-wide stored value, and guest or departmental accounts), and at which locations is each accepted (Simphony, Grubhub, Starbucks, vending, and any non-dining locations such as the bookstore, print, or laundry)?

A68. The University manages meal plans, declining balance, stored-value credit (Pioneer Express). There are multiple stored-value credit account which account for different funds such as meal plan Pioneer Express, faculty / staff funds, Financial Aid, and guest accounts.

The CS Gold system is where all these accounts are created and managed. It is the expectation that the new POS system will be able to integrate with CS Gold.

The focus of this RFP is to replace the existing Point of Sales System, Micros Simphony First edition as well as its online ordering system (GET).

Q69. Does the University use an online deposit and account management service today and, if so, which functions does it provide (for example, deposits, balance and transaction viewing, meal plan purchases, and lost-card reporting)?

A69. Faculty and Students can deposit funds through our GET Mobile application. This app allows students to deposit funds, review their current meal plan and SVC balances, report their ID Card as lost, and submit online photos to later have printer on their campus cards.

The University will retain the current process through this application and only looking to migrate the dining mobile ordering.

Q70. May bidders propose a single platform that manages all of these accounts and processes every transaction at those locations? May bidders also propose replacing the current online deposit and account management services as part of the platform?

A70. This RFP is to replace the current POS and MPM system. In the proposal Bidders must explain in detail the ability to meet the requirements of the RFP as well as provide an executive summary of its full product line and capabilities.

Q71. Should bidders include NFC mobile credentials in Apple Wallet and Google Wallet, issued and managed from the same platform, in the proposed solution, or offer them as an option?

A71. While these features are not in operation today at the University, functionality should be available for potential future use.

Q72. As the University considers this an equipment purchase, please confirm whether bidders proposing a cloud-hosted solution that connects to the University's existing Simphony POS are expected to supply any equipment and, if so, which equipment.

A72. It is the University's expectation that the Micros Simphony system be completely replaced. Therefore, integration with this existing system should not be required. Integration with the University's CS Gold system which governs the meal plans, SVC, and student data will be required. See Attachment A of this document for the equipment listing.

Q73. Please identify the current meal-plan management platform and describe the data to be migrated, including cardholder records, account balances, meal-plan configurations, credentials, transaction history, scheduled jobs, and reporting history, together with required retention periods and available export formats.

A73. CS Gold will continue to manage the University's meal plans, stored-value accounts, credentials, and cardholder records. The new POS solution must communicate with CS Gold to retrieve the information necessary to identify the cardholder, validate account balances, and process transactions.

Any additional data migration or retention requirements specific to the POS platform should be identified as part of the implementation scope.

Q74. Please provide the anticipated hardware bill of materials, including device types, quantities, locations, peripheral requirements, and whether the contractor is responsible for network readiness, cabling, mounting, installation, testing, and disposal or transition of existing equipment.

A74. See Attachment A to this document.

Q75. For each mandatory connection—Oracle MICROS Simphony First Edition, Grubhub Ultimate, Starbucks Connect, Cantaloupe, Apriva, Workday, the Aramark data warehouse, and Illumia—please provide the applicable interface specifications, certification requirements, transaction volumes, test-environment availability, responsible technical contact, and any third-party fees that bidders must include.

A75.Historically these integrations are managed by the MPM provider and charged at a set fee per annum per integration.

Q76. Please define the required response and resolution targets by severity, the measurement and remedies associated with the 99.99% availability target, disaster-recovery RTO/RPO requirements, and the specific University, Aramark, and PCI security documentation that the selected contractor must provide.

A76. Use industry accepted standards on cloud-based student service environment uptimes. Bidders should provide their respective standard service as well as resolution solutions.

Q77. Please provide the relative weighting of technical approach, functionality, relevant experience, implementation plan, presentation or demonstration, and price, and confirm whether shortlisted bidders will be required to perform a scripted product demonstration or integration proof of concept.

A77. See Section 6.3 of the RFP. Equal weight will be given to all criteria. Bidders may be asked to perform a demonstration.

Q78. Section 3 Scope of Work: Throughout the RFP, it appears that WP may be seeking a new point-of-sale and food service management solution. However, there are also references to integration with existing systems. Could WP please clarify the intended scope of the project? Specifically, is the objective to: A) Replace existing solutions, B) Integrate with existing solutions, or C) Implement a combination of replacement and integration?

A78. The scope of the project is to replace the University's Micros Simphony First Edition Point of Sales system and associated hardware. In addition to replacing the Micros Simphony system, the university also wants to migrate its dining-based mobile ordering capabilities from GET Mobile. The new solution must be able to communicate with CS Gold (CBORD/Illumia) to receive student data including account number, meal plan, and stored-value credit information.

Q79. Section 3.3.1 - Could WP please provide the current number of vending machines where integration would need to be supported as part of this project?

A79. See Attachment A of this document for a list of POS equipment required. Snack and beverage vending machines are not part of this RFP.

Q80. Section 3.3.1 - Could WP clarify the credential technology currently being issued through Illumia (e.g., magnetic stripe, prox, MIFARE Classic, MIFARE DESFire, or another credential type)?

A.80. Presently magstripe and proxy chips are used and must be accepted at every dining location.

Q81. Section 3.3.1 - Our solution is platform-agnostic and can integrate with a variety of third-party ID systems, including supporting existing card production workflows. We also offer a native ID solution that can be included as part of the platform. With that in mind, would WP be open to evaluating an alternative to Illumia if there were demonstrated operational, administrative, or user experience benefits?

A81. An alternative to CBORD/Illumia is not being considered as part of this RFP.

Q82. Section 3.3.2 - Could WP provide additional detail regarding the requirement for "frictionless dining hall entry"?

A82. Students must be able to enter the main dining hall (Wayne Dining Hall), which has one entrance, without the need to have their card swiped. It should be a simple tap to allow for entry. The University uses HID iClass cards. The University wishes to eliminate the need for a retail clerk to have to collect the card from the campus patron directly when processing a sale.

Q83. Can you provide a breakdown for the number of countertop and kiosk point of sale?

A83. See Attachment A to this document.

Q84. Can you provide a list and quantity of peripherals needed (scanner, printer, RFI reader, etc.)?

A84. See Attachment A of this document.

Q85. Can you provide a breakdown of each venue/building this opportunity includes?

A85. See Attachment A to this document.

Q86. Is payment processing being considered as part of the point of sale solution or is this strictly for point of sale software and hardware?

A86. Payment processing is not part of this RFP.

Q87. If payments are included, can you provide total gross payment volume and transaction totals for 2025?

A87. See A86.

Q88. Are order status boards required? If so, can you provide a quantity?

A88. Status boards are not included in this RFP.

Q89. Are Kitchen Display Monitors or chit printers required? If so, can you provide a quantity of each?

A89. Kitchen display monitors or chit printers are not included in this RFP.

Q90. What level of support is required for go-live?

A90. Following instillation and successful testing performed by the vendor to the satisfaction of the University, the vendor's remote technical engineers must remain on standby to lend support, if needed.

Q91. How many go-live events are anticipated?

A91. One go-live event is planned.

Q92. Do you use Flags in CS Gold today? If yes, how many would you say you have in-use today and what use cases are they solving for today?

A92. The University is not replacing CS Gold as part of this RFP. Therefore, this question is not relevant to the RFP.

Q93. Is custom information stored for Patrons in CS Gold?

A93. See A92.

Q94. Does the campus perform enrichment to meal plans in CS Gold? If so, is the enrichment amount a percentage-based or fixed amount?

A94. See A92.

Q95. Do you use Activities/Events in CS Gold today? If so, what are the cases you're using it for?

A95. See A92.

Q96. Does the campus card integrate with print/copy machines on campus? Do you require a stored value/declining balance integration with it?

A96. See A92.

Q97. Does the campus card integrate with the Bookstore on campus? Do you require a stored value/declining balance integration with it?

A97. See A92.

Q98. Does the campus card integrate with Laundry machines on campus? Do you require a stored value/declining balance integration with it?

A98. See A92.

Q99. Does the campus card integrate with Vending machines on campus? Do you require a stored value/declining balance integration with it? If so, what vending providers listed Apriva/Canteen/Cantaloupe/Nayax/UGRYD(Commerce API) are you using?

A99. See A92.

Q100. Is the campus using Entrust Instant ID connected to CS Gold to print ID cards today? Does the campus print cards any other way (perhaps the access control system prints badges too)? Is maintaining Instant ID required or would the campus like to see a Cloud based, SaaS card production system offered as an option?

A100. See A92.

Q101. Where are meal plans purchased/offered today? Do you use something like StarRez/eRezLife/Kinetic to manage meal plan sales? If not, do you want to see our option for meal plan sales?

A101. See A92.

Q102. What point of sale systems are currently connected and in-use with CS Gold?

A102. See Attachment A to this document.

Q103. Does the campus manage stored value/declining balance for departmental charge accounts?

A103. See A92.

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R203-27 POS Meal Plan Management System

10/27/2026

ATTACHMENT A

List of POS Equipment Requirements

Item	LOCATIONS	Building	Terminals	Term Printers	Cash Registers	Proxy Readers	Kiosks	Online Ordering Tabs	Online Ordering Printers	Barcode Scanners
	Ignite	Student Center	1	1	2	1	0	1	1	0
	Bento	Student Center	1	1	2	1	0	1	1	0
	Mi Comida	Student Center	1	1	2	1	0	1	1	0
	TLC	Student Center	1	1	2	1	0	1	1	0
	Brother Brunos Pizza	Student Center	1	1	2	1	0	1	1	0
1	**Pioneer Food Court Total**	**Student Center**	**5**	**5**	**10**	**5**	**2**	**5**	**5**	**0**
	Center Café	Student Center	2	2	4	2	0	1	1	0
2	**Center Café Total**	**Student Center**	**2**	**2**	**2**	**2**	**0**	**1**	**1**	**0**
	Wayne Dining Hall	Wayne Hall	1	1	2	1	0	0	0	0
3	**Wayne Dining Hall Total**	**Wayne Hall**	**1**	**1**	**2**	**1**	**0**	**0**	**0**	**0**
	Einsteins	University Hall	2	2	4	2	0	1	1	0
4	**Einsteins Total**	**University Hall**	**2**	**2**	**4**	**2**	**2**	**1**	**1**	**0**
	W-Store	300 Pompton Rd	1	1	2	1	0	1	1	1
5	**W-Store Total**	**300 Pompton Road**	**1**	**1**	**2**	**1**	**0**	**1**	**1**	**1**
	Snack Bar	Athletic Field	2	2	4	2	0	0	0	0
6	**Snack Bar Total**	**Athletic Field**	**2**	**2**	**4**	**2**	**0**	**0**	**0**	**0**
	Catering	Wayne Hall	4	4	4	4	0	0	0	1
7	**Catering Total**	**Wayne Hall**	**4**	**4**	**4**	**4**	**0**	**0**	**0**	**1**
	Valley 1600	Valley Road Café	1	1	2	1	0	0	0	0
8	**Valley 1600 Total**	**Valley Road Café**	**1**	**1**	**2**	**1**	**0**	**0**	**0**	**0**
	GRAND TOTAL		**18**	**18**	**30**	**18**	**4**	**8**	**8**	**2**

NOTES

Locations 1 to 7 are on the main campus at 300 Pompton Road Wayne, NJ 07470

Location 8 is at 1600 Valley Road Wayne, NJ 07470

No Kiosks are currently in operation