GENERAL INFORMATION

CSU, Chico is a comprehensive university principally serving Northern California, our state, and nation through excellence in instruction, research, creative activity, and public service. The University is committed to assisting students in their search for knowledge and understanding and to preparing them with the attitudes, skills, and habits of lifelong learning in order to assume responsibility in a democratic community and to be useful members of a global society. Please explore our website at http://www.csuchico.edu.

California State University, Chico ("CSU, Chico") is seeking a fully qualified, responsible and experienced firm to provide the University with automated parking permit payment stations to be installed throughout the main campus parking lots and parking structures, along with its satellite campus locations. This request covers the purchase of the payment stations, installation, routine maintenance, and the software necessary to operate the equipment and provide extensive audit ability, and other necessary equipment to integrate all machines into a comprehensive payment collection system. The University intends to purchase automated parking permit payment stations with an option to purchase additional machines over the next three years at the same or reduced price.

INFORMATION

Within each section below, please describe how your solution can meet CSU, Chico’s needs. We are also interested in understanding any differentiators, benefits, and/or features that are provided by your solution that are not specifically requested within the following sections.

The submitted response should highlight a firm’s ability to provide the required services per California State University (CSU) policy. Respondents are urged to submit concise information, appropriate to the scale of the project and include only items that are relevant to this specific project. To expedite the selection committee’s review of proposals, please index and number all sections and pages.

The University currently has 12 dispensers but is interested in expanding or reducing the number depending on the technology and/or services available.

SCOPE OF SERVICES

HARDWARE

- Physical Dispenser Considerations
  - Strong cellular coverage required. Note: Dispensers may be placed in areas where cellular coverage is weak and should be able to perform well in these conditions. The dispensers should have the ability to connect to the cellular provider with the best coverage for the location.
    - There are currently no physical network connections at existing dispensers.
    - The University does not accept cash.
- Accessibility Technology Initiative (Section 508) compliance as required by law. Please submit a Voluntary Product Assessment Template (VPAT) with response.
• Hardware must be able to withstand varying temperatures and environmental conditions (e.g. rain, heat, bright sunlight, frost etc.).

PAYMENTS & INTEGRATION

• Flexible Payment Options
  ◦ MasterCard, Visa (currently accepted)
  ◦ WildCat Card (CAMPUS ONE-CARD) Acceptance CBORD/CSGold
  ◦ No cash
  ◦ Mobile Payment Acceptance (e.g. smartphone app)
• Notification of Expiring Permit
  ◦ Ability to extend remotely (mobile app or website access)
• Interface directly with University’s credit card merchant, Elavon (no payment gateway)

SOFTWARE

• Remote management of pay stations
• Event programming/Special Rates
• Software licenses or web access
• Reporting capabilities

PCI COMPLIANCE

Security/Encryption/PCI Compliant

Preference shall be granted to a solution which provides the lowest compliance efforts for the campus.
  ◦ Preference shall be granted for a system which will allow the campus to complete Self-Assessment Questionnaire (SAQ) - A, B, or SAQ-P2PE.
  ◦ Parking system vendor must demonstrate current PCI-DSS compliance. Preference shall be given to vendor with system which is current PA-DSS compliant.
  ◦ Preference shall be given to a solution which does not store cardholder data. Preference shall be given to a solution which does not include a CDE for the campus.
  ◦ Vendor must accept identified CSU General Provisions for Information Technology Acquisition located at: [http://www.calstate.edu/csp/crl/gp/gp.shtml](http://www.calstate.edu/csp/crl/gp/gp.shtml)
  ◦ Remote Access to payment applications must utilize two factor authentication.
  ◦ Vendors which access campus systems must use unique credentials, must meet campus remote access requirements, and must sign individual campus confidentiality agreements.
  ◦ Vendor to provide logical network diagrams of proposed solution.
  ◦ Merchant Eligibility Criteria for SAQ P2PE:
    SAQ P2PE has been developed to address requirements applicable to merchants who process cardholder data only via hardware payment terminals included in a validated and PCI-listed Point-to-Point Encryption (P2PE) solution. SAQ P2PE merchants do not have access to clear-text cardholder data on any computer system and only enter account data via hardware payment terminals from a PCI SSC-approved P2PE solution. SAQ P2PE merchants may be either brick-and-mortar (card-present) or mail/telephone-order (card-not-present) merchants. For example, a mail/telephone-order merchant could be eligible for SAQ P2PE if they receive cardholder data on paper or over a telephone, and key it directly and only into a validated P2PE hardware device. SAQ P2PE merchants confirm that, for this payment channel:
      - All payment processing is via a validated PCI P2PE solution approved and listed by the PCI SSC;
      - The only systems in the merchant environment that store, process or transmit account data are the Point of Interaction (POI) devices which are approved for use with the validated and PCI-listed P2PE solution;
      - Your company does not otherwise receive or transmit cardholder data electronically.
      - There is no legacy storage of electronic cardholder data in the environment.
If your company stores cardholder data, such data is only in paper reports or copies of paper receipts and is not received electronically, and

Your company has implemented all controls in the P2PE Instruction Manual (PIM) provided by the P2PE Solution Provider.

- SAQ B has been developed to address requirements applicable to merchants who process cardholder data only via imprint machines or standalone, dial-out terminals. SAQ B merchants may be either brick and-mortar (cardpresent) or mail/telephone order (card-not-present) merchants, and do not store cardholder data on any computer system.
- SAQ B merchants confirm that, for this payment channel:
  https://www.pcisecuritystandards.org/documents/PCI_DSS_v3-1_SAQ_B_rev1-1.pdf
  - Your company uses only an imprint machine and/or uses only standalone, dial-out terminals (connected via a phone line to your processor) to take your customers’ payment card information;
  - The standalone, dial-out terminals are not connected to any other systems within your environment;
  - The standalone, dial-out terminals are not connected to the Internet;
  - Your company does not transmit cardholder data over a network (either an internal network or the Internet);
  - Your company retains only paper reports or paper copies of receipts with cardholder data, and these documents are not received electronically; and
  - Your company does not store cardholder data in electronic format

USABILITY  o  End Users

- Questions and issue resolution (i.e. charge disputes)
- Ability to quickly/efficiently answer charge disputes/questions

SUPPORT

- Usability  o  End Users
  - Questions and issue resolution (i.e. charge disputes)
  - Ability to quickly/efficiently answer charge disputes/questions
- Dropped transaction handling (i.e. saved transactions while offline)

- Hardware Support  o  Vendor, Sub-Contractor Hardware Support & Parts
  - Replacement/warranty  o  Vendor
  - Response time for repair or troubleshooting either in person or remotely

- Software Support  o
  - Software/Firmware upgrades
  - Vendor Response time for repair or troubleshooting either in person or remotely

PURCHASE, LICENSING, AND PROFESSIONAL SERVICES

We are interested in understanding the general financial requirements for initial purchase and for ongoing support/maintenance.

- Please describe how the solution is purchased/licensed (If possible, please explain the list cost at the most granular level; e.g. per named user, per concurrent user, FTE-based, etc.).
- Please describe any training offerings, for technical system administrators.
- Please describe any professional services that your company provides during the implementation. For instance, do you focus solely on the technical aspects or do you provide consulting on non-technical aspects such as governance, cultural changes, usage best practices and policies, etc.
- Please describe your support model.