

Request for Quote (RFQ)

Samford University – Campus Card System

RFQ Number: SU OneCard 2026 001

Procurement Schedule and Contacts

Issue Date: April 28, 2026

Response Due Date: May 29, 2026

Primary Contact: Wade Walker, Director of Auxiliary Services | pwalker@samford.edu

Procurement Contact: Julie Myers, Purchasing Director | jbmyers@samford.edu

Samford University seeks vendor quotations for a modern, integrated campus card and mobile credential solution to replace CBORD Odyssey, which will reach end-of-life on August 1, 2027.

Vendors should submit a complete response describing their proposed software, hardware, services, implementation plan, pricing, and references.

1. Introduction

Samford University is a private university in Birmingham, Alabama, seeking quotations for a replacement campus card system that supports dining, access, card production, self-service account management, and integrations across multiple campus systems. The selected solution must position the University for a successful transition from CBORD Odyssey before its announced end-of-life date of August 1, 2027.

The University currently operates a broad OneCard ecosystem that touches dining services, retail POS, physical card production, residence life, access control, reporting, self-service card management, visitor credentials, library functions, bookstore transactions, printing, recreation, and other operational areas. Vendors should propose a solution that addresses both core campus card operations and the larger connected system landscape.

This RFQ is intended to gather firm pricing, implementation approach, solution fit, and technical capabilities from qualified campus card providers. Samford reserves the right to use the results of this RFQ in its evaluation and future procurement process.

2. Objectives

- Replace CBORD Odyssey with a stable, supportable campus card platform with a roadmap that extends well beyond 2027.
- Enable a mobile-first credential strategy while preserving the option to issue physical cards for guests, exceptions, and operational needs.
- Support Samford's distinctive cafeteria operating model, including station-based meal validation with deduct-first, log-subsequent logic.
- Improve operational efficiency through stronger integrations, reduced manual work, better self-service tools, and robust APIs.
- Support secure credential lifecycle management for dining, retail, access control, card printing, visitor services, and ancillary campus transactions.

3. Scope of Work

- Software licensing/subscription for the campus card platform, administration tools, end-user portal/app, and reporting.
- Mobile credential capabilities and optional physical credential issuance, including lifecycle management and revocation.
- Dining and meal plan functionality, including board plans, declining balance, meal exchange, cafeteria station workflows, and retail tender acceptance.
- Integration services for existing and future systems, including access control, retail POS, dining systems, mobile ordering, printing, bookstore, and residence life systems.
- Hardware required for cafeteria stations, card production, visitor card issuance, payment acceptance, vending or card value center style functions, and any related peripherals.
- Implementation, data migration, project management, training, testing, go-live support, documentation, and ongoing support services.

4. Current Environment and Operating Context

Item	Requirement / Information
Current Platform	CBORD Odyssey, with related CBORD/GET functions and multiple campus integrations.
EOL Driver	CBORD Odyssey will reach end-of-life on August 1, 2027, requiring transition to a replacement solution before that date.
Current Credential Base	Physical credentials are currently based on a mix of HID iClass DL and DP cards. Currently only utilizing the card serial number. Samford is interested in a mobile-first future state while maintaining physical credential options.
Access Control	Genetec is the University's preferred access control platform. There are 300 total readers: 107 Signo (Mobile Ready), 41 BIPS (Mobile Ready), 152 RP40 (Not Mobile Ready).
Dining Retail Stack	Retail dining currently uses Symphony through Aramark with Micros registers. There are 16 total registers: 15 Oracle WS625X, 1 Oracle WS655X. Samford uses Grubhub for mobile ordering and kiosk ordering.
Card Printing	The University currently uses HID Fargo Connect with two HDP6600 printers, one in the student area and one in HR. Used for printing IDs (Student, Employee and Associate) and Badges (Clinical, Library, Public Safety, Vendor and Visitor).

5. Mandatory Dining Requirement: Samford Cafeteria Operating Model

Samford's cafeteria does not operate as a single-entry, front-door swipe environment. Instead, the cafeteria is intentionally designed as an open, social space where students, employees, and guests may enter to meet, study, or spend time together regardless of whether they are eating.

Within the cafeteria are multiple serving stations (for example, Carvery, Wise & Well Vegan Salad Bar, Round Grill, Global Kitchen, and similar stations). Each station currently uses an iPad device and barcode scanner so that a patron presents a card or mobile credential only at the station where food is being obtained.

The University requires any proposed solution to preserve this operating model. Vendors must not propose a design that requires patrons to scan for entry to the cafeteria as the primary means of meal validation. The proposed system must support station-based validation and tender logic that enables an all-you-care-to-eat experience while still allowing open access to the cafeteria for non-dining use.

Required Cafeteria Workflow

- Patrons may enter the cafeteria without presenting a credential at the entrance.
- Patrons who obtain food present a card or mobile credential only at the serving station(s).
- The first eligible scan deducts the appropriate board-type tender, and later eligible scans during that meal period are logged as usage rather than deducted, as applicable by tender rules.
- The platform must support multiple stations, real-time tender recognition, audit logs, and a simple staff

workflow at each station.

Vendor response requirement:

Each vendor must include a detailed plan for how its solution will support this cafeteria model. The response shall include:

- Recommended hardware at each station, including tablets, scanners, readers, payment devices, mounts, stands, or other peripherals. The response should describe the proposed station device configuration in detail, including the device form factor, physical appearance, mounting or placement, credential-reading method, supported credential types, screen/display behavior, staff-facing and patron-facing prompts, visual indicators such as lights, audible alerts or tones, and how the device communicates approval, denial, or subsequent-scan logging to staff and patrons.
- A step-by-step description of the student/user experience for first and subsequent scans in the cafeteria.
- A step-by-step description of the station attendant experience, including what appears on the screen before, during, and after a scan; how staff distinguish approved, declined, duplicate, subsequent, offline, or exception transactions; and what staff action, if any, is required in each scenario.
- How the system determines dining-session eligibility, handles rapid multi-station movement, and prevents improper duplicate deductions while still logging activity.
- How offline scenarios, device failure, network interruptions, and reconciliation are handled.

6. Required Tender Types and Business Rules

The proposed solution must support the following tender structures and rule logic or provide an equivalent configuration approach that fully preserves the same business outcomes.

Tender Type	Category	Required Behavior	Typical Use
Caf-Pass	Board	First eligible cafeteria scan deducts one pass; subsequent cafeteria scans during the same dining occasion are logged only. Weekly plans reset on Sunday; term block plans expire at end of term.	Student meal plans such as 7, 12, 19 per week, and 80 Block per term.
Caf-Pass Rollover	Board	Same cafeteria behavior as Caf-Pass, but remaining balance does not expire at term end.	Employee meal plans and added passes.
Caf-Pass Single Station	Board	Each eligible scan deducts one point at the station; does not use deduct-first/log-subsequent behavior.	Visitor cards or anonymous cards sold with a preset quantity, such as 3 single-station uses.
Meal Exchange	Board Rule	No stored point balance; used to define rules for allowable meals at non-cafeteria dining locations in lieu of declining balance.	Example: one eligible combo meal at Chick-fil-A instead of Quick-Service Cash.

Tender Type	Category	Required Behavior	Typical Use
Quick-Service Cash	Declining Balance	Declining balance used at dining locations other than the cafeteria; expires at end of term.	Student retail dining and similar purchases.
Quick-Service Cash Rollover	Declining Balance	Same as Quick-Service Cash but does not expire at end of term.	Employee or continuing balance options.

Tender Priority Requirement for Cafeteria Scans

When a card or mobile credential is scanned in the cafeteria, the system must attempt tenders in the following order:

1. Caf-Pass Single Station
2. Caf-Pass
3. Caf-Pass Rollover

Vendors must explicitly confirm support for this tender priority sequence or describe exactly how equivalent logic will be configured.

Vendors should also explain:

- How meal plans and tender balances are configured, refreshed, expired, rolled over, and audited.
- How exceptions, overrides, refunds, and eligibility windows are handled.
- Whether tender rules can be configured by Samford administrators without vendor intervention.

7. Functional and Technical Requirements

7.1 Mobile credentials and cards

- Support provisioning the majority of student and employee credentials to mobile devices, while still supporting physical cards for guests, exceptions, and other use cases.
- Recommend the preferred physical card credential type for Samford, such as SEOS, MIFARE DESFire EV2/EV3, iCLASS, or another supported option. Explain the rationale, including security, Genetec compatibility, reader compatibility, mobile credential alignment, card production impact, and migration considerations from the current HID iClass DL/DP environment.
- Describe supported mobile wallet/app approaches, supported device platforms, issuance workflow, revocation, reissue, and recovery processes.
- Explain how the mobile credential is secured, including whether presented IDs rotate or use OTP-like protections and whether APIs exist to enable third-party use of the mobile credential where appropriate.
- Describe the issuance process of the mobile credential from a student perspective.

Access control and Genetec

- Describe the integration with Genetec and how credentials are created, updated, and synchronized without manual effort.

- Explain support for environments with mixed HID reader capabilities, including doors that may or may not support NFC.
- Describe whether the solution supports both access and transaction credentials through a single lifecycle process.

7.3 Card production and photo workflow

- Describe options for card design, printing, printer management, and integration with existing HDP6600 card printers or replacement card printers.
- Indicate whether on-site printer maintenance is offered as a service.
- Describe the user-submitted ID photo workflow and the approval/rejection process for authorized staff.

7.4 Dining, retail, and mobile ordering

- Describe compatibility with Symphony and existing Micros registers used through Aramark, including any required hardware/software changes.
- Describe compatibility with Grubhub for mobile ordering and how tender acceptance and reconciliation are handled.
- Describe any supported payment devices or lightweight POS tools for campus service areas such as the print shop.

7.5 Patron self-service

- Provide an SSO accessible patron portal and/or mobile app through which students and employees can add funds, view balances, review transactions, manage credentials, and complete card-related self-service actions.
- Describe accessibility, authentication, and support for delegated or parent/guardian/guest funding workflows if available.

7.6 APIs and extensibility

- Describe all available APIs, webhooks, import/export tools, and integration methods.
- Indicate how complete the API is for account management, balances, transactions, credential lifecycle, photos, reporting, and administration.
- State whether there are additional charges, rate limits, or licensing restrictions associated with API access.

8. Integration Requirements

Samford expects the selected solution to integrate with a broad ecosystem of campus systems. Vendors should identify whether each integration is available out of the box, available through a partner, requires custom work, or is not currently supported.

System / Area	Current Use	Vendor Response	Notes
Genetec	Access control credential provisioning and door access	State integration method and level of automation	Preferred platform for access control.
Simphony / Micros / Aramark	Retail dining POS	State compatibility and required changes	Existing retail dining environment.
Grubhub	Mobile ordering	State support and	Direct integration

System / Area	Current Use	Vendor Response	Notes
		reconciliation approach	desired.
Mercury/RMS (will be replaced in the next year)	Meal plan and related lifecycle data	List prebuilt integrations	Direct integration desired.
Follett	Bookstore payments	State support	Bookstore integration required.
WEPA	Student printing payments	State support	Current campus printing solution.
Print Shop	Take payment from Samford card	Describe supported devices/software	Need easy payment acceptance outside dining.
Sierra (Library)	Patron identification and checkout via barcode or magstripe	State support or migration path	Current workflows include card-number dependent processes.
Pathify (MySamford) self-service balance widgets	Student and Employee Portal integration	State available APIs/widgets	User-facing balance visibility desirable.
Reporting / data extracts	Downstream reporting and operational extracts	State available tools and formats	Should support scheduled extracts and API access.
Ricoh Qtrak (Post Office)	Queue check-in from student ID in magstripe, track 1	State support or migration path	One of the last systems to read the student ID from magstripe
Innosoft Fusion (Rec Center)	Turnstile access control reading card number from the barcode	State support or migration path	Currently a basic card number import

Vendors should review the attached integration inventory and address their approach to replacing or accommodating affected touchpoints across campus operations.

9. Visitor, Temporary, and Ancillary Credentialing

- Describe how visitor IDs and temporary credentials are created, issued, managed, and expired.
- Describe support for large visiting groups, camps, conferences, and summer programs that may require temporary access or dining-only credentials.
- Describe available options for vending or self-service issuance of visitor cards with pre-loaded meal quantities or other stored value.
- Explain how anonymous cards, short-term cards, or group credentials can be loaded with Caf-Pass Single Station uses or similar products.

10. Implementation and Support Services

- Provide a proposed implementation approach and timeline that supports full transition before August 1, 2027.
- Describe project governance, implementation staffing, data migration approach, testing methodology, training, and go-live support.
- Describe support model, service levels, escalation path, release management, and customer success resources.
- State assumptions, required Samford responsibilities, and any third-party dependencies.

11. Vendor Response Instructions

At a minimum, vendor responses should include the following sections:

- Executive summary of the proposed solution.
- Company profile, higher-education experience, and relevant references.
- Higher education market activity, including:
 - New higher-education clients acquired in the past 24–36 months
 - Higher-education clients who transitioned away in the same period
 - Experience transitioning institutions from CBORD or comparable systems
- Detailed response to Samford's cafeteria operating model and tender requirements.
- Functional response to all major requirements in this RFQ.
- Integration response matrix identifying standard, partner, custom, or unsupported integrations.
- Implementation plan and estimated timeline.
- Hardware recommendation list for dining stations, credential issuance, visitor services, and ancillary payment acceptance.
- Security overview, including mobile credential protections and data security controls.
- API and extensibility documentation summary.
- Pricing proposal, including software, services, hardware, support, implementation, optional modules, and any recurring fees.

12. Pricing Format

Please provide pricing in a transparent format that clearly distinguishes one-time and recurring costs. At minimum, include:

- Software or subscription fees.
- Implementation and professional services fees.
- Hardware and peripheral costs.
- Training costs.
- Support and maintenance costs.
- Optional services or modules.
- API or integration-related charges, if any.
- Estimated third-party costs or pass-through fees, if any.

13. Evaluation Criteria

Samford anticipates evaluating responses based on factors including, but not limited to, the following:

- Ability to support the University's cafeteria and dining tender model.
- Overall functional fit for campus card, mobile credential, and self-service requirements.
- Integration capabilities and technical architecture.
- Implementation feasibility and support model.
- Vendor experience in higher education and relevant references.
- Security posture and administrative controls.
- Total cost of ownership.

14. General Terms and Conditions

- Samford University reserves the right to accept or reject any or all responses, to request clarification, and to negotiate with one or more vendors.
- Issuance of this RFQ does not obligate the University to award a contract or to pay any costs incurred in the preparation of a response.
- All materials submitted in response to this RFQ become part of the procurement record, subject to applicable law and University policy.
- Vendors should clearly identify any assumptions, exclusions, or deviations from requested requirements.