

Questions and Answers

UCA-27-017R

Registration and Payment Management System

1. What is the unduplicated student count for the non-credit programs and events that will be managed in the platform? **We plan for up to 5,000 registrations and up to 2,000 individuals annually.**
2. What is the annual revenue of the non-credit programs and events that will be managed in the platform? **We will process approximately \$1.5 million in transactions annually through the platform.**
3. How many existing student records will need to be migrated over to the new solution? **We have approximately 26,000 contacts; not all of these are students.**
4. What is the “audit management services” referenced in the following question: Comparable Projects. Provide a brief list and description of comparable clients and their audit management services projects which were successfully concluded within the last three years. **Please see Section 4.1 C. of the revised RFP document, UCA-27-017R.**
5. During the prebid call, we heard that UCA wants to start taking registrations in January 2027, but the published timeline in the RFP indicates that the legislative review will not occur until November 2026. The timeline also reads as though it is expected that the awarded vendor will “commence performance” January 2, 2027. If the intent is to go live by January 2027, with the Thanksgiving and Christmas holidays in mind and a November legislative review, it seems like an impossible timeline to implement and train on a solution. Can you please confirm the award, legislative review, contract signing/commencement, and expected go-live dates? **Please see Section 2.1 G. of the revised RFP document, UCA-27-017R.**
6. Does UCA intend for the selected solution to fully replace the current Blackthorn/Salesforce solution for non-credit registration and invoicing, or will Salesforce continue to be used for CRM, reporting, or other business functions? **UCA intends to replace Blackthorn as our registration and payment solution. UCA may or may not also replace Salesforce, depending on the capabilities of the system we adopt, so we would like to know about reporting capabilities as well as any Salesforce integration capabilities.**
7. For the existing Ed2Go and D2L Brightspace platforms, does UCA require bidirectional integration, or is synchronization of enrollment, completion, and related reporting data

sufficient? Synchronization of enrollment, completion, and related reporting data will be sufficient. Ed2Go and D2L Brightspace integration is not a requirement, but we would like to know about these capabilities if they exist.

8. How is Ready Education expected to be utilized in the future solution (e.g., student communications, mobile experience, event promotion, or other functions)? We do not have a specific use case for Ready Education integration at this time, but because our campus uses Ready Education, we would like to be made aware of any integration capability with Ready Education.
9. Should courses, workshops, camps, conferences, and events all be managed within a single catalog and registration workflow, or are there distinct business processes or requirements for different offering types? We would like to manage registrations and payments for courses, workshops, camps, conferences, and events in a single platform; however, they do have distinct processes (such as waiver forms or invoicing).
10. Regarding the requirement to "hide" events or conferences from public view, is UCA seeking unpublished listings, password-protected offerings, invite-only registration, role-based visibility, or another approach? Any of these approaches would be acceptable, but our current norm is simply unpublished listings (links to registration forms that are shared only with the intended audience).
11. For batch or group registrations, what are the primary anticipated use cases (e.g., employers registering employees, departmental administrators registering participants, or third-party organizations)? Employers registering employees, departments administrators registering participants, school or school district staff registering students are all scenarios that we encounter.
12. Does UCA require support for youth programs or camps, including guardian information, emergency contacts, waivers, and electronic consent? Yes, youth programs and camps will be served by this RFP and we would like to learn about any proposed solution's capabilities for collecting guardian information, emergency contacts, waivers, and electronic consent.
13. The RFP includes requirements for reservable spaces, conflict detection, and internal/external calendars. Is UCA seeking comprehensive venue and facility scheduling capabilities in addition to registration and event management? We are not seeking comprehensive venue and facility scheduling capabilities; knowing that different solutions will have different features and strengths, we are interested to know what capabilities any proposed solution has related to calendaring reservable spaces.
14. For event lifecycle workflows, what approval processes should the solution support (e.g., departmental, facilities, budget, risk management, leadership, etc.)? Event lifecycle workflows will include internal processes to approve an event request and create the event, as well as registrations, payments, and refunds, followed by event close-out

processes such as invoicing and applying payments to invoices. None of these will require an approvals process to be integrated into the proposed solution.

15. The RFP references student transcripts for non-credit offerings. Could UCA clarify the expected functionality (e.g., course history, certificates, CEUs, digital transcripts, or another format)? **For our state-required reporting, we will need to track specific data related to students in noncredit course offerings and related to the course offerings themselves; these will include custom fields related to student demographics, geographic location, course history (registration and completion status), certificates and CEUs earned, and funding source, among others. It is not required that we be able to issue certificates, CEUs, or digital transcripts directly from the proposed solution, but we would like to hear about these options if the capability exists.**
16. For vendors invited to finalist presentations, does UCA anticipate requesting demonstrations of specific workflows or business scenarios? If so, will those scenarios be provided in advance? **UCA may request demonstrations of specific workflows or business scenarios, and we will provide those in advance to the vendors invited.**
17. The procurement schedule lists January 2, 2027, as the commencement of performance. Is this intended to be the production go-live date, or the anticipated contract start date with implementation occurring thereafter? **January 2027 is the anticipated contract start date.**
18. Which system integrations are considered required for the initial implementation phase versus future phases? **No integrations are required.**
19. Approximately how many administrative users, instructors, and other internal users will require access to the system? **Approximately 15-20 administrative users will require access to the system with varying levels of permissions. We do not currently offer instructor access, but if the proposed solution offers these user roles, we estimate 25-30 additional instructors or other view-only users.**
20. Approximately how many non-credit registrations does UCA process annually? **We process approximately 5,000 noncredit courses and event registrations annually.**
21. Does UCA have any expectations regarding the scope or level of professional services to be included as part of implementation (e.g., project management, configuration, data migration, training, integration services, and post-go-live support)? **UCA is interested in understanding the proposed onboarding training, post-go-live support, data migration, and integration services (if applicable) to be included. We appreciate any information provided in the proposal about the number of support hours offered and support team response time.**

22. What is the total annual revenue for the campus recreation and wellness department? This RFP is not for campus recreation and wellness, it is for UCA Outreach & Community Engagement. Our total revenue is approximately \$1.5 million.
23. Are you open to switching payment processors as part of moving to an all-in-one solution? Yes, we are open to switching payment processors.
24. Would you prefer an implementation on campus, virtual, or hybrid? We do not have a preference for on campus, virtual, or hybrid implementation support.
25. How many active members will be utilizing the system? We will have 15-20 active staff members utilizing the system in various administrative roles and permissions.
26. Please describe the volume and usage levels for activities, league management, and reservation services. We see approximately 5,000 registrations annually, with approximately 200 events recorded in the system.
27. On your website it mentions the usage of Fusion but in the RFP it references Blackthorn - is the intent of this RFP to replace both with one system or solely focused on replacing the Blackthorn component? UCA Outreach and Community Engagement uses Blackthorn for Salesforce. We do not use Fusion; campus recreation and wellness uses Fusion, but that is not part of this RFP. The intent of this RFP is to replace Blackthorn, which is UCA Outreach and Community Engagement's platform for registrations and payments.
28. Please provide a brief summary of each integration desired noting the intent, functionality, and reporting requirements relative to the listed vendors. As our current system does not integrate with any other campus systems, we are interested in learning about a wide range of integration capabilities of all vendors.
29. Please provide anticipated annual registration volume (transactions and unique registrants) and expected peak concurrent users so we can size hosting resources and confirm performance SLAs. Anticipated annual registration volume is 4,000 registrations, serving up to 2,000 unique registrants.
30. For the Banner ERP and CashNet payment integrations, is UCA expecting real-time API-level synchronization, scheduled batch exchanges, or a combination? Please describe current data flows and latency requirements. We do not currently have integration between our registration/payment system and Banner ERP. Blackthorn Payments has a native integration with Authorize.net that communicates through Authorize.net's APIs. The integration supports creating and processing payment transactions via the Authorize.net API, synchronizing customer profiles, payment methods, and transactions between Authorize.net and Salesforce, webhook-driven synchronization so updates from Authorize.net are automatically reflected in Salesforce, and OAuth-based authentication, with recent releases adding automatic OAuth token refresh for improved reliability. Blackthorn also provides documentation for manually synchronizing

existing Authorize.net customer profiles and payment methods when migrating an existing gateway account into Blackthorn, which implies that ongoing synchronization is API-based while historical migrations may require an initial bulk sync. Blackthorn supports Transact (formerly CashNet) as a payment gateway, but it is not integrated at the same depth as Authorize.net. According to Blackthorn's documentation, CashNet is supported only for Events and Catalog checkout. It is configured as a payment gateway for checkout flows rather than as a fully featured payment platform with customer/payment-method synchronization. The documentation does not describe API-level synchronization of customer records, payment methods, or transaction objects comparable to the Authorize.net integration. We would like to learn about the proposed solution's capabilities for API-level synchronization with Transact (formerly CashNet) if they exist.

31. Will UCA supply Salesforce/Blackthorne data exports in a standardized schema, and are there data quality constraints (e.g., missing IDs, multiple contacts per transaction) we should anticipate during the 2018–present migration? We will supply data exports in a standardized schema. UCA is interested in learning about onboarding support from the vendor to assist with implementation, data migration, and preserving historical records throughout the process. While we regularly clean up our data to remove duplicate records, we anticipate encountering some data quality constraints and will be prepared to address them as part of the review.
32. Who will be the merchant of record for credit-card and eCheck transactions processed through the new system—UCA or the SaaS vendor—and should payment gateway/merchant account fees be included in our pricing? UCA is the merchant of record for all credit card and eCheck transactions processed through CashNet. Currently, Authorize.net and CashNet serve as the payment gateways, while Blackthorn ([Blackthorn.io](https://blackthorn.io)) is a SaaS (Software as a Service) vendor, but with a specific distinction: they are an Independent Software Vendor (ISV) that builds applications native to the Salesforce ecosystem. Yes, payment gateway/merchant account fees should be included in pricing, as we do not want to pass these fees on to clients/customers.
33. Is UCA open to a phased go-live (e.g., storefront and registration first, followed by full Banner/D2L integrations) prior to the January 2, 2027, performance start, or is a single “big-bang” cut-over required? Yes, we are open to phased go-live and have planned for several months of overlap between the new system and the old system.