	Solicitation Number	RFP 25007-JM
	Addendum #	1
	Date Issued	01/10/2025
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THE CITADEL

SOLICITATION TITLE: RFP 25007-JM Quality Security Assessor

TYPE OF ADDENDUM:

☐ Change or clarification to the Solicitation's specifications, requirements, or scope of work.

☒ Questions posed regarding the Solicitation and their respective answers by The Citadel.

Questions:

1. To your knowledge, are you storing cardholder data in any form?

A.

The Citadel does not store any card holder data.

2. Please list your payment channels (card present (point of sale, manually enter), card not-present (e-commerce, telephone.call center, mail).

A.

MOTO, E-Commerce, Card-present

3. Please list locations that are in-scope, according to the last SAQ-D (e.g., book store, cafeteria, vending machines, web sites, bursar's office).

A.

8 Retail, 2 Offices Locations

4. How many PCI Compliant Third Party Service Providers (TPSP) are you using?

A.

Fiserv	Gateway/Processor
Ticketreturn	Gateway/Processor
Transact	Gateway/Processor
Bluefin Payment Services	Gateway - Bluefin P2PE
Card Connect	Gateway - CardSecure P2PE

5. .Please provide a high level description of how credit cards are accepted by The Citadel (e.g., how many different acceptance methods, number of merchant IDs in use, etc.).

A. The Citadel processes credit card transactions with point to point encryption (P2PE), end to end encryption (E2EE), and cellular point of interaction (POI) devices. The payment card devices have PIN Transaction Security (PTS) and EMV chip capability and are on a secure Citadel managed network. All cardholder data is encrypted at swipe and insert. The Citadel does not manage or have access to the encryption keys. We have 8 Retail and 2 Offices (each has their own MID) Locations that utilize MOTO, E-Commerce, Card-present.

6.   Please provide a high level description of the cardholder data environment (CDE).

A. The Citadel processes credit card transactions with point to point encryption (P2PE), end to end encryption (E2EE), and cellular point of interaction (POI) devices. The payment card devices have PIN Transaction Security (PTS) and EMV chip capability and are on a secure Citadel managed network. All cardholder data is encrypted at swipe and insert. The Citadel does not manage or have access to the encryption keys.

7.   Please provide a rough order of magnitude number of IPs actively in use internally and externally for the CDE.

A.30

8.   Can you confirm whether there are any specific systems, technologies, or processes currently in place at The Citadel that require specialized attention during the PCI DSS assessment?

A. We do not have any special requirements

9. Are there any historical compliance challenges or recurring issues that the QSA should be aware of when performing the assessment?

A.No

10. Will the consulting hours for post-gap analysis services be part of the initial contract or considered additional services on an as-needed basis?

A. Initial contract

11. How many web/payment applications are in scope?

A. We use a third-party vendor for any type of web payments.

12. How many servers are in scope?

A. None

13. How many workstations are in scope?

A. None

14. How many electronic and physical CHD storage locations exist?

A. None

15. How many service providers are in scope?

A. Five

16. How many POI/POS devices are in scope?

A. 17

17. For the "monthly updates" requirement, can you confirm if these are formal written reports or informal verbal updates? Teams Call

18. For the on-site assessments, how many locations and facilities are expected to be visited, and how many staff members will be involved in interviews?

A. 10 sites and 10 staff members

19. Are there any unique physical security requirements or constraints we need to consider for the on-site visits?

A.No, this is a normal business with stars/landings etc.

20. How does The Citadel define the "ongoing advising" services scope? As needed within the scope on contract hours

 Are there specific areas of priority such as treasury-related topics or payment technologies?

A. No

21. Can you confirm the frequency and type of vulnerability scans and penetration testing expected during the engagement?

A. Scans are not needed, we use P2PE

22. Will the QSA have access to existing network diagrams and vulnerability scan data during the off-site analysis phase?

A. Yes

2.. Are there specific templates or tools The Citadel prefers for policy and procedure documentation?

A. No

24. Will The Citadel provide access to any compliance portals or tools already in use, or will the QSA need to propose and implement a portal for Self-Assessment Questionnaires?

A. The QSA will need to have their own portal.

25. How will proposals be evaluated? Are there specific weightings assigned to experience, pricing, or methodology?

A. Please review section VI for evaluation.

26. Is prior higher education experience mandatory for selection, or will documented expertise in PCI DSS suffice?

A. Please read and follow the instructions of the solicitation.

27. Is there a limit to the number of consultation hours included in the initial proposal, or should the proposal include an unlimited retainer for these services?

A. Include in the retainer

28. Can you clarify the level of involvement expected from The Citadel's staff in providing documentation and facilitating access during the gap analysis and on-site assessments?

A. As needed, we have a PCI Compliance Officer.

29. Does The Citadel anticipate any changes to its IT or payment environment that might affect the scope of this engagement during the contract period?

   A. No

☐ Other Change: Describe

IMPORTANT NOTICE:

X Contractor is required to acknowledge receipt of this Addendum by signing below and returning a copy with its Offer.

Except as provided herein, all terms and conditions of the Solicitation referenced above remain unchanged and in full force and effect.

SIGNATURE OF PERSON AUTHORIZED TO EXECUTE ON BEHALF OF OFFEROR

Signature:_____

Printed Name & Title:_____

Company Name:_____

Date:_____