

CITY OF TUSCALOOSA)
STATE OF ALABAMA)

REQUEST FOR PROPOSALS

(A19-0217)

TO: Qualified Firms

FROM: The City of Tuscaloosa, Alabama

RE: Request for Proposals for: Point-of-Sale (POS) System

DATE: March 12, 2019

DUE DATE: Proposals are due by close of business April 5, 2019 (before 5:00 p.m. CST.)

Section 1. Introduction.

This is a Request for Proposals (“RFP”) containing information concerning the above-referenced matter, an abbreviated scope of work, and evaluation items. Firms expressing interest should be fully capable of providing the end results requested.

This is a procurement of professional services as more particularly described herein. This procurement will be conducted in a manner providing full and open competition consistent with the standards of 24 CFR § 85.36. To wit:

- a. Each firm’s experience and qualifications will be evaluated primarily as they relate to the firm’s ability to provide **Point-of-Sale (POS) System**.
- b. The City will make awards only to responsible firms possessing the ability to perform successfully under the terms and conditions of the procurement. Consideration will be given to such matters as firm integrity, compliance with public policy, record of past performance, and financial and technical resources. The City will require firms to execute a “Disbarment and Suspension Statement” certifying / verifying that the firm is not suspended or disbarred or otherwise excluded under 2 CFR Section 408.220 of the government-wide non-procurement, disbursement and suspension list. This is a qualifications-based procurement of professional services whereby competitors’ qualifications will be evaluated and the most qualified firm will be selected, subject to negotiation of fair and reasonable compensation.

- c. Written proposals will be reviewed and rated by a panel of qualified City employees. The rating system will consist of a numerical grading system and a pass/fail grading system, as set forth in Section 3. The City may or may not elect to interview any of the responding firms.
- d. The City has exclusive and sole discretion to determine the firm whose services will be most advantageous to the City, and reserves the right to reject all firms.

The purpose of this inquiry is to determine the interest or non-interest and the qualifications of firms in providing the professional services required. A number of firms may be asked to express their interest in regard to these services in the form of a Proposal. Following the receipt of Proposals, a certain firm or firms may be selected for further consideration.

Section 2. General Scope of Services

The City of Tuscaloosa seeks the services of a professional firm which has the knowledge, experience and expertise to perform the services as requested, generally as follows:

General

- All-in-one Point of Sales (POS) system. SAAS model is preferred.
- Ease of setup and use out of the box.
- Easy-to-use sign off/on process.
- Conduct regular transactions and accept multiple forms of payment.
- Safeguard customer's data with the latest in security technology including data tokenization and encryption.
- Compatibility with different merchant services should City of Tuscaloosa decide to stay with the current merchant provider is preferred.
- No credit card or customer information is stored on the devices or displayed on receipt.
- 24/7 Customer Service via phone and/or email.
- Capability to export reports to an Excel spreadsheet.
- PCI compatible Network fail safe (keep entering cash sales information at the register while network is down).
- Wi-Fi/IP mobile connectivity options.
- Track inventory and employee timecards.
- Barcode system.
- Provide powerful tools and advanced reporting capabilities for centralized and remote management of the POS system.
- Use industry standard, non-proprietary equipment, including PC or tablet.

- Supports multiple user networking.
- Provide user login IDs and passwords for users to uniquely authenticate themselves.
- Provide different levels of user roles and access.
- Have adequate security controls for user access.
- Support and incorporate a mix of operational and financial data.
- Provide robust reporting tools and features, including variance reports that offer real-time and historical data.

The proposed software must be a web-based Point-Of-Sales System that can effectively provide the above-mentioned capabilities and services in a user-friendly and flexible manner for Participants and their Authorized Users.

Deliverables

The City of Tuscaloosa has established the following list of deliverables that the consultant will be required to provide. The City reserves the right to modify the list of deliverables at any time before execution of a contract, to add, delete, or otherwise amend any deliverables, as it deems necessary, in its sole judgment, and in its best interest.

- A software system that satisfies all of the requirements listed in the RFP – in place and operational.
- Training sessions.
- Training and Administrators documentation.

The City reserves the right to add related services as needed. Unless otherwise expressly provided, the term of the Agreement shall begin upon its date of execution and, unless extended by City or unless sooner canceled or terminated under the provisions of the Agreement, shall expire when deemed so by the City of Tuscaloosa Director of Public Services and all other services have been satisfactorily performed and accepted by the City of Tuscaloosa (“Term”).

Requirements

Respondent must:

- Have experience in developing and operating Point-of-Sales system and have referenced clients (within the U.S.) utilizing the proposed software in a national act concert production environment for a minimum of one year.
- **Provide three references to include real transaction numbers.**
- Be well established and in a strong financial position.
- Provide 24/7 hotline support.
- Allow the City of Tuscaloosa to remain the sole and exclusive owner of all data entered into or generated by the proposed Software. Respondent shall not use any of said data in any form including, but not limited to, raw data, blended

data, stripped data, aggregated data, and usage or statistical information derived from or in connection with the Data, except as it is necessary to fulfill its obligations to provide the proposed Software.

Software must meet the following requirements:

- POS; Cloud based or SAAS model preferred
 - Provide hosting location, back-up hosting location(s), how failover occurs and certifications of the data centers being used
- All payment card industry requirements are provided for and handled by the POS vendor
- If software is SaaS/Cloud based; the prospective vendor is required to provide proof their solution can handle transaction loads that mimic our transaction numbers
 - Provide reporting after each event which shows transaction load and time-to-complete transactions
 - Provide information on how the System is hosted and how they incorporate elasticity to allow the System to scale from a small show to a sold-out, high transaction event.
- Integrated credit card processing/authorization
- Support Multiple Tenders (Cash, Visa, Discover, Money Order, Check Store Credit, Gift Card, Apple Pay, Android Pay, Google Wallet, PayPal, Venmo, etc.)
- Allow user definable tenders
- Allow split tender capability on invoice
- Search for items by SJU
- Search for items by model
- Search for items by description
- Display item availability/stock level
- Display item order date
- Display item description
- Display serial numbers
- Display item picture
- Scan bar codes at POS
- Issue discounts and change prices by line item or entire invoice
- Issue store credits (with approval)
- Issue discounts and change prices by a certain percent or dollar amount (with approval)
- Issue discount by redemption items (coupons, rebates, etc.)
- Track multiple promotions
- Flag or display a message when discount is below cost
- Require management review when price is below cost
- Override automated discount (with appropriate user rights)

- Specify sales person
- Specify more than one sales person
- Issue a refund at the POS (with approval)
- Print cash receipts
- Customize receipts and invoices by adding a logo
- Record lost sales from POS
- User definable keyboard shortcuts (Does not require mouse)
- Allows sale voids
- **Presentation of orders – Can the proposed system split the food/drink portions of an order to different locations and printers?**
- **Clearly outline how your system works with credit card information in the event of a network interruption.**
- **What is the credit card processing rate at the Point of Sale? Is your system compatible with other credit card processors? If so, which ones?**
- Ability to assign pop up prompt to individual POS items to ask/verify a question to perform a sale – zip code, birth date, email address
- Support for IOS and Android operating systems
- User interface should support product images for keys
- Ability to resize and change layout of keys from POS
- Support for a variety of processors – Vantiv, Heartland, First Data, TSYS, etc.
- Ability to operate 2 cash drawers with single POS device
- Ability to accept cash and credit card payments as well as establish tabs for bar locations.
- Ability to update programming and accommodate reporting centrally and locally
- Able to be configured with different menus for different locations
- Able to function, take payments and store data if internet or network connection is lost
- Inventory management capability
- Must be able to run a perpetual inventory system that allows the balance of inventory to reported sales to cash
- Must be able to run the POS as event driven versus day driven to allow for comparisons across events to allow for event specific reporting
- Kiosk solutions for customer self-ordering, if applicable
- Online ordering and pre-ordering capabilities
- Support for e-receipt and digital signature
- Mobile app ordering
- Ability to use remote devices (tablets, iPads) with system at locations where a fixed POS would not be practical.
- Ability to accept gift cards

- Ability to charge/recharge gift cards and check balances for patrons
- Required to perform a wireless (WiFi) propagation study to ensure the WiFi infrastructure with the Tuscaloosa Amphitheater is sufficient to meet the needs of their system.
 - Where possible, study will occur during a full event as WiFi coverage and strength will be markedly different during a full event than on a day the venue is vacant.

Inventory Management

- Store and view item number information
- Store and view description information
- Allow user defined fields for each item
- Store and view a bar code number
- Assign and view a category for each item
- Track items by serial number, if applicable
- Allows multiple serial numbers per item
- Search for inventory items by product line, item number, serial number, and description
- Automatically compute min-max inventory level based on sales history
- View usage history for each item
- Unlimited associated items or aliases
- Track offline inventory (items not for sale)
- Manual update of inventory quantities with proper approval
- Allocation of inventory at time of sales
- Audit trail of inventory adjustments for reporting
- Inventory reporting

Pricing

- Assign a different price level at the POS (senior price, school discount, military discount, etc.)
- Assign, calculate and display sales tax based on predefined tax schedules
- Create price tables/matrixes that allow multiple pricing levels
- Assign price levels based on customer type, department, category, price range, or region
- Set prices based on a pre-defined profit margin (Calculate price based on cost and margin)
- Allow mark down or discount merchandise with proper approval
- Audit trail of mark downs, discounts, and any other price adjustments for reporting

Employee Management

- Track and manage employee information
- Record every transaction made by sales staff and supervisors
- Generate employee log reports with an audit trail
- Assign security levels to each employee

Security

- Require management approval for the cashier to enter opening or closing amount
- Require management approval for cashier to change price at POS
- Allow item cost display at POS
- Require management approval for cashier to cash out at the closing
- Require management approval for manual discount
- Require management approval for sale voids

Sales Reports

- Customizable reports available by single POS, POS bundle (unit) location and venue
- Ability to access reports from remote devices, computers and smart phones
- Reports exportable to different file formats (Excel, CSV, PDF)
- Automated Email reports
- Ability to export report data to 3rd party report writer
- Event based reporting
- Sales totals by specified time of day, week, month or year
- Sales totals for each department, category, manufacturer or supplier
- Sales totals for each rep or cashier
- Sales total for each register
- Cash drawer reconciliation report (Breakdown totals for each drawer and account for monies started in the cash register and monies to be left for the next day in the cash register)
- Daily sales transaction details by cashier
- Number of items sold by time of day, week, month or year
- Number of items sold for each category
- Number of items sold based on top seller
- Number of items sold based on lowest seller
- Income statement report

Inventory Reports

- On hand inventory valuation reporting by item number, product line, category, and description

- Inactive, excess or obsolete inventory repossession
- Fast and slow moving inventory report
- Inventory transactions by item number, transaction type, category, or description
- Inventory status by item number, SKU, and serial number
- Serial number/SKU list
- Inventory turnover

Hardware

- Touch screen technology designed for fast paced, high volume environment
- Tablets should be secured as to prevent theft
- Integrated card readers of card reading technology at point of sale
- E-signature capability
- Ability to operate at 5ghz
- Ability to operate over Ethernet, Wi-Fi, 4G, & 5G connections
- Ability to run in off-line mode if connectivity fails
- Ability to store and forward processing
- NFC capable
- Support Bluetooth, Beacon, and RFID transactions
- Support P2PE credit card processing without requiring additional devices
- Support EMV or EMVCo with a variety of pin pads
- Support non-proprietary hardware options
- Support kitchen display system
- Provide multi-year hardware warranty options
- Cash drawer controlled by the POS application
- Change dispenser
- Signature capture pad
- Touch screen monitor
- Receipt printer
- Bar code scanner minimally capable of supporting Code 128, UPC-A, UPC-E, EAN-13 and EAN-8, ITF-14 and Code 39.
- Portable data terminal (PDT) for physical inventory counting

Custom Fields (Future Integration with websites)

- E-Commerce/website integration
- Requires to use the software vendors shopping cart
- Website orders created and posted in the POS system instantly
- Website orders created and posted with an automatic polling system
- Website order notification
- Inventory relieved upon online order fulfillment

- Allows selection of products to be displayed on the website directly from the inventory module
- Real-time stock availability updates on the website
- Stock availability updates with an automatic polling system
- Automatic customer email notification for back orders, stock availability and shipping information
- Defined shipping rates
- Support back orders and partial shipments
- Allow returns to be processed from the website

Software/System Maintenance

- Describe levels of maintenance for hardware and software.
- Provide cost of annual maintenance and details of what this includes.
- Provide details on how damaged, broken or non-functional equipment is handled including RMA(returned merchandise authorization) process.
- Describe how spare equipment is handled and costs for spares.
- Does vendor come onsite to perform maintenance? If not, who will work with the vendor in a remote capacity to handle maintenance?

Support

- Describe levels and costs related to support – onsite & remote.
- Occasionally, the vendor may be required to have support staff onsite during events; the details and cost of this service should be outlined.
- Support is needed to include a pre-event test/checked by vendor prior to each event.

Speed of Service/Increased Sales

- Describe how your solution can increase speed of service and potentially increase sales/loyalty. Provide specific details.

Scoring of Proposals

The City will consider each of the following categories in its evaluation of proposals:

- Adherence to RFP submission requirements
- Categories described in EXHIBIT A.
- Qualifications and specific expertise
- Proven track record; previous relevant experience displayed
- Proposal meets performance requirements as stated in the RFP
- Overall fee structure & EXHIBIT B

- Software Licensing fee structure & flexibility/options related
- Green procurement
- References
- Customer service/support
- Security
- Contractual terms

The firm must comply with all applicable state, local, and federal regulations related to the services provided to the City.

The City reserves the right, subject to negotiation and agreement, in writing, with the selected firm, to either expand or limit the scope of services as needed.

The selected firm will be required to have sufficient personnel to complete the tasks required by this scope of services. The selected firm would be expected to enter into a contract for services based upon the firm's hourly rates and an agreed-upon not to exceed amount.

Section 3. Firm Qualification and Proposal Requirements

Firms interested in performing the work will be considered on the basis of a proposal containing information submitted in response to this request. There is no established page limit for this proposal, but firms are strongly encouraged to only provide information relevant to the procurement, and in the most efficient way possible. Provision of non-relevant information is strongly discouraged. Proposal shall be submitted in 12-point font or larger of either Times New Roman or Arial.

Proposals are due by close of business Friday, April 5, 2019 (before 5:00 p.m. CST.).

All proposals should be submitted in 8 ½" x 11" paper size. Each proposal shall be prepared simply and economically, providing straightforward, concise delineation of the firm's capabilities to satisfy the requirements of this RFP. Fancy binding and color displays other than those necessary are highly discouraged.

Provide three (3) bound copies of Proposals to:

**Grant H. Wilson, Associate City Attorney
Office of the City Attorney
City of Tuscaloosa
Post Office Box 2089**

**Courier address:
Office of the City Attorney
2201 University Blvd.
Tuscaloosa, Alabama 35401**

**Tuscaloosa, Alabama 35403-2089
(205) 248-5140**

The selected firm or firms must be experienced and qualified to provide the required scope of services. The firm or firms selected must have expertise related to the general Scope of Services set forth in Section 2. The following information must be submitted with the proposal on the date indicated above and in the order indicated below:

- a. Experience and qualifications. A statement of the firm's qualifications to perform the work and years in business, and the qualifications of its key personnel. (15 points possible).
- b. Ability to provide required scope of services. A statement **affirming** that your firm can meet **all elements** of the required General Scope of Services in Section 2. Alternatively, list any elements of the General Scope of Services your firm cannot provide. In addition, check "yes" or "no" concerning each element found in Exhibit A to this RFP. The City reserves the right to request additional information or clarification concerning any elements that your firm cannot provide. (20 points possible).
- c. Questions contained in the General Scope of Services. There are several questions contained in Section 2, General Scope of Services that require a detailed response. These questions are **underlined in bold**. Provide answers to those questions here. (10 points possible).
- d. Similar projects / programs. A very specific and detailed statement providing examples of similar projects / programs executed by the firm on behalf of similarly situated clients. (10 points possible).
- e. Proposed approach. Discuss the proposed approach to completing the needed services and provide a sample program plan. (10 points possible).
- f. Pricing. See Exhibit B to the RFP; provide pricing as contemplated in Exhibit B. (30 points possible).
- g. MBE / WBE designated firm. A statement as to whether the firm or any subcontractors are a minority or woman owned business enterprise. (5 points possible).
- h. Professional standing. A statement as to professional standing including any pending controversies outstanding. (Including, but limited to, mediation, arbitration, litigation- present, pending and/or in the last five (5) years that

your firm was a party to.) If none exists, such a statement should be made. (pass/fail)

- i. Conflicts of interest. Please include a statement as to potential general conflicts of interest that would prevent the City of Tuscaloosa from entering into an agreement with your firm pursuant to this RFP. If none exists, such a statement should be made. (pass/fail)
- j. Licensure. Firm must be licensed and approved for work in the State of Alabama; please include a statement to this effect. (pass/fail)

The City reserves the right to interview a firm or multiple firms as it sees fit. There is no guarantee that a contract award will be made pursuant to this RFP. This RFP may be modified or amended at any time and for any reason, in the discretion of the City. In the interest of fairness and in order to maintain impartiality, the City may not respond to questions from individual firms during the RFP process.

END RFP.

Exhibit A

Hardware and Software Requirement		
Description	Yes	No
General		
All-in-one Point of Sales (POS) system		
Ease of setup and use out of the box		
Easy-to-use sign off/on process		
Conduct regular transactions and accept all kinds of payments		
Safeguard customer's data with the latest in security technology including data tokenization and encryption		
Compatible with different merchant should the City of Tuscaloosa decide to stay with the current merchant provider		
No credit card or customer information is stored on the devices or displayed on receipt		
24/7 customer service		
Export reports to an excel spreadsheet		
PCI compatible Network fail safe (keep entering cash sales information at the register while the network is down)		
Wi-Fi/IP mobile connectivity options		
Track inventory or employee timecards		
Barcode system		
Provide powerful tools and advanced reporting capabilities for centralized and remote management of the POS system		
Use industry standard, non-proprietary equipment, including PC or tablet		
Support multiple user networking		
POS		
Integrated credit card processing/authorization		
Supports Multiple Tenders (Cash, Visa, Discover, Money Order, check, Gift Cards, Apple Pay, Android Pay, Google Wallet, PayPal, Venmo, etc.)		
Supports gift card charge/recharge/balance reports		
Allow user definable tenders		
Allow split tender capability on invoice		
Search for items by SKU		
Search for items by model		
Search for items by description		
Display item availability/stock level		
Display item order date		
Display item description		
Display item picture		
Scan bar codes at PO		
Issue discounts and change prices by lin item or entire invoice		
Issue credits - Manager Only		
Issue discounts and change prices by a certain percent or dollar amount		
Issues discounts by redemption items (coupons, rebates, etc.) for tracking promotions		
Flag or display a message when discount is below cost		
Require management review when price is below cost		
Override automated discount (with appropriate user rights)		
Specify sales person		

Specify more than one sales person		
Issue a refund at the POS with Manager's approval		
Print cash receipts		
Customize receipts and invoices by adding a logo		
Record lost sales from POS		
User definable keyboard shortcuts (Does not require mouse)		
Inventory Management		
Store and view item number information		
Store and view description information		
Allow user defined fields for each item		
Store and view a bar code number		
Assign and view a category for each item		
Track items by serial number, if applicable		
Allows multiple serial numbers per item		
Search for inventory items by product line, item number, serial number, and description		
Automatically compute min-max inventory level based on sales history		
View usage history for each item		
Unlimited associated items or aliases		
Track offline inventory (items not for sale)		
Manual update of inventory quantities with proper approval		
Allocation of inventory at time of sales		
Audit trail of inventory adjustments for reporting		
Inventory reporting		
Pricing		
Assign a different price level at the POS (Senior, Military, school discount, etc.)		
Assign, calculate and display sales tax based on predefined tax schedules		
Create price tables/matrixes that allow multiple pricing level		
Assign price levels based on customer type, department, category, price range, or region		
Set prices based on a pre-defined profit margin (Calculate price based on cost and margin)		
Allow mark down or discount merchandise with proper approval		
Audit trail of mark down, discount, and any other price adjustments for reporting		
Employee Management		
Track and manage employee information		
Record every transaction made by sales staff and supervisors		
Generate employee log reports with an audit trail		
Assign security levels and admin levels to each employee		
Security		
Require management approval for the cashier to enter opening or closing amount		
Require management approval for cashier to change price at POS		
Allow item cost display at POS		

Require management approval for cashier to cash out at the closing		
Require management approval for manual discount		
Sales Report		
Sales totals by specified time of day, week, month or year		
Sales totals for each department, category, manufacturer or supplier		
Sales totals for each rep or cashier		
Sales totals for each register		
Cash drawer reconciliation report (Breakdown totals for each drawer and account for monies started in the cash register and monies to be left for the next day in the cash register)		
Daily sales transaction details by cashier		
Number of items sold by time of day, week, month or year		
Number of items sold for each category		
Number of items sold based on top seller		
Number of items sold based on lowest seller		
Income statement report		
Inventory Reports		
On hand inventory valuation reporting by item number, product line, category and description		
Inactive, excess or obsolete inventory repo		
Fast and slow moving inventory report		
Inventory transactions by item number, transaction type, category, or description		
Inventory status by item number, SJU, and serial number		
Serial number/SKU list		
Inventory turnover		
Hardware (please indicate if provided)		
Cash drawer controlled by the POS application		
Change dispenser		
Signature capture pad		
Touch screen monitor		
Receipt printer		
Bar code scanner minimally capable of supporting Code 128, UPC-A, UPC-E, EAN-13, and EAN-8, ITF-14 and Code 39		
Portable data terminal (PDT) for physical inventory counting		
For the Future		
E-Commerce/website integration		
Requires to use the software vendors shopping cart		
Website orders are created and posted in the POS system instantly		
Website orders are created and posted with an automatic polling system		
Website order notification		
Inventory relieved upon online order fulfillment		
Allows you to select products to be displayed on the website directly from the inventory module		

Real-time stock availability updates on the website		
Stock availability updates with an automatic polling system		
Automatic customer email notification for back orders, stock availability and shipping information		
Defined shipping rates		
Support back orders and partial shipments		
Allow returns to be processed from the website		

