Procurement Office
Harford Community College
401 Thomas Run Road
Bel Air, Maryland 21015
443-412-2307

RFP 22P-003 POINT OF SALE SYSTEM

ADDENDUM NO. 1

The following shall be incorporated into the captioned solicitation as though included in the original documents issued:

QUESTIONS/ANSWERS

Q1.   Is ID part of the solution or is this RFP strictly for a POS system?

A1.   This is strictly a POS System. We would like to see if our current ID system would work with the new POS System.

Q2.   Due to the pandemic would the College be willing to accept electronic responses?

A2.   Yes.   Electronic responses should be emailed to bbertier@harford.edu by 11:00 a.m. Wednesday, September 8, 2021. Files should be labeled as follows:

        Bidders name – Technical Proposal

        Bidders name – Price proposal

A hard copy of the price proposal with wet signature is due in the Procurement Office by **2:00 p.m. Monday, September 13,2021.**

Q3.   Is it possible to grant an extension to the RFP submission date, given that physical copies are required for submission and Wednesday, September 8 comes after a holiday on Monday the 6th, meaning that this RFP will need to printed and shipped on September 3 less than 9 business days from today? In addition to this proposal being due in <9 days, we may need to make necessary adjustments after the answers to the questions due to tomorrow are released.

A3.   See A2 above – we will accept electronic submissions.

Q4.   Is there a need for a terminal that can be flipped between kiosk and cashier mode?

A4.   No

Q5.   Who is the current POS provider?

A5.   NuVision Networks

Q6.   Are you looking for an on-premises or SaaS offering?

A6.   If you are referring to Software as a service, then yes. What is the difference between the two?

Q7.   Are you using a campus card solution? If so, who?

A7.   Yes (NuVision Networks)

Q8.   Can you please breakdown the scope/requirements by concept? (café and concessions).

A8.   *Globe Café*: 1 POS system, 2 Kiosk terminal, 1 Barcode scanner, 1 kitchen display screen digital menu display monitor

Joppa Hall Café: 1 POS system, 1 Barcode Scanner
T.U.N.E. Café: 1 POS system, 1 Barcode Scanner
APGFCU Arena Concessions: *4* POS system, 4 Kiosk terminal, 4 Barcode scanner, 1 kitchen display screen, 2 Handheld wireless POS systems Digital menu display monitor

Q9.   A robust system is required; must have report showing difference in count versus book inventory to allow review of discrepancies at year end and have the ability to post difference in quantity and dollars-Can you clarify this requirement?

A9.   The system should allow us to enter the year end counts for inventory. It should then provide a report showing any differences between the actual count and the current system inventory. We would want a difference in quantity and dollars.

Q10.   Real time reporting capabilities – Can you be more specific, give example of what you are looking for?

A10.   We are looking for actual/ current sales and inventory.

Q11.   Must be able to process internal certificates – Can you clarify this. What type of internal certificates?

A11.   We have Gift Certificates that are issued and when they are redeemed, we need to be able to capture them as gift certificates for accurate reporting.

Q12.   Must be able to record internal charge accounts- Please clarify this.

A12.   We have internal account numbers that food is charged. We would like to be able to input the account numbers at the time of sale for accurate reporting so that they are not recorded as cash sales.

Q13.   Must be able to function to 86 items form POS terminals-Here it means with 86 overall products the POS will get launched?

A13.   We need the ability to remove items from the Kiosks/ Menu display/ Mobile app when the item is not available.

Q14.   App for online/mobile ordering – Here it means with ordering using web App that is accessible through desktop and mobile browsers OR need mobile application for IOS and Android?

A14.   All the above options if available.

Q15.   Must allow the entry of no-charge items even if item is normally sold for a price – What does the term "no-charge" items mean here? Please clarify.

A15.   We need a way to open the register without there being a dollar amount on the key for it to open. A no sale option

Q16.   Vendor supported- What vendor(s)? Name them please. Please clarify what you have in mind.

A16.   This would be you. The vendor that is chosen would need to fully support the POS system. You would not need any support from our IT department.

Q17.   Will there be multiple locations where the POS will be installed?

A17.   Yes

Q18.   Must be able to report breakout sales for deli versus internal and external catering concessions-
Please clarify.
A18.   Want to know the capability of the reporting of your product can we categories sales revenue
for each location for each type of service. Café/ Concessions/ Catering

Q19.   Must have the capability to provide journal entry for entry in Banner (the College's ERP system)-
Will API's be available for proper documentation? How can we do testing?
A19.   This would be an end of day sales report broken out by your revenue accounts, concessions,
globe etc. It should include tax too, so basically all the. It may not be just an end of day but end
of shift/event report tracking all your sales.

Q20.   How many total profit centers will the POS be installed in? Can you describe the concepts
(dining, retail, bookstore, etc.)?
A20.   We have 1 profit center with revenue posted to different detail codes for each area.
3 cafes- 1 arena concessions- catering internal / external has their own detail code within I profit
center

Q21.   Are there any branded concepts on site?
A21.   Coke has exclusivity

Q22.   Which concept will be utilizing the KDS? Is it the same concept using the 6 kiosks?
A22.   1 Café and 1 Concessions.   Yes, they will be using the 6 Kiosks

Q23.   Will you be accepting payment at the kiosks or are they "order only"?
A23.   Order Only

Q24.   How many profit center/concepts will be utilizing mobile ordering?
A24.   One profit center with different detail codes with up to 6 locations will be utilizing the mobile
ordering.

END ADDENDUM NO.1

August 27, 2021