

## **ADDENDUM NO. TWO**

August 25, 2015

This Addendum forms a part of the contract Documents and modifies the original plans and specifications dated July 28, 2015. Acknowledge receipt of this Addendum on the Proposal Form. Failure to do so may subject Proposer to disqualification.

Reference made to Specifications and Drawings shall be used as a guide only. When Specification Sections or drawings are issued, changes made in Specifications or on Drawings will take precedence over narrative explanation below. Proposer shall determine for themselves the work affected by Addendum items.

This Addendum consists of 6 pages

### **Point of Sale (POS) RFP Questions and Answers**

#### **Question 1.**

***Are the requirements reversed by chance in that could we use a 15" for the fixed unit and 10" for the tablet? If in our experience there are other form factors of registers that may be better suited for this project (i.e. POS terminals with 14" screens, but 16x9 resolution, rather than 4x3, is that acceptable)?***

#### **Answer 1.**

***Yes, it is desired that the resolution be optimized for the tablet display so as to provide the best viewing experience for the user***

#### **Question 2.**

***Can these 'Tablet-based' POS units be just full POS terminals or is it required that they actually be 15" tablets?***

#### **Answer 2.**

***It is preferred that the POS units be a tablet-based where by the tablet is a separate component from the stand, and not a fully integrated all-in-one unit.***

#### **Question 3.**

***For the fixed unit, do you want a modular or an all-in-one?***

**Answer 3.**

**See previous question and answer**

**Question 4.**

**What type of RFID technology is required and for what use (i.e. NFC for payments)?**

**Answer 4.**

**RFID technology would potentially provide acceptance of job-type identification for the purpose of loyalty/loaded value programs**

**It is required that NFC-based payments are accepted as part of the payment capabilities, to support mobile, smartphone based payments.**

**Question 5.**

**Please provide more information on what functionality is desired for “event management”.**

**Answer 5.**

**Event Management incorporates the tracking of inventory movement, cash tracking and reconciliation within the context of a pre-determined “event”. Event tracking is the association of sales and inventory transactions to a given period of time, at a set of store location(s), with a unique set of attributes for the purposes for reporting, sales recognition, and analytics.**

**Question 6.**

**Please provide more information on what functionality is needed in the “cash room module”. Is this already part of the Aramark S&E software package or is discrete functionality desired from the POS system?**

**Answer 6.**

**It is desired that the point of sale system provide the capabilities for cashiers to record their opening cash balance at the start of the event, any in-event cash drops (i.e. removal of excess cash to the safe/vault), and the final cash totals from the point of sale terminal. The system should then have the capability to provide the projected final cash drawer totals based upon the initial cash bank, subsequent drops, and the cash sales transactions logged.**

**Question 7.**

***Does the Authority wish to accept EMV cards? Is an external payment terminal acceptable for that, plus NFC (contactless) payments?***

***Answer 7.***

***Yes the proposed system should provide the capability to support EMV-enabled credit card payments. Yes a separate terminal is acceptable for NFC payments provided it is connected to the POS workstation for power and network connectivity.***

**Question 8.**

***Does the Authority have a current credit card processor and/or gateway that they wish to use? If so, can that information be provided?***

***Answer 8.***

***Aramark's preferred credit card processor is Elavon via the Fusebox gateway software.***

**Question 9.**

***Is a contact at Aramark Sports and Entertainment Services, LLC available to discuss integration needs?***

***Answer 9.***

***Nick Kimlinger, AVP of IT***  
***[Kimlinger-nicholas@aramark.com](mailto:Kimlinger-nicholas@aramark.com)***  
***215-238-5782***

**Question 10.**

***Please provide contact information for Alex Tittle for information on Veteran, Minority and Women owned business to help provide the services to complete the project.***

***Answer 10.***

***Alex Tittle, Equity Director***  
***alex.tittle@msfa.com***  
***(612) 335-3312***

**Question 11.**

***Will the POS need to have bar code scanners in non-food sales areas?***

**Answer 11.**

***It is desired for all POS locations to have a bar code scanner available.***

**Question 12.**

***If you want an integrated EFT card reader on each terminal do you plan on not using the EMV chip on credit or debit cards?***

**Answer 12.**

***It is desired to have the EMV terminal integrated with the POS system for purposes of data, power, and confirmation of payment acceptance back to the POS system***

**Question 13.**

***What is the payment-processing bank for EFT?***

**Answer 13.**

***See previous question on this topic.***

**Question 14.**

***Please verify the count of POS terminals.***

**Answer 14.**

***- 456 POS terminals the will be installed in concession stands and mobile carts***

***- One Epson TM-88V or equivalent for each POS terminal and two Epson remote kitchen printers.***

***- 57 wireless terminals***

**Question 15.**

***Are portable wireless printers required for mobile POS devices?***

**Answer 15.**

***Yes it is preferred to have mobile printers available for mobile POS devices.***

**Question 16.**

**Does the POS system need to be setup to handle off line EFT transactions? (We will require the limits).**

**Answer 16.**

**The POS should provide the capability to accept credit card, EMV, NFC, and stored value transactions in a fully offline manner. This capability should be provided, both in the instance where the POS application loses connectivity to the processor, and where the POS terminal loses connectivity to the server.**

**Question 17.**

**Does each concession stand need to have access to the back office application for inventory adjustments and reporting?**

**Answer 17.**

**It is not necessary for the back office functionality to be available in each concession stand.**

**Question 18.**

**Does the Authority, SMG, and the Team desire direct database access or reporting?**

**Answer 18.**

**Yes, SMG would like access to the database and reports.**

**Question 19.**

**Is a dedicated database desired in the case of a hosted server? If so where shall this database be located?**

**Answer 19.**

**A dedicated database is desirable from SMG's point of view. It would be located in the Stadium MDF/Data Center on the Event Level.**

**Question 20.**

**Please explain the configuration of the network to stay within the max distance of Cat 5 or Cat 6 cable runs (not to exceed the 328 Ft max distance)?**

**Answer 20.**

***There will be an IDF network closet within 300' of each concession stand.***

**Question 21.**

***Does each concession stand have a network switch?***

**Answer 21.**

**No**

**Question 22.**

***Will each location that a POS terminal is have a dedicated network jack, including the remote vendor carts?***

**Answer 22.**

***The Concession Stands will be dedicated the remote vendor areas will have jacks that are multi-use and would be reprogrammed in the network topology if they need to be used for another purpose else temporarily.***

**Question 23.**

***Will the Authority assist in contracting local installation and /or support business with special concentration on MBE and WBE?***

**Answer 23.**

***Yes. See Question and Answer #10. Above. Alex Tittle contact information.***

**Question 24.**

***Please provide copies of Exhibits A-D.***

**Answer 24.**

***See MSFA.com POS RFP***

**END OF ADDENDUM ONE**