

REQUEST FOR PROPOSALS
INTEGRATED POINT OF SALE SYSTEM
FOR THE NEW MINNESOTA MULTIPURPOSE STADIUM
IN MINNEAPOLIS, MINNESOTA

July 28, 2015

A. Project Background and Objectives

In 2012, the State of Minnesota enacted 2012 Minnesota Laws, Chapter 299 (the “Act”), to establish the Minnesota Sports Facilities Authority (“Authority”) and to provide for the construction, financing, and long term use of a new stadium (the “Stadium”) and related stadium infrastructure (the “Stadium Infrastructure”) as a venue for professional football and a broad range of other civic, community, athletic, educational, cultural and commercial activities.

As set forth in the Act, the design, development and construction of the Stadium and the Stadium Infrastructure (collectively, the “Project”) is a collaborative process between the Authority and Minnesota Vikings Football Stadium, LLC (the “Team”). To that end, the Authority and the Team have prepared this Request for Proposals (“RFP”) for the design, coordination, supply, installation and testing of the complete Integrated Point of Sale System (the “POS System”). The preliminary program for the POS System is incorporated within this RFP. Those who respond to this RFP shall be referred to as a “Proposer” or “Proposers”.

The Project is located on a site partially including the site of the former Hubert H. Humphrey Metrodome and also including additional adjacent land that has been acquired in Minneapolis, Minnesota. The Construction Documents identifying equipment rooms and end device locations are also incorporated within this RFP as **Exhibit E (which will be made available to selected finalist(s))**. The Project is being designed to meet the standards required for a National Football League (“NFL”) franchise, as well as other programmatic uses consistent with other multipurpose facilities. The Project will be designed in accordance with the design requirements set forth in the Act and such additional standards as are established by the Authority. Construction of the Stadium and Stadium Infrastructure is now underway with substantial completion of the overall Stadium and Stadium Infrastructure to be achieved not later than July 29, 2016 so as to be ready for occupancy in advance of the Minnesota Vikings’ 2016 NFL season (the “Required Construction Schedule”).

The successful Proposer to the RFP will be engaged to design, coordinate, supply, construct, install, commission, and test the complete POS System for the Project (as further described in the RFP and any addenda that will be issued to this RFP) including, without limitation:

- Design, coordination, supply, installation and testing of the complete POS System for the Project; including but not limited to 456 wired Point of Sale Terminals, and 57 wireless Point of Sale Terminals.
- All necessary equipment and other equipment as needed to provide a turnkey installation and delivery of a fully operational POS System; and
- Two-year on-site warranty to replace or replace the hardware, along with help desk software support for the first year of operation of the POS System.

B. Intent and Process of the Request for Proposals

This RFP is focused on the selection of the design, coordination, supply, installation and testing of the complete POS System for food and beverage service operations for the Project, as well as systems integration with Aramark Sports and Entertainment Services, LLC's business systems for inventory management, cash accountability and reconciliation, and business analytics.

POS System providers should have significant experience in the design, construction, installation, commissioning, and maintenance of point of sale systems ("Providers"). In order to be evaluated to serve as the Provider(s) of the POS System for the Project, Proposers should have experience as a Provider on at least three similar or comparable facilities. It is the desire of the Authority to consider as part of its selection criteria the commitment of the Proposer to exert good faith efforts to comply with the plan of the Authority to ensure equitable opportunities for Minority Owned Business Enterprises ("MBE") and Women Owned Business Enterprises ("WBE") to participate in the preconstruction services, design, construction management, and the construction of the POS System for the Project. The successful Proposer or Proposers must also demonstrate the ability to exert good faith efforts to comply with workforce goals and targeted zip code hiring goals, and work with organizations to develop effective MBE, WBE and workforce recruitment efforts during the preconstruction, design, construction management, and the construction of the POS System for the Project. As described below, each Proposer should describe how they will encourage the participation and utilization of MBEs and WBEs in the Proposers' performance of their services consistent with the goals expressed in Exhibit D. MBEs and WBEs that are interested in acting as the POS System Provider for the Project are encouraged to respond to this Request for Proposals.

C. Scope of POS System Requirements

The Provider is required to design, coordinate, supply, install and test the complete POS System for the Project in accordance with the terms of the RFP and any future Addenda.

The POS System proposed in each Proposer's RFP response must meet the following requirements:

C.1. Hardware Requirements

(1) Point-of-sale units (“POS Units”) in all fixed concession stands with 10” color full touch screen operation. POS Units in fixed concession stands must be connected by Proposer via in house LAN, not Wi-Fi.

(2) POS Units for all portable carts with 10” color full touch screen operation. POS Units in portable carts must include the option for connecting to in house LAN.

(3) Tablet-based POS Units for all premium club and suite locations with full touch screen operation. Touch screen must have 15” high bright color display, integrated mag card reader and hard wire connectivity for all peripheral devices to include dual cash drawer connectivity.

(4) In addition to the tablet-based POS Units for all premium club and suite locations, Proposer must include an option, with pricing on a unit-price basis, for some or all of the remaining POS Units to be tablet-based.

(5) POS Units must provide modular options for customer displays, receipt printers and other peripherals including scanners and RFID readers. All peripheral devices must connect to the POS Unit via hard wire and not Bluetooth. POS Units must support RFID, QR code, and bar code readers. POS Units must support dual cash drawer connectivity.

(6) APG cash drawer (or equivalent) that does not require separate power for each POS Unit.

(7) One Epson TM-T88 V customer Receipt Printer (or equivalent) for each POS Unit. POS must support shared printers.

(8) Two Epson remote kitchen printers

C.2. Point-of-Sale Functional Requirements

(1) The proposed POS System must provide options for full on premise deployment and the option for hosting if desired. Fully hosted solutions that do not provide the option for on premise deployment will not be considered.

(2) The proposed POS System must provide options for working offline as seamless as possible in the event of network outages. All POS Units must have the capability of running in offline mode for an extended period of time and provide no impact to the end user. Transaction times should not be impacted and credit card transactions must complete under 3-4 seconds.

(3) Concessions, perpetual inventory control, and event management software with cash room module. Inventory solution must provide “Stand Sheet” method of managing the venue.

(4) Integrated credit card authorization and settlement. No third-party credit card interfaces are allowed.

(5) POS System must automatically batch and settle credit cards at the end of the night with no human interaction.

(6) POS System must provide an option for managing luxury suite areas. Application must provide the ability to manage pre-orders, provide order confirmations to guest in advance, provide operational production and delivery reports with labels, and allow fans to add additional items on existing pre-order as one consolidated order that can be presented to guest at completion of the event. Stadium Application will have credit card on file.

(7) Live support requirements – 1 mock event and 5 main events (to be defined) that may not be in sequence.

C.3. Point Of Sale Units: Functional Requirements

(1) POS Units are to be used for customer transactions and to enter closing data including ending, spoilage, gratis and returns for inventory item.

(2) POS Units must be full touch screen devices for unlimited programming of keys for menu items and functions in concessions. Menu changes must be able to be dynamic and must not require changing a physical template on the device.

(3) POS Unit keys must be able to be preset to a specific menu item and price.

(4) POS Units in same stand must have same menu; different stands may have different menus.

(5) Menus and pricing must be maintained on a central database with loading to POS Units to occur on demand or each event with the process taking no more than five minutes for the entire POS network.

(6) POS Units must be easily relocated from one stand to another by simply by changing the Revenue Center on the POS terminal. There should be no requirement to reload the menu to the POS terminal.

(7) Magnetic card readers must be an integrated part of the POS Unit.

(8) POS Units must have speed keys with assigned tendered amount (i.e., \$5, \$10, \$20, \$50). Each key or keypad must be capable of being configured for the full range of key options, remotely via a central location.

(9) POS Units must be able to record the receipt of payment in cash, credit card, or other tenders that may be used.

(10) POS Units must have the capability of discounting selected sales based upon at least two percentage levels authorized in the central system or based on the use of discount cards.

(11) POS Units must connect to an automatic cash drawer that opens when the sale is complete, and which prevents the cashier from making additional sales when the drawer remains open. The cash drawer MUST NOT require separate power or manual intervention.

(12) If a printer is available, each POS Unit must be able to locally print a sales report detailing the quantities of each item sold and the total sales extended.

(13) All sales information must be available on the POS Unit and the central database system on demand.

(14) Each POS Unit must have a unique device ID to identify it to the POS server.

(15) POS Unit terminals must be able to connect to share a single receipt printer.

(16) POS Units must support multiple report printing of selectable reports.

(17) All POS Unit keys should be capable of being protected by selective access by job description or password control.

(18) Provider shall provide all cables for power and connectivity to Stadium structured cabling system (LAN port).

(19) Provider shall provide multi-outlet strips for power as required.

(20) POS Units shall have ability to fully integrate with Cisco Stadium Vision IPTV system for functionality including, but not limited to dynamic menu pricing.

(21) POS Units shall have capability for mobile payment including:: Credit Card, Apple Pay VISA Pay and MDX.

C.4. POS Units: Data Network/Communication Requirements

(1) POS System must be able to utilize a mix of fiber optic and Cat6 cable in an Ethernet configuration. All devices must be IP addressable using standard Ethernet topology.

(2) POS Units must be networked to a central database in peer-to-peer configuration wherein each POS Unit communicates directly with the POS server. POS System devices must not be configured in a daisy chain configuration.

(3) All POS Units must operate independently, capable of running and storing data as a freestanding unit:

(a) Must function in full operation with the POS server or network down

(b) A single POS Unit failure must not affect any other POS Unit or its ability to communicate with the POS server

(c) POS Units must be able to maintain menus, pricing, and store summary transactions with POS server down

(d) POS Units must be able to process cash and credit card transactions with server down.

(4) The Project will be equipped with Cat6 cabling and Provider shall provide Cat6 cabling from the POS Unit to the Project's data port located either in a closet or in the concession stand. Cabling must provide Fast Ethernet using Internet protocol.

(5) The POS System shall populate a database that is accessible to the Authority, SMG, and the Team which allows the Authority, SMG, and the Team to observe sales and populate analytics and user data.

C.5. POS Unit: Environmental and Physical Requirements

(1) All cabling must be concealed from view, and secured from tampering by cashier or customer.

(2) POS Units must be mounted on pedestals or stands that elevate the device off the countertop so that food service space is preserved. Proposer to coordinate with construction manager for the provision of drilled holes in the counters and supply the grommets.

(3) POS Units must be mountable on the front or back counter.

(4) Cash drawer must be mountable on top of the counter, either directly under the POS Unit, or offset from the center of the POS Unit.

(5) Magnetic card reader must be integrated on the top or the front (bottom) of the POS Unit terminal in order to preserve food service space to the right or left of the device.

(6) POS Units must be spill resistant, with no damage resulting from the expected incidental spillage in the stands.

(7) Portable POS Units must be a workstation with a 10" full color touch screen (except for POS Units in the premium club and suite locations, which must have a 15" high bright full color touch screen), integrated wireless via a dedicated SSID on the 5.0 GhZ spectrum [. and integrated magnetic card reader. Portable POS Units must have a 10-hour battery. All portable POS Units must be able to be removed from a stand and used as line buster as long as wireless connectivity is available.

C.6 Technical Requirements: Application Hosting and Monitoring

The Provider should provide specifications for the hosting environment required to run the POS System, as well as a recommendation for on-site hosting or off-site hosting in a SAS-70 certified data center. Provide associated pricing for both options as well as details on their compliance with the following technical capabilities:

- capacity management
- system, network, and application monitoring
 - o Guaranteed SLA performance to include page load times
- application updates
- DNS administration
- High availability environment
 - o Guaranteed SLA > 99.9%
- disaster recovery using a separate facility (for both website applications as well as order management systems)
 - o Recovery time objective (“RTO”) = 1 Hour
 - o Recovery point objective (“RPO”) = 15 Minutes
 - o DR environment capacity > 25%
 - o Also, Proposers should indicate if they are able to support a hosted DR environment.
- Security (including periodic client visits for auditing)

C.7 Technical Requirements: PCI Compliance

The Provider should provide level 3.0 PCI compliance.

C.8 Integration Requirements

- The POS System must fully integrate with Aramark Sports and Entertainment Services, LLC’s business systems for inventory management, cash accountability and reconciliation, and business analytics.

D. Requested Qualifications

The Authority reserves the right and discretion to determine the qualifications and responsibility of the Proposers to perform the services that are the subject of the RFP. It is the request and intent of the Authority that Proposers responding to the RFP have the following qualifications.

- Significant experience in the design, coordination, supply, installation, and testing of a complete POS System for at least three similar facilities.
- Experience in the design, coordination, supply, installation, and testing of a complete POS System on a professional or major collegiate sports venue with a seating capacity in excess of 15,000 seats.
- In-house capacity to produce necessary design, construction, and schedule documentation, which does not preclude any Proposer from also identifying potential sub-consultants that could assist in producing such estimates and schedules.
- Performance and payment bond bonding capacity or ability to obtain bonding capacity to the full amount of the selected scope of the POS System contained within the submitted Proposal.

E. RFP Timeline

Advertise and issue Request for Proposals	July 28, 2015
Pre-proposal Meeting (1010 S. 7 th Street, Lower Level)	August 11, 2015
Written Questions Due	August 18, 2015
Proposals Due	August 28, 2015
Interviews of Shortlisted Proposers	September 4, 2015
Final Negotiations	September 15, 2015
Selection of Provider	September 25, 2015
Project Completion	July 1, 2016

By submitting a Proposal, the Proposer affirms that this timeline must and can be met to avoid the potential for significant harm to the progress of the Project and to the interests of the Authority, Team, and public.

F.1 Proposer Qualifications

The following items shall be included in a Proposal response:

- Proposer's name and address of office that would have central responsibility for the work. Identify the business form of Proposer and list the principal shareholders or other business owners. If the proposed form of entity is a joint venture, please identify each joint venture participant and their respective percentage of participation. Provide a summary, on three pages or less, describing why the Proposer is the most qualified to be the Provider for the Project.

- Provide copies of Proposer’s certificates of insurance showing Proposer’s current total limits of liability for commercial general liability, worker’s compensation, employer’s liability, business automobile liability, and professional liability.
- Provide representative list of similar projects managed by Proposer during that last 10 years or that are currently under construction or management. Include:
 - Project name.
 - Project location.
 - Contracting or ownership entity.
 - Project description; listing dates of construction, seating capacity, project gross square footage, and wireless environment cost. Proposers shall be specific about which projects have been worked on by current employees while employed by your firm vs. those that were worked on while employees of another employer. List key principal of Proposer who was responsible for the project.
 - Key contact or reference from project Owner including name, title, email, and telephone number.
- Provide evidence of Proposer’s capacity to provide or obtain performance and payment bonds in a letter from Proposer’s bonding company listing Proposer’s single project bonding capacity or limit. If Proposer is a joint venture, describe the joint venture’s plan to provide bonding capacity.
- Submit completed and executed responses to “Statement of Non Collusion” (**Exhibit B**) and State of Minnesota “Affirmative Action Data” form (**Exhibit C**).
- Submit requested exceptions or revisions, if any, to **Exhibit A**; if Proposer does not have any requested exceptions or revisions, Proposer should so state.

F.2 Submittal Requirements: Evaluation of Proposals

Proposers shall also include the following information requested below in their Proposal. As described below, the Authority (with the advice and assistance of Aramark Sports and Entertainment Services, LLC and the Authority’s technology consultant, Jim Farstad) will score Proposals on a point system, with some criteria being graded on a pass-fail basis. Proposers who fail any criterion may have their Proposal rejected. A total of 1,600 points will be available as follows:

Project Delivery:	500 points
System Integration:	500 points
Commercial Terms:	500 points

Interview: 100
Equitable Contracting and Hiring: Pass/Fail

The Proposals receiving the highest three scores, as determined by the Authority in its sole discretion (with the advice and assistance of Aramark Sports and Entertainment Services, LLC and the Authority's technology consultant, James Farstad), will then be short-listed and selected to enter into final discussions and negotiations with the Authority, as a result of which the Authority will select in its discretion the Proposer whose final Proposal is most advantageous and the best value to the Authority as permitted by the Act.

Project Delivery – 500 Points (100 points each)

1. Similar Project Experience. Describe Proposer's experience with fast track projects, and discuss Proposer's view as to appropriate ways to proceed with the POS System requirements for this Project.
2. Project Personnel. Provide names and resumes of key personnel who would be directly responsible for the work. Provide key contact telephone, fax, and email addresses. Provide organizational chart listing proposed team members by name and responsibility. Indicate other projects to which team members are assigned currently for years 2014 to 2016. Any other relevant experience pertinent to the POS System requirements for this Project shall be listed under "Other Significant Experience."
3. Project Specific Risks and Solutions. Identify and describe the risks Proposer perceives as being significant for the scope of services and POS System required by this RFP, and how Proposer intends to mitigate, manage, and control those risks.
4. Project Controls. Describe Proposer's approach and methodology for implementing project controls relating to budget and schedule compliance, and provide examples of Proposer's experience in successfully managing similar projects that were completed within the established budget and schedule and fulfilled the defined project's program.
5. Preliminary Performance Schedule. Please provide Proposer's preliminary critical path method performance schedule with milestones interdependencies identified for critical items of design, ordering, construction, and installation work that generally demonstrates Proposer's strategy for completing the scope of work required by this RFP by the required deadline.

System Integration – 500 Points

1. Describe Proposer's solution for integration with Aramark Sports and Entertainment Services, LLC's business systems for inventory management, cash accountability and reconciliation, and business analytics.

Commercial Terms – 500 Points

1. Price. (300 Points) Provide itemized pricing on all necessary design, coordination, supply, installation, and testing of a complete POS System and all scope of work items required by this RFP, including without limitation:

 - All hardware (including unit prices for adding tablet-based POS Units in lieu of fixed POS Units);
 - All software;
 - All installation;
 - All training;
 - Opening event support;
 - Warranty for onsite hardware maintenance for first and second year;
 - Help desk and software enhancement support costs for first and second year;
 - All servers and workstations; and
 - Estimate of all other project expenses including travel, shipping, and sales tax (if any).
2. Warranties and Maintenance. (100 points) Submit the warranties covering the proposed hardware and proposed software. Describe the warranty terms, durations, limitations, etc. Describe the warranty policies regarding user modifications to the application software. Describe the service and maintenance programs, including copies of all service and maintenance contracts and fees for supporting software components.
3. Ongoing Fixed and Variable Costs. (100 points) Provide detailed cost information for ongoing fixed and variable costs, including licenses, hosting fees, customer service, payment gateway fees, tax calculation service fees, and any cost exclusions.
4. Requested Revisions, if any, to the Trade Contractor Agreement. If Proposer has any exceptions or revisions to request to **Exhibit A**, the proposed Trade Contract Agreement that the Authority will require Proposer to execute as a condition of any award, Proposer must provide detailed and specific requested exceptions or revisions with its Proposal. If Proposer does not request any exceptions or revisions to **Exhibit A**, please so state.

Interview – 100 Points

1. The Authority will conduct an interview with each qualified Proposer that has submitted a responsive proposal.

Equitable Contracting and Hiring – Pass/Fail

1. Hiring and MBE/WBE Utilization. Describe Proposer's practices and history of hiring women and minorities. Also describe Proposer's specific plan to reach targeted goals for MBE and WBE

construction participation on this project, and Proposer's strategies for employing women and members of minority communities to comply with the Authority's Equity Plan.

According to the Act, there shall be no disclosure of any information derived from Proposals submitted by competing Proposers and the content of all Proposals is nonpublic data under Chapter 13 of Minnesota Statutes until such time as a notice to award a contract is given by the Authority.

The Authority may change its scoring of Proposals as a result of interviews of and negotiations with Proposers.

A Proposer's response may also contain any narrative, charts, tables, diagrams, or other materials in addition to those called for herein, to the extent such additions are useful for clarity or completeness of the response. Attachments should clearly indicate on each the page the paragraph in the RFP to which they pertain.

The RFP, responses to it, and any subsequent negotiations and discussions shall in no way be deemed to create a binding contract or expectation of an agreement between the Proposer and the Authority.

Each Proposer submitting a Proposal in response to this RFP acknowledges and agrees that the preparation of all materials for submittal to the Authority and all presentation, related costs, and travel expenses are at Proposer's sole expense and that the Authority shall not, under any circumstances, be responsible for any cost or expense incurred by the Proposers, except the payment of the stipend that will be given to those short listed Proposers who properly submit in good faith the preliminary construction estimate and otherwise complete the RFP process. The Authority shall be allowed to keep any and all materials supplied by the Proposers in response to the RFP.

The Authority reserves the right to accept or reject any or all Proposals, to amend or alter the selection process in any way by addendum, to postpone the selection process for its own convenience at any time, and to waive any non-material defects in proposals submitted. Proposals are required to remain open and subject to acceptance until an award is finalized, or a minimum of (90) days following the date of submission of Proposals. The Authority also reserves the right to accept or reject any individual sub-consultants that the successful Proposer proposes to use.

G. Project Labor Agreement

The Authority will require the Proposer to negotiate and enter into a Project Labor Agreement acceptable to the Authority for any installation work at the Project required by this RFP.

H. Payment and Performance Bonds

By Minnesota statutes and the Act, payment and performance bonds will be required from the successful Proposer in the amount of 100% of the cost of Proposal.

I. Pre-proposal Meeting

A Pre-proposal meeting will be held August 11, 2015 2 p.m. CST at the MSFA Offices, 511 11th Avenue South, Suite 401, Minneapolis, MN 55415 Parking is available in the attached parking ramp.

J. Proposal Deadline

Proposals are due by 4:00 p.m. CST, August 28, 2015. One electronic copy and 4 bound copies of each Proposal should be enclosed in a sealed envelope addressed to:

POS System Proposal

Steven C. Maki, PE; /Consultant to:
Minnesota Sports Facilities Authority
511 11th Avenue South, Suite 401
Minneapolis, MN 55415

One electronic copy and 4 bound copies should also be sent and addressed to:

POS System Proposal

Don Becker, Project Executive
Garden Homes Development
13-15 West 54th Street – First Floor
New York, NY 10019

K. Questions or Inquiries

All questions must be submitted in writing no later than 4:00 p.m. CST, August 18, 2015 to:

Steven C. Maki, PE; Consultant to:
Minnesota Sport Facilities Authority
511 11th Ave. South Suite 401
Minneapolis, MN 55415
Fax: 612.332.8334
Email: stevencmaki@gmail.com

With copies to:

Don Becker, Project Executive
Minnesota Vikings Football,
LLC Minnesota Vikings -
Winter Park 9520 Viking Drive
Eden Prairie, MN 55344
Fax: 952.828.6513
Email: beckerd@vikings.nfl.net

L. Minnesota Government Data Practices

All Proposals are eventually subject to the Minnesota Government Data Practices Act, Minn. Statutes, Chapter 13, but the Act prohibits disclosure of any information derived from Proposals submitted by competing Proposers, and the content of all Proposals is nonpublic data under Chapter 13 until such time as notice to award a contract to the successful Proposer is given by the Authority. Proposers shall note with their Proposal any data in their Proposal that they consider proprietary information or otherwise private and confidential.

M. List of Exhibits

- Exhibit A Trade Contractor Agreement
- Exhibit B Statement of Non Collusion
- Exhibit C Minnesota Department Affirmative Action Data Form
- Exhibit D Authority's Equity Statement and Attachments A and B
- Exhibit E Construction Documents **will be made available to selected finalist(s)**