

Brandon Amphitheater at The Quarry

REQUEST FOR PROPOSAL NUMBER

FOR

**POINT OF SALE SYSTEM FOR PREMIUM SEATING AND
CONCESSIONS FOR THE BRANDON AMPHITHEATER**

City of Brandon

1000 Municipal Drive

Brandon, MS 39042

Released: October 9, 2017

Introduction:

The city of Brandon is soliciting proposals from qualified suppliers to provide and install a Point of Sale (POS) system for our premium seating, VIP, and concession areas at the Brandon Amphitheater. It is desired that the system should be easily scalable so that it can be installed in phases if needed and also self-deployable if required. The solution must be very portable and mobile and work within environmentally challenged areas that may have very poor connectivity and in some cases no connectivity.

Companies should read all materials carefully and note the due date. All questions and comments in reference to this Request for Proposal must be directed to:

Kyle Brown, Economic Development Director

kbrown@brandonms.org

All questions must be in writing. All responses will include the question and the response and will be provided to all interested parties who have at the time of the request or thereafter received the Request for Proposal packet.

Important Dates:

Date of Issue – October 16, 2017

Optional Site Visit – October 25, 2017

Questions Due Date – November 8, 2017

Responses to Questions to be Provided By – November 9, 2017

RFP Response Due Date – November 16, 2017 by 2:00 PM Central Time

Proposal Evaluation:

The criteria used for this selection will be based upon, but not limited to, the following areas listed in no particular order:

- Total Cost (Onboarding, monthly support, rates)
- Ability to meet all technical and operational specifications
- Ability to use tablets or other mobile technology
- Ability to use terminals/tablets at multiple locations
- Ease of use and training of the system (management and employees)
- Timeline for installation

RFP Information and Instructions

Each Company, by submitting a proposal, represents that Company has:

1. Read and completely understood the proposal documents contained in this RFP.
2. Based their proposal upon the requirements described in the proposed Contract Documents.
3. Signed the proposal by an authorized representative.

One hard copy of each proposal and one digital copy are to be submitted by mail or hand deliver and labeled “**Brandon Amphitheater POS RFP Response Attention: Angela Bean**”. Proposals must be received by 2:00pm Central Time on November 13, 2017. Any proposal received after the time specified for the receipt of proposals will not be considered and will be returned unopened.

The city of Brandon reserves the right to accept or reject any or all proposals and to waive any irregularities, technicalities, or informalities in proposals if such waiver does not substantially change the offer or provide a competitive advantage to any Company. Brandon reserves the right to request additional documents or proposal clarifications after the due date and time for proposal submission. Brandon reserves the right to reject all proposals submitted and to reinstate the Request for Proposal process.

Each proposal submitted must be executed by the Company's legally authorized representative (Officer of Company). The official's name, address, telephone, and fax number and e-mail addresses are to be stated on the proposal form.

Finalists will be chosen based on the responses to the RFP and may be asked to come on site to provide a demonstration of their system.

Section 1 - Response and Proposal Format Requirements:

The following format is a requirement for all response submittals. Any responses not following this format will not be accepted.

- 1.1 **Company Profile** - Provide a one-page company profile listing company history, employee make-up, state of proprietorship, partnership or incorporation and any other pertinent information that can be used to evaluate your Company.
- 1.2 **References** - Company is to indicate three (3) references. List should include client name, address, phone number, email, and client contact. Preferred references will come from venues similar in size and scope. A client list may also be included to show your experience with similar venues.
- 1.3 **Response to Specifications** – Each proposal is expected to meet or exceed the System Specifications and System Configuration Requirements as outlined in Sections 2 & 3; however, it is not the intent that the specifications exclude an integrated POS system having the characteristics to provide for the same or a system as generally described in the RFP. Accordingly, in the event some aspect of the RFP specifications creates such a conflict with the system you propose, you are instructed to bring this matter to the attention of the City in writing. Upon receipt, your comment will be evaluated and a written response provided. Brandon reserves the right to consider such comments and to take action as it deems appropriate in the premises, including determining whether the specification provided is necessary as is or if a modification is required. If your proposal does not meet the minimum system requirements as outlined in the RFP, you are instructed to identify in what manner your system is not in conformance with the specifications and to identify in what manner your system meets the need as identified in the RFP.
- 1.4 **Equipment** - Provide detail on the type of equipment that you would propose for this installation. Provide information on how the units are secured. Provide information on how credit cards are accepted (e.g. integrated to the device or utilizing a secondary piece of technology). Provide information on any portable options that can be used for box seat suite and club areas as well as if any of the fixed POS units can be utilized between locations throughout the facility. Describe how your solution can be easily mobilized and relocated from one location to another.
- 1.5 **Software** - Provide a brief technical explanation of how the proposed solution will operate and how the configuration of your solution is accomplished. Provide information on the functionality of the system from a customer, concession employee and administrator point of view. Include information on inventory, warehousing, employee time-clock management, purchasing, menu or other functions your system supports. Provide details on how your solution handles inventory within the facility and what tools the operators will have for use. Explain how the system operates with a loss of internet or network connectivity. Provide information on security and how card

information is protected. Provide detailed illustration on how your system can be managed and accessed through various options such as mobile tablets or smart phones. Provide details on if the response includes or does not include payment processing and if applicable what the rates will be.

- 1.6 **Reporting** - Provide information on the standard reporting available as well as if any customized reports can be run. Describe what reports are available from the POS as well as the back office and mobile reports. Provide information on the cash management capabilities within in your solution for managing the start of an event and the close out procedures and reports available. Reports should be able to be generated throughout an event and as soon as the event has concluded.
- 1.7 **Software/System Maintenance** - Provide information on how updates to both the software and devices are performed. Provide information on how hardware maintenance is requested as well as expected service response time. If units need to be replaced or when in for warranty work, describe the RMA timeline.
- 1.8 **Support** - Provide information on what types of support are available (e.g. email, phone, chat) and what the availability of each of these types are.
- 1.9 **Timeline and Project Planning** - Provide your lead time and timeline for installation, programming, testing, training and the event support recommendations for the system. Provide a detailed work breakdown schedule to illustrate the amount of time required and the resource requirements.
- 1.10 **Training** - Describe the types of training that are available (e.g. on-site, train the trainer, webinar, online) and any associated costs.
- 1.11 **Speed of Service/Increased Sales** - Describe how your solution can increase speed of service and potentially increase sales/loyalty. Provide specific details and if possible case studies with references.
- 1.12 **Proposal Price** - Provide the cost of the software and how the licenses are priced (per POS, enterprise, etc.) Provide pricing on the equipment necessary for both fixed POS and mobile options. Include any discounts for quantity that exist. Include any installation and training costs that would be included. Include all costs associated to the deployment such as shipping and travel expenses. Refer to Section 3 for system configuration requirements.

Section 2 - System Specifications:

Hardware

- 2.1 Touch screen technology designed for fast paced, high volume environment
- 2.2 Tablets should be secured as to prevent theft.
- 2.3 Integrated card readers or card reading technology at point of sale.
- 2.4 E-signature capability.
- 2.5 Ability to operate over Ethernet, Wi-Fi and 4G connections.
- 2.6 Ability to run in off-line mode if connectivity fails
- 2.7 Ability to store and forward processing.
- 2.8 NFC capable
- 2.9 Support Bluetooth, Beacon, and RFID transactions
- 2.10 Support P2PE credit card processing without requiring additional devices.
- 2.11 Support EMV or EMVCo with a variety of pin pads
- 2.12 Support non-proprietary hardware options
- 2.13 Support kitchen display system
- 2.14 Provide multi-year hardware warranty options

Software

- 2.15 Cloud based solution with SaaS model.
- 2.16 Support for IOS and Android operating systems
- 2.17 User interface should support product images for keys
- 2.18 Ability to resize and change layout of keys from POS
- 2.19 Must be Tier1 PCI compliant or better and utilize P2PE (point to point encryption).
- 2.20 Support for a variety of processors - Vantiv, Heartland, and First Data, TSYS
- 2.21 Ability to accept cash and credit card payments as well as establish tabs for bar locations.
- 2.22 Ability to accept gift cards and process loyalty cards or loaded tickets.
- 2.23 Support for Freedom Pay
- 2.24 Able to be configured with different menus for different locations.
- 2.25 Able to function, take payments and store data if internet or network connection is lost.
- 2.26 Inventory management capability.
- 2.27 Ability to use remote devices (tablets iPads) with system at locations where a fixed POS would not be practical.
- 2.28 Must be able to run a perpetual inventory system that allows the balance of inventory to reported sales to cash.
- 2.29 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.

- 2.30 Kiosk solutions for customer self-ordering, if applicable
- 2.31 Online ordering and pre-ordering capabilities
- 2.32 Support for e-receipt and digital signature
- 2.33 Mobile app ordering

Reporting

- 2.34 Customizable reports available by single POS, POS bundle (unit) location and venue.
- 2.35 Ability to access reports from remote devices, computers and smart phones
- 2.36 Reports exportable to different file formats (e.g. Excel, .csv, PDF).
- 2.37 Automated Email reports
- 2.38 Ability to export report data to 3rd party report writer
- 2.39 Event based reporting

Section 3 – System Configuration Requirements:

Fixed Concessions:

- Stand count = 16
- Number of POS terminals = 32
- Terminal type needed = Touch Screen/Tablet
- Payment methods required = Cash, Credit Card, NFC, EMV, e-signature
- Cash Drawers needed = 32

Portable Concessions:

- Portable Cart count = 30
- Number of POS terminals = 30
- Terminal type needed = Touch Screen, small form factor, 8" or less screen size
- Payment methods required = Credit Card, NFC, EMV, e-signature

Premium Club Areas:

- Club/Bars = 1
- Number of Sections being serviced = 48
- Number of Seats being serviced = 240
- Number of POS terminals = 5
- Terminal type needed = Touch Screen/Tablet
- Payment methods required = Cash, Credit Card, NFC, EMV, e-signature
- Dedicated receipt printers required = 5
- Cash Drawers needed = 5
- Number of Pantries or Fulfillment Locations = 2
- Number of Remote Order Devices = 14

Vendor Information

Business Name _____

Business Address _____

Contact Name _____

Email Address _____

Phone Number _____

Authorized Signature _____

Printed Name _____

Summary Cost of Solution:

Point of Sale Server Cost _____

Point of Sale Hardware & Peripherals _____

Point of Sale Software Cost _____

Solution Hosting/SaaS Cost (annual) _____

Solution Deployment/Installation Cost _____

Misc. Components _____

Additional Expenses (shipping, travel, etc.) _____

Detailed Solution Proposals to follow this section.