



REQUEST FOR PROPOSAL

RFP 06-23

Point-of-Sale System for Food & Beverage Operation

Date of Issue: June 5, 2023

Bids Due: June 23, 2023

Project Schedule Summary and Deadlines:

- 1.) RFP Questions due no later than June 13, 2023 at 5PM.
- 2.) Contact Information Submission to be on Bidders List – June 13, 2023 at 5PM
- 3.) Issue Answers to Questions: June 16, 2023, by 1:00 PM
- 4.) Proposals Due: June 23, 2023, by 2:00 PM
- 5.) Selection of Vendor: June 30, 2023
- 6.) Contract Negotiations: July 3-14, 2023
- 7.) Target Date for completion of installation: **Prior to September 30, 2023**

Project Information

The Oncenter (VENUE), owned by Onondaga County (OWNER) in association with facility manager ASM Global (CLIENT), seeks quotes for a **Point-of-Sale System** supporting the requirements of the VENUE. The VENUE is operated by ASM Global and is a multifunction facility capable of hosting a variety of events including but not limited to concerts, family shows, theatrical performances, bull riding/rodeos, sporting events, meetings, conventions and more.

Quote shall be good for 60 days. OWNER reserves the right to choose all or parts of quotes as per the best interest of The Oncenter and the County of Onondaga.

Venue

The facility covers three-city blocks in downtown Syracuse, NY and consists of a Convention Center, Arena, and Theaters.

Information for Proposers

Proposals should include all the costs associated with the performance of the specified plan and will include the cost of labor and resources required to carry out the design, acquisition, coordination, installation and integration, training, commission and testing of the POS System as provided by this RFP. All proposals must be inclusive of all components and pricing associated with all components required to satisfy the technical and operational workflows as described in this RFP. Responses that direct the use of self-source pricing from third parties may be deemed incomplete and rejected. All pricing should exclude all applicable taxes.

Taxes

OWNER is exempt from Federal and State sales tax and will provide a sales tax exemption certificate. Unless otherwise required by law, the Contractor shall have sole and exclusive liability for all sales, use, excise, and other taxes, charges or contributions with respect to or imposed on any work or services supplied by the Contractor hereunder, including such taxes or contributions imposed on the wages, salaries and other remuneration paid to persons employed by the Contractor and its consultants in the performance of this Contract; and the Contractor certifies that such taxes or contributions shall be deducted and paid over to the proper governmental authorities. The Contractor shall pay all such taxes and contributions before delinquency or discount date and hereby agrees to indemnify and hold harmless the Owner from any liability and expense by reason of the Contractor's failure to pay such taxes or contributions.

Questions on RFP:

Additional information or clarification of any of the instructions or information contained herein must be in writing and sent to POSRFP@asmsyracuse.com no later than June 13, 2023 at 5PM.

Bidders List

Proposers wishing to bid on this project MUST submit their contact information (including name, company name, address, telephone number and email address) in writing no later than June 13, 2023 at 5PM to be added to the Plan Holders List. *If you have not submitted your desire to be included on the list by this time, you will not be permitted to bid on the project.*

Required Operational Workflows

CLIENT is requesting responders to submit information that explains and demonstrates the respondent's ability to support the required operational workflows. Responses to this section should include all hardware components (including make/model) required to support the requested workflows, inclusive of any fulfillment hardware required.

Required Workflows

- 1.) Belly-up / Walk-up for Fixed/Permanent Concessions
- 2.) Belly-up / Walk-up for Portable Concession Carts
- 3.) Belly-up / Walk-up for Fixed/Permanent Bars
- 4.) Customer Facing Self Service Kiosk Ordering
- 5.) Customer Facing Grab & Go Market
- 6.) Operator Facing In-Seat Service
- 7.) Customer Facing In-Seat Mobile Ordering
- 8.) Table Service Restaurant
- 9.) Vending / Hawking Operation including Vending Cashier and Hawkers
- 10.) Operator Facing Suites Pre-Order Processing
- 11.) Operator Facing Suites Day of Event Ordering
- 12.) Customer Facing Suites Pre-Order Portal Entry

Submission Requirements

Proposers are required to submit the following documentation in the following order. Failure to do so may result in the response being rejected.

- 1.) Detailed Quotation
- 2.) Project Plan and Timeline that shows how you plan to implement the proposed solution.
- 3.) Client References – At least 3 from similar facilities
- 4.) Sample Certificate of Insurance acknowledging coverages required.
- 5.) Responder's Financial Information
- 6.) Sample Contract Terms & Conditions for 5-Year Term
- 7.) Any Exceptions to Supporting Scope of Work Requirements and/or Required Operational Workflows
- 8.) Specification Sheets for all hardware components
- 9.) Warranty Information

Submission Process

The submittal proposal must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all proposals. Each proposal will be prepared according to the required format described in Submission Requirements and be submitted in a sealed envelope bearing the RFP Number "RFP 06-23" and titled "The Oncenter Point-of-Sale System." One (1) Original signed copy, Four (4) printed copies of the full response and one electronic copy on thumb drive must be provided. Each proposer shall be responsible for all costs incurred in order to prepare and submit their response to the RFP. To ensure a fair and objective evaluation of all proposals, vendors are required to submit all inquiries to the project contact as noted in "Questions on RFP".

Pricing

Proposals are to remain firm for acceptance for a period of sixty (60) days from the date of bid closing and must include terms for a five (5) year contract.

Pricing for all hardware, software and installation services required must be included on the Provider Detailed Quotation with subtotals for the categories below. ASM will be responsible for removal and final disposal of existing equipment.

- 1.) Hardware (inclusive of all VP2PE Payment devices & 3rd party components)
- 2.) Miscellaneous Supplies for start-up.
- 3.) Shipping & Handling
- 4.) Software (one-time if applicable)
- 5.) Software (recurring annually)
- 6.) Installation and Training Services
- 7.) Travel & Expenses (associated with onsite installation services)
- 8.) Annual Software & Technical Support & Maintenance (if not included in Software Recurring)
- 9.) Cost for Software Updates including any labor required (if not included in 4. or 5. above)
- 10.) Estimated Credit Card & Gateway Processing Fees based on 138K transactions and total credit card processing volume of \$3.2M broken down by the following sub-categories
 - a. Acquiring Fees – fees paid directly to the acquirer/credit card processor
 - b. Gateway Fees – fees paid to a credit card gateway provider (if required)
 - c. Interchange Fees – please confirm interchange fees are passed onto the merchant at cost

SCOPE OF WORK

The successful awardee will be 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. Work under this Contract includes all installation and training labor, materials, tools, transportation services, supervision, coordination, etc., necessary to complete the installation of the POS system as described in these specifications.

Each proposer's RFP response must meet the following requirements. If the proposer cannot or does not meet a requirement found in this section, proposer should indicate that in the Exceptions to Supporting Scope of Work Requirements.

Point-of-Sale Hardware Requirements

- A. All equipment must be new. Refurbished equipment will not be considered.
- B. Must be a PCI Validated Point-to-Point Encrypted Device per the PCI Counsel and must have a current certification.
- C. Each **Fixed POS Bundle** must include the following components:
 - 1.) 14" (or larger) High Resolution POS Touch Screen Display
 - 2.) Customer Thermal Receipt Printer that does not require separate power
 - 3.) Must have at least four (4) USB ports to connect various peripherals.
 - 4.) 1D/2D/QR Barcode Scanner that does not require separate power
 - 5.) Payment Device that provides acceptance of Swipe, EMV Dip, Contactless EMV and NFC Mobile Wallets including Apple Pay, Google Pay, etc... that does not require separate power.
 - 6.) Rear-facing customer display that does not require separate power.
 - 7.) Ethernet and WiFi connection options and have the ability to switch the connectivity profiles with ease.
 - 8.) All power and network cables required to provide power and network connectivity to the Client supplied Ethernet jack.

- D. Each **Mobile POS Bundle** must include the following components. An All-in-one device is preferred. If the proposed device is not all-in-one, please describe how the components below fit into the configuration.
- 1.) 5" (or larger) POS Touch Screen Display
 - 2.) Customer Thermal Receipt Printer.
 - 3.) Payment acceptance that provides acceptance of Swipe, EMV Dip, Contactless EMV and NFC Mobile Wallets including Apple Pay, Google Pay, etc...
 - 4.) 1D/2D/QR Code Barcode Scanner
 - 5.) Must be able to connect to the cloud via WiFi or LTE.
 - 6.) Internal Battery that provides at least 6 hours of battery active usage
- E. Each **Cash Drawer Bundle** must include the following components
- 1.) Cash Drawer that does not require separate power
- F. Each **Fixed Kitchen Bundle** must include the following components.
- 1.) Ethernet Impact Printer for Incoming Orders

Point-of-Sale Hardware Required by Location Type

The Table below lists the minimum hardware required per location type. Provider must also include any additional hardware that is needed to perform the Operational Workflow, Scope of Work, and Functional Requirements in accordance with the terms of the RFP.

The Oncenter - Nicholas J. Pirro Convention Center			
Department	Location Type	Min POS Hardware Required	Units Required
Concessions	Fixed Stand	Fixed POS Bundle	24
Concessions	Fixed Stand	Cash Drawer Bundle	12

Upstate Medical Arena at The Oncenter War Memorial			
Department	Location Type	Min POS Hardware Required	Units Required
Concessions	Fixed Stand	Fixed POS Bundle	39
Concessions	Portable Stand	Mobile POS Bundle	10
Concessions	Fixed Stand	Cash Drawer Bundle	20
Suites	Mobile Attendant	Mobile POS Bundle	3
Suites	Fixed Kitchen	Fixed Kitchen Bundle	1

The Oncenter - John H Mulroy Civic Center			
Department	Location Type	Min POS Hardware Required	Units Required
Concessions	Fixed Stand	Fixed POS Bundle	16
Concessions	Fixed Stand	Cash Drawer Bundle	8
Concessions	Portable Stand	Mobile POS Bundle	4

Client has in stock the following working hardware – 10 Clover Flex devices. Respondents should acknowledge if the current hardware that Client owns is compatible with the proposed system. If the hardware is compatible with the proposed system, respondents should indicate the cost savings that can be achieved by re-using the aforementioned hardware.

Point-of-Sale (POS) Software Requirements

The Table below shows the software requirements necessary to facilitate the desired operation and provide the desired guest experience at The Oncenter. Respondents must include all software modules required to achieve that functionality and guest experience. Please ensure that all recurring software required for the below is detailed out on the Provider Detailed Quotation included with the response.

1	Tablet License Software for each POS Device
2	Perpetual Inventory, Standsheet and Cash Room Software
3	Reporting Software that allows for the automation of the data exports and custom reporting
4	All software required to create and store suite customer information, place pre-orders, run kitchen production guides, and provide suite receipts in order to run a full suites operation
5	Online Suites customer pre-order portal where suite holders can place orders for upcoming suite events and those orders flow directly into the primary POS platform.
6	All software required for a direct integration to Ticketmaster for loaded tickets
7	All software required that allows CLIENT to convert <u>ALL</u> Fixed POS Bundles to customer-facing kiosk devices

Point-of-Sale Functional Requirements

- A) The proposed POS system must provide options for working offline as seamlessly as possible in the event a network connection is not available. 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 time should not be impacted, and credit card transactions must be completed in under 4 seconds.
- B) Perpetual inventory control, and event management software with cash room module must be included in the response. The event management software must provide stand-sheet functionality to reconcile inventory sales to cash and other tender.
- C) The solution must include integrated credit card authorization and settlement. No third-party credit card interfaces will be allowed.
- D) Magnetic card readers must be able to support third party gift cards, loyalty cards, etc.
- E) POS System must automatically batch and settle credit cards at the end of the night with no human interaction.
- F) Fixed POS Units are to be used to enter closing data including ending, spoilage, gratis and returns for inventory item.
- G) POS units must have the ability to support digital signature on a location-by-location basis.
- H) POS System must allow multiple levels of security to promote restrictions on certain functionality.
- I) Sales information must be accessible from any device with an internet browser and internet access including mobile devices and tablets.
- J) Administrative site must be accessible via any web browser through any device with access to the Internet and proper log-ins.
- K) The system must have an easy to manage inventory system that includes warehouses, purchasing, receiving, stock items, transfers, recipes and stand sheets.
- L) The system must have the ability to view inventory status levels by stand/location at any given time.
- M) The system must be able to view current sales, top sellers, transaction volume and key data through a dashboard interface.
- N) Fixed Point-of-Sale devices must have the ability to switch between traditional cashier workflows and customer self-service workflows in less than 60 seconds by selecting a different application on the device.
- O) Must have the ability to generate a PDF receipt for suite orders.
- P) Must have the ability to automatically configure multiple promotion groups and apply those promotions to the check automatically by scanning a barcode and/or swiping a mag card.
- Q) Must have the ability to easily address customer refunds.
- R) Must have the ability to allow tips at all locations, with changes in tipping easily changed by the F&B

Operator.

- S) Must have a Suites online pre-order portal where suite holders can place suite event orders for upcoming events. The online pre-order portal must be hosted by the provider and must not require any servers or service host machines on premise.
- T) Must have ability to export POS transactional information that can be imported in customer owned MAS100 platform.
- U) Platform must have a direct integration with Ticketmaster to provide support for stored value ticketing and the application of unique promotions without requiring a 3rd party.
- V) Must have the ability to accept PayPal and Venmo as native tender types and not require separate merchant processing agreements with PayPal in order to provide support.

Experience/Client References

Applicable Project Experience: Representation of projects of similar size and scope for comparable venues and uses, with an emphasis placed on experience in major multi-purpose event facilities and arenas.

Please provide a description of the experience of the company and/or the proposed project leaders on similar projects, including size and scope, which were preferably completed within the last five (5) years. Include the following items in the narrative for each project:

- a) Project name and location
- b) Year completed
- c) Owner Representative’s name, title, address, phone number and contact info
- d) Project description
- e) Name of your project manager and applicable members of the project team
- f) Scope of services provided
- g) Overall value of the contract

Time Requirements

Target date for the design, installation and testing of the system is **Prior to September 30, 2023**. Alternative dates will be considered by CLIENT. Such alternative dates **must be** set forth in the provider’s response.

Contract Award Information

Proposals will be Evaluated by COMMITTEE, and will be based on the below scoring objectives:

Criteria	% Weight	Comments
Pricing	25%	
Ability to commit Client’s requested timeline	15%	
Ability to support POS Hardware Requirements & POS Functional Requirements	15%	
Ability to Support Required Operational Workflows	15%	
Ability to support Client’s preferred credit card processor First Data Merchant Services w/o the need of a 3 rd party credit card gateway	10%	
Client References	10%	
Company Stability and Financial Information	10%	

- A) **Award** is intended to be made to the most advantageous proposer meeting the specifications and requirements to provide Point of Sales equipment and services. ASM Global reserves the right to

accept or reject any or all proposals, or any part of any proposal, and to determine which proposal is in the Venue's best interest.

Insurance Requirements

Proposer Provide a **Certificate of Insurance** and shall maintain Commercial General Liability Insurance, Automobile Liability Insurance, Property Insurance, Workers Compensation and Employers Liability Insurance, written by insurance companies licensed to do business in the State of New York, covering its activities hereunder in an amount not less than one million dollars (\$1,000,000) per occurrence and ten million dollars (\$10,000,000) excess liability. CLIENT, OWNER and VENUE shall be named as additional insureds with a Waiver of Subrogation in their favor, and contractor shall show proof of such by providing a COI endorsement sheet.

Rights Reserved To: ASM Global

Whenever ASM Global deems it to be in Venue's best interest, ASM Global reserves the right, in its sole discretion, to cancel this RFP, to reject any and all proposals, to waive minor irregularities or informalities in a proposal; to re-advertise; and to proceed in a manner other than awarding a contract under this RFP. ASM Global will not waive the requirement that qualifications and proposals be received by ASM Global prior to the deadline for submission.

ASM Global reserves the right to cancel negotiations with any proposer at any time prior to a contract being fully executed by the proposer and ASM Global.

ASM Global and/or its employees or representatives reserves the right to interview any or all proposers.

In addition to any other cause for rejection of a submittal stated in this RFP, a proposal may also be rejected if there is evidence of collusion among proposers, if the proposer submitting it is in default or arrears under any prior or existing contract with Onondaga County, ASM Global or any other State of New York department or agency, or there is an unresolved claim between the proposer and the Onondaga County, ASM Global or any other State of New York department or agency.

Any direct contacts made or attempted to be made by any proposer with any Onondaga County, The Oncenter or ASM Global staff prior to the selection of qualified proposers will automatically disqualify a proposer from any further consideration.

Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn except with the express written approval of the ASM Global.