RFP Page	In reference to	Question	Answer
Professional services			
		How many events would you like POS specialists on-site providing event monitoring support? We recommend 3 events.	3 events
Clarification required from RFP doc			
3	Required Operational Workflows Required Workflows: 6.) Operator Facing In-Seat Service 9.) Vending / Hawking Operation including Vending Cashier and Hawkers	What's the difference between "*Operator Facing In-Seat Service* " and "*Vending / Hawking Operation including Vending Cashier and Hawkers* " ? Among your clairification, please note if there is any difference in the typw of POS terminal/handheld device required for each required workflow.	Operator Facing In-Seat Service is when a server takes an order from a guest/fan on a handheld device which then needs to be routed to a printer or series of printers for fulfillment. Vending / Hawking Operation including Vending Cashier and Hawkers is when a hawker procures product from a vending cashier (who uses a device to record the product that goes out) and then sells that product to guests using a handheld device. There's no expectation of any remote printing with this workflow.
5	Point-of-Sale Hardware Requirements	What's specifically included in the "cash drawer bundle"? Is it just a single cashdrawer with no terminals or peripheals, or is it everything listed in the "Fixed POS Bundle" plus a cashdrawer?	Everything listed in the Fixed POS Bundle plus a cash drawer
4	**Pricing** 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	Our solution is payment gateway and acquirer agnostic, and we would be happy to offer a range of options for Oncenter. Would the venue prefer a quote for a credit card gateway processor-only solution (which gives Oncenter the option to select their own acquirer), or alternatively a credit card gateway and acquirer solution that has a predetermined acquirer provider?	Respondents should respond with a turn-key solution that includes all the required components for the solution to work. If the respondents solution requires a gateway service, that should be specifically called out and all pricing associated with that solution should be included with number 10 and should be based on the metrics provided. The Oncenter's preferred credit card acquirer is First Data Merchant Services (FDMS). If the respondent's gateway provider can route transactions to FDMS, then respondent can include pricing for the gateway services piece only. If the respondent's gateway provider can not route transactions to FDMS, then respondent must provide a gateway + acquirer combination and provide pricing for each based on the supplied metrics.
7	T) Must have ability to export POS transactional information that can be imported in customer owned MAS100 platform.	Can you please explain what the **MAS100 platform** is, and its use case in relation to a point of sale solution?	The MAS100 platform is the Oncenter's internal accounting platform. The Oncenter will need to have sales and detailed transaction information automatically exported out of the POS solution so that they can be imported into MAS100.