

REQUEST FOR PROPOSAL
OFFICE OF CITY PURCHASING AGENT
P.O. Box 1111
Montgomery, Alabama
November 14, 2017

Gentlemen:

Sealed proposals for **Restaurant Specific Point of Sale for Montgomery Biscuits** will be received by the undersigned until **2:00 P.M. December 6, 2017 in** Room 1, Building 1941, 934 North Ripley Street, Montgomery, Alabama 36104 and be opened as soon thereafter as practical. Proposals will be publicly opened and read in the Conference Room, Building 1941, 934 North Ripley Street, Montgomery, Alabama. Proposals may be hand carried or mailed; however, it is the responsibility of proposers to assure that proposals are received not later than 2:00 P.M. on the date indicated above. Proposals received after this time will not be considered.

All quotations shall be F.O.B., Montgomery, Alabama and submitted on the attached proposal form. Proposers are requested to fill out the Proposal Form by typewriter, indelible pencil or ink and to express delivery in number of days. If you cannot furnish any of the items please return the attached Proposal Form marked "No Proposal".

Any deviation from the specifications shall be noted on a supplementary information page, or pages attached thereto, with the exact nature of the change outlined in sufficient detail. The reason for which deviations were made shall also be included, if not self-explanatory. Failure of a proposal to comply with the terms of this paragraph may be cause for its rejection.

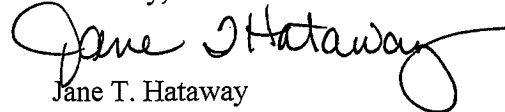
Brand names, catalog numbers, weights, etc., are used to indicate levels of quality. If proposing on an item of another brand or manufacturer your proposal should be accompanied by brochures or other pertinent literature giving detailed specifications of the item(s) on which you are proposing. Or equal proposals received without sufficient literature to determine equal quality will not be considered. Final determinations as to equal quality of substitutions will be made by the using agency and the Finance Department with items not of equal quality being returned collect.

The City of Montgomery reserves the right to award this proposal on an all or none basis or item by item and also the right to reject any or all proposals and the right to make an award in the best interest of the City of Montgomery.

NO oral, telephonic, telegraph, facsimile proposals, modifications, or ALTERNATE PROPOSALS will be considered. Incomplete proposal bonds and unsigned proposal forms will be cause for disqualification of a proposal.

Questions regarding this solicitation may be directed to telephone number (334) 625-2610, and should be presented prior to proposal opening.

Sincerely,



Jane T. Hataway
Purchasing Agent

JH/kb

1. Request for Proposal
2. Specifications
4. Special Provisions

R.F.P. No. 3-1118**R.F.P. Form**

Mrs. Jane T. Hataway
City Purchasing Agent
P.O. Box 1111
Montgomery, Alabama 36101-1111

Dear Mrs. Hataway:

Submitted below is my firm proposal on a **Restaurant Specific Point of Sale for Montgomery Biscuits** in accordance with your Request for Proposal referenced above. Price quoted is F.O.B., Montgomery, Alabama and the item(s) on which I am quoting are in exact accordance with the specifications with any exceptions listed below.

ITEM NO.	ESTIMATED QUANTITY	DESCRIPTION	UNIT PRICE	EXT. AMT.
Hardware				
1.	23 Each	Commercial Grade POS Terminals; Specifications Attached: Make and Model Being Bid: _____	\$ _____	\$ _____
2.	6 Each	Ubiquiti AP AC Pro; Specifications Attached: Make and Model Being Bid: _____	\$ _____	\$ _____
3.	1 Each	Meraki MX64 Router; Specifications Attached: Make and Model Being Bid: _____	\$ _____	\$ _____
4.	22 Each	Mobile POS Terminals; Specifications Attached: Make and Model Being Bid: _____	\$ _____	\$ _____

ITEM NO.	ESTIMATED QUANTITY	DESCRIPTION	UNIT PRICE	EXT. AMT.
5.	2 Each	Ubiquiti Unifi 48 Port Switch; Specifications Attached: Make and Model Being Bid: _____	\$ _____	\$ _____
6.	1 Each	Implementation Charge	\$ _____	\$ _____
7.	1 Each	Monthly Software Charge for Forty-Five (45) Licenses, Inventory, Gift Card and Loyalty Program	\$ _____	\$ _____
TOTAL PROPOSAL:			\$ _____	

NOTES:

1. The City of Montgomery reserves the right to accept or reject any or all RFPs within a minimum of 30 days after RFPs are opened.
2. UNSIGNED RFP FORMS WILL BE CAUSE FOR DISQUALIFICATION OF A PROPOSAL.
3. VENDORS SHOULD PROVIDE ONE ORIGINAL PRINTED HARDCOPY, CLEARLY IDENTIFIED AS SUCH, AND ONE (1) ADDITIONAL COPY OF THEIR PROPOSAL.
4. INCOMPLETE PROPOSAL BONDS AND UNSIGNED PROPOSALS WILL BE CAUSE FOR DISQUALIFICATION OF A PROPOSAL.
5. PLEASE NOTE SPECIAL PROVISIONS ATTACHED.

The Point of Sale System should enable the Montgomery Biscuits to quickly and reliably take customer orders throughout the stadium. The system is to be cloud based, and offer both stationary terminals and mobile tablets. The system needs to enable real time remote reporting by providing insights into things like sales, labor, voids/comps, as well as customer data. The system shall have built in catering features including house accounts, invoices, prep sheets, and future orders.

The proposal includes twenty-three (23) commercial grade POS terminals with 10" screens that are to be hard wired into Ethernet. Each terminal comes with a touch screen, cash drawer, credit card reader, and receipt printer. The proposal should also include twenty-two (22) mobile POS terminals with 8" screens, cases and credit card readers which will offer digital receipts to customer through text/email. The system should allow for easy menu changes, price updates on the fly, live item inventory counts on each button, and can be flipped to be customer facing. The router should be 100% cloud managed, layer seven (7) application firewall, content filtering, web search filtering, intrusion prevention, web caching and intelligent WAN with multiple uplinks and 4G failover. Ubiquiti Unifi 48 Port Switch. Access points for wifi extenders for wireless tablets should consist of three (3) dual-band antennas with 3dBi each, WPA Enterprise Wireless Security (WPA/WPA2, KIP/AES).

The Proposal is to include all networking equipment required – including a PCI Compliant router with built in firewalls and end-to-end encryption for credit card processing, which is included as part of the all in one solution. It also includes the 48 port switch and access points required to build the network.

The proposer should provide a minimum of 8 days of on-site installation, training, and go-live support. This includes testing, configuring, and installing the hardware. The proposer will then train the staff on front of house, back of house, and manager functionality. The proposer will remain on site for "go-live" support for the first day using the new platform to ensure success. After go-live, the Montgomery Biscuits should be assigned an account manager and 24/7 phone and email support is included. Support to be 100% US based.

Modules Included:

Gift Cards – to enable text/email gift cards as well as the ability to sell physical gift cards.

Loyalty Program – to collect customer information, offer points based rewards, and see customer data such as number of visits, amount spent, top items, and more.

Inventory Management – to track recipes, food costs, variance reports, par values, menu engineering on profitability, and create suggested orders.

- Focus Areas:

- Advanced Order & Discount functionality

- Advanced Menu Tooling

- Customer Facing Displays

- Enhanced Cash Management functionality

- Kitchen Display Screen features and advanced routing

- API Extensibility (Loyalty, Gift Card, Payment, etc.)

- CRM (Customer Relationship Management) capabilities

- Reporting & Analytics

- Online Ordering

- Support Model

- Proposers to ensure there is personnel located in the US that can answer calls and resolve issues as soon as possible, whether it is on the phone or through email. Through the cloud infrastructure, the proposer should be able to assess any issues and resolve them at a much faster rate, due to the ability to access your system remotely.

Cloud technology to generate alerts for offline events, enable operators to generate help desk tickets from a POS terminal, and audit actions performed at the POS remotely to ensure our customers receive the highest level of support.

- Technology: platform, database, interfaces / APIs, etc.

- Platform: True cloud solution using the Android mobile OS for each POS terminal/KDS and AWS for a completely web-based back end configuration and reporting platform

- Database: As a 100% SaaS company, utilizing virtual networks hosted by Amazon Web Services.

Within Amazon, the proposer should store and back--up data to two separate zones within the Amazon East region. Information is replicated across zones in real--time and backed--up nightly (snapshots). Snapshots are maintained for seven days and on a weekly basis, a snapshot restore test is to be performed. Each zone is the equivalent of a distinct data center. In the event one region were to experience network issues, the secondary zone would ensure continued operations.

- The annual maintenance expense is to be included in the yearly subscription amount.
- 24/7 hardware/software support through phone or email
- Monthly software upgrades with new features
- Enterprise Master Menu Management
- API Subscription (one monthly subscription for unlimited integrations)
- Kitchen Display Screen Software
- Centralized Management of the entire solution:
 - Proposer's enterprise management includes configuration ownership based on hierarchical level, deployment control, and menu versioning. Core menus to be shared across the entire enterprise (such as beverages, food offerings, and localizable items open to local managers); these items are managed at the enterprise level of the hierarchy and deployed to all locations.
- Transaction Security and Compliance
 - Proposer's solution utilizes end--to--end encryption, securing payment card data from the point of interaction to the point of decryption.
 - Credit card information is encrypted upon swipe and decrypted only after the information has left the merchant site.
- Flexibility for the future
 - Proposer to provide best in--class web hooks and APIs that can be leveraged by partners, 3rd party developers and customers to provide extensibility to the platform, and depth in each domain area. To be an open platform and allow other 3rd parties to join the partner network.

- Anytime, anywhere access: Proposer to offer real-time access into restaurant at anytime, anywhere including sales, labor, and menu reporting, as well as daily summary emails to help monitor key metrics and alerts.
- Reporting to include detailed reports on sales, labor, and menu performance.
- Proposer to provide enterprise reporting, easy menu management.

Support and Maintenance Services Offerings

- Proposer's support to include real-time visibility into all aspects of the platform including the health of the system like print failures, swipe failures, networking issues, tablet performance, and more. Proposer's support to react proactively if they notice any system issues and resolve them quickly and easily.
- Multiple ways of contacting Proposer's: phone calls, call backs, email, submittal of support ticket through terminal app. App to automatically include pertinent information about the connection status of the terminal, messaging queues, IP address, and other details our Support team uses to triage an issue at the point of sale.
- Built-in software upgrades: using Android mobile devices, it updates like other apps on a smartphone. Proposer to release a new software update monthly.

Modules Included

- Integrated Gift & Loyalty Programs: Physical and digital gift cards to be sold in store or online. Proposer to provide integrated loyalty program, which can be tied to a card, a customer's phone, or their credit card(s). The mobile customer-facing POS screens naturally feed the loyalty and CRM platform.
- Integrated Inventory: Proposer to provide real-time restaurant inventory software to track food inventory, suppliers, units, and prices on computer, phone, or tablet. Food cost, inventory variance, and menu engineering reports are automatically downloadable.

Program Structure, Administration, Reporting and Analytics

- Support that can be administered centrally.
- Menu Items: Defined at corporate, restaurant group, and/or location levels.
- Pricing: Defined at corporate, restaurant group, and/or location levels.
- Recipes: Store level only but can be copied
- Inventory Items: Store level only, however ingredients can be copied from location to location.

o POS Systems Configurations: Configuration including revenue center, sales categories, job codes, and other pieces that may be shared across the brand can be configured at the corporate, group, and/or location level. Other modules such as user interface behavior, kitchen behavior, and payment behavior must be localized by restaurant.

o Local Menu Management allows managers in each location to access the menu and make changes in a limited capacity. These users can change menu item names (on pre--approved items only), adjust menu item prices, and control menu item availability; these changes do not impact the prices or availability of menu items in any other location in the enterprise.

- Transaction flexibility

o Proposer to support any number of split tenders on a transaction. Operators can split checks between individual items, share items, or perform a quick split based on the total of the order.

o Proposer to support transfer one payment from one table to another

o Ability to configure your offline credit card acceptance threshold

o Ability to support partial authorization

- Promotion configuration flexibility

o Ability to offer a combination of product for 1 price, automatically apply combo discount to products that are eligible for customer deals, configuration discounts to only be available for certain dates.

Implementation

To include 8 days of on--site installation, training, and go--live support. This includes testing, configuring, and installing the hardware. The successful proposer will then train the staff on front of house, back of house, and manager functionality. The successful proposer will remain on site for "go--live" support for the first day using the new platform to ensure success. After go--live, an account manager responsible for their success moving forward, and 24/7 phone and email support is included. Support is 100% US based.

Key Aspects:

- Project Management and enterprise build
 - Hardware installation
 - Individual site customization and pre--live testing
 - Live support for a meal period
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SPECIAL PROVISIONS

NO. 1

THE CITY OF MONTGOMERY REQUIRES THAT A BOND BY A RELIABLE SURETY COMPANY AUTHORIZED TO DO BUSINESS IN THE STATE OF ALABAMA BE FILED WITH EACH PROPOSER'S PROPOSAL THAT EXCEEDS \$50,000.00. SUCH BOND SHALL BE FOR THE SUM OF FIVE PERCENT (5%) OF THE TOTAL PROPOSAL. A CASHIERS CHECK PAYABLE TO THE CITY OF MONTGOMERY OR AN IRREVOCABLE LETTER OF CREDIT SHALL ALSO BE ACCEPTABLE.

NO. 2

CITY ORDINANCES MANDATE THAT ANYONE WHO TRANSACTS BUSINESS WITHIN THE CITY LIMITS OF MONTGOMERY BY ONE OR ALL OF THE FOLLOWING SITUATIONS IS SUBJECT TO OBTAIN A CITY BUSINESS LICENSE:

- 1) A physical location within the City.
- 2) A representative of your company calls on customer or solicits business within the City.
- 3) Merchandise is delivered into the City on a vehicle other than by common carrier.

PROPOSERS FALLING WITHIN THE ABOVE CATEGORIES WILL BE REQUIRED TO OBTAIN A CITY OF MONTGOMERY BUSINESS LICENSE PRIOR TO ISSUANCE OF A CONTRACT OR PURCHASE ORDER.

BUSINESS LICENSE NO. _____

NO. 3

Verification of E-Verify Enrollment in accordance with the Beason-Hammon Act.

SECTION 9

-The attached form should be completed and signed. Attach to it verification of your enrollment in E-Verify or letter of exemption.

**RFP/PROCUREMENT STATEMENT OF COMPLIANCE WITH THE BEASON-
HAMMON ALABAMA TAXPAYER AND CITIZEN PROTECTION ACT AS
AMENDED**

This form with attachment is to be returned with the response to any RFP or other form of procurement and is to be completed as a condition for the award of any contract, grant, or incentive by the State of Alabama, any political subdivision thereof, or any state-funded entity to a business entity or employer that employs one or more employees within the State of Alabama.

State of _____
County of _____

"As a condition for the award of any contract, grant, or incentive by the state, any political subdivision thereof, or any state-funded entity to a business entity or employer that employs one or more employees within the State of Alabama, I hereby state that in my capacity as

_____ (state position) for _____
_____ (state business entity/employer/contractor name) that said business entity/employer/contractor shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama."

I further assert that said business entity/employer/contractor is enrolled in the E-Verify program if enrollment is not eligible to enroll because of the rules of that program or other factors beyond its control.

(ATTACH DOCUMENTATION ESTABLISHING THAT BUSINESS
ENTITY/EMPLOYER/CONTRACTOR IS ENROLLED IN THE E-VERIFY PROGRAM)

Signature

ATTACHMENT: VERIFICATION OF E-VERIFY ENROLLMENT.

THIS FORM PROVIDED FOR COMPLIANCE WITH SECTIONS 9 (a) and (b) BEASON-HAMMON ALABAMA TAXPAYER AND CITIZEN PROTECTION ACT; CODE OF ALABAMA, SECTIONS 31-13-9 (a) (b).and (c) as amended.