



Procurement and Contracting Services

Request for Proposals for Point-of-Sale Solutions

ADDENDUM #1

**Please mark all proposal submission
Files with the following information**

**Sealed RFP # L192416
Due on June 28, 2024 no later than 2:00PM, MST**

The timeline for RFP L192413 has been amended as follows:

Section 3.3:

Original Schedule

06-05-2024 Issuance of RFP
06-14-2024 Technical Questions/Inquiries due no later than 12:00 PM, PST
06-25-2024 RFP is Due 06/25/2024, no later than 2:00 PM, PST
TBD Vendor Presentations (Optional)

Revised to:

06-05-2024 Issuance of RFP
06-14-2024 Technical Questions/Inquiries due no later than 12:00 PM, PST
06-28-2024 RFP is Due 06/28/2024, no later than 2:00 PM, PST
TBD Vendor Presentations (Optional)

Section 3.8: Proposal Submission and Subsequent Action

All dates within the entire section 3.8 are revised to June 28, 2024 at 2:00PM MST.

The following questions were received prior to the close of the Technical Question Period close on June 14, 2024:

1. Will you be looking to do mobile orders? **We currently use Grubhub for daily mobile orders but potentially have other uses (bake sales, Holiday meal sales). We are open to exploring all options for mobile ordering.**
2. Will the kiosks be free standing or countertop? **Both. 31 total kiosks, 14 counter, 17 free standing.**
3. Will the mobile registers be used for line busting or what is the intended use? **The original scope requirement is for 2 mobile registers for a mobile golf cart selling drinks/snacks and a food truck. However, we may explore this as an option for Catering/Special Events (6 Clover mobile registers and 3 Clover mobile registers with cash drawers) pending approval from central finance. We are open to other uses, so any additional devices for these services could be included as an option.**
4. Is EBT required? **Yes.**
5. SNAP/EBT cards
 - Are they currently accepted? Is this for retail sites only? **Yes, currently only accepted at our three convenience type stores, 10 registers.**

- Is Arizona's current POS system accepting these cards? **Not integrated, uses a separate terminal.**
6. Which entity is the foodservice provider for this RFQ? **We are self-operated.**
7. Which solution/company is current system for POS/kiosks at the University of Arizona? **POS-Transact CloudPOS, Kiosks-Grubhub. A quote on Kiosks is optional but we are open to replacing these kiosks with ones that are integrated with the POS system.**
8. Requesting additional detail on fine dining locations
- How many locations? **One**
 - Are requested features currently in use (e.g., coursing) **Yes.**
9. How many locations / revenue centers are expected for the winning bid? This will support accurate pricing. **Currently 24 revenue centers.**
10. How do athletics venues play into this RFQ, if at all? **N/A**
11. Is the University looking to replace its current POS terminals? **Yes.**
12. What POS terminals does the University currently have? **HP RP9 registers with Ingenico Lane3000 credit card terminals**
13. If you can use the existing registers, would you still want pricing for 45 new to replace them? **Yes.**
14. If you can reuse the existing KDS and kitchen printers, would you need any additional and if so, how many? **Possibly 1 KDS and will need to add 5 printers to the original count of 15, we are adding a new unit that will need printers and additional printers at existing locations.**
15. If you can reuse the existing scales, would you need any additional and if so, how many? **Possibly 1 spare.**
16. Please list the software that potential vendors must interface with. **Atrium, RevenueVision, Foodpro (could be file export), possibly UAccess (UA financial system).**

17. How many IPP350 credit card terminals are in use? **43 in use right now, with a need for spares on hand. Optional to include devices for 31 kiosks which would be under already existing Merchants.**
18. Is the University of Arizona seeking processing services for electronic payments (e.g., credit card, debit card, e-check, Apple Pay, etc.) in addition to POS hardware? Or is the University only requesting POS hardware from potential vendors, having already secured a payment processor? **Yes, we are seeking both processing services and hardware.**
19. Who is the University's current processor for credit and debit card transactions? **Windcave.**
20. How many departments/locations within the University require processing for credit and debit card transactions? Please list these departments/locations. **Arizona Dining is one department within the University of Arizona. We currently have 24 Merchants/Locations within Dining (Special Events and Catering not included in current register system).**

Profit Center

Arizona Market
Banh Mi-Roadrunner
Cactus Grill
Catalyst Cafe
Chick Fil A
Core Plus
Cork and Craft
Deli
Einstein Bagels
Global Market
Highland Grocery
Honors 85 North
IQ Fresh
NRich
PSU Dining
Radicchio
Red and Blue Market
Sabor
Saffron Bites Global
Saffron Bites SUMC
Slot Canyon
Sushi with Gusto

Special Events
Catering

21. Are service fees absorbed by the University (paid on behalf of the customer), or are these fees passed on to the customer? Additionally, could you please provide the current service fee structure? **Absorbed by the University. The University cannot provide the requested information. Please provide your best pricing based on the Scope of Work provided.**
22. What is the annual number (#) of credit card transactions processed at the University? Please provide a breakdown of the annual number of transactions per department. **538,714 total POS transactions, and not in original scope, but optional mobile registers for Catering Clover counts are 27,782.**
23. What is the annual volume (\$) of credit card transactions processed at the University? Please provide a breakdown of the annual volume of transactions per department. **\$4,237,092 total POS amount, and not in original scope, but optional mobile registers for Catering Clover sales are \$508,549.**

	Transaction Total	Transaction Count
Banh Mi / Roadrunner	\$3,712.69	469
Core Plus 01	\$52,474.22	5002
Deli 01	\$26,782.41	1989
Radicchio 01	\$50,480.02	4481
Red and Blue Market 01	\$93,800.48	16668
Saffron Bites Global 01	\$11,126.08	1099
Sushi with Gusto 01	\$166,987.61	13951
Arizona Market	\$1,145,153.78	181064
Cactus	\$396,773.01	28204
Catalyst	\$482,250.02	73602
CFA	\$31,749.43	2403
Cork and Craft	\$241,037.65	9806
Einstein	\$122,926.42	13148
Global Market	\$314,633.83	40300
Highland	\$492,651.59	68638
Honors 85 North	\$138,440.80	9251
IQ Fresh	\$20,309.35	1653
Nrich	\$151,293.29	23544
PSU Dining	\$42,698.03	6424
Sabor	\$7,156.74	776
Saffron Bites SUMC	\$66,986.80	5372
Slot Canyon	\$177,668.12	30870
Union Total	\$4,237,092.37	538714

24. To accurately provide the necessary pricing, we will need merchant statements for each location/department that requires payment processing. **The finance team is not able to provide this at this time.**
25. Regarding RFP submission, do potential vendors upload their proposals online via the link provided on page 9 of the RFP, or is a hardcopy of the proposal also required? **No, a hardcopy is not required.**
26. Could you please provide a thorough checklist of items required for RFP submission? We want to ensure we provide all the necessary information and documents. **Please review section 4, 5 and 6 for requested items.**

End of addendum, all else remains the same.