

## RFI – POINT OF SALE – KIOSKS, TABLETS, MOBILE ORDERING

**PROJECT DESCRIPTION:** Addition of self-service kiosks at designated locations that will integrate with new Point of Sale (POS) software. In-seat mobile ordering capabilities will be integrated into and accessible from an existing app. Vendor will provide design, engineering, installation, commissioning, testing, and acceptance of the systems.

**APPROXIMATE PROJECT COST:** [REDACTED] inclusive of design, engineering, professional services, hardware procurement and installation, commissioning, testing, training, acceptance of the systems, and post-installation support.

### **SCOPE OF WORK:**

- Following is a listing of part numbers of hardware components and services for use in this installation, or their equivalent. Vendor recommended substitutions will be approved solely at the discretion of [REDACTED]
  - POS Hardware Premium Areas
    - Quantity (78) 10" Core Kiosk Setup with MSR and Standard Stand
    - Quantity (78) RFID Reader – Kiosk
    - Quantity (78) Ingenico IPP320 EMV/ NFC Payment Device
    - Quantity (78) Ingenico IPP320 Mounting Bracket
- The new hardware needs to be able to process all payment methods quickly and easily and accept the following:
  - EMV – The hardware will process EMV within 3-5 seconds
  - Apple, Google, and Samsung Pay
- Customer will be able to sign for transaction, tip for service, and choose receipt method all on the kiosk devices.
- The Back of House POS Software must provide a robust managerial portal that includes but is not limited to viewing activities across all devices, adjusting or changing orders, building and adjusting menus, maintaining and monitoring inventory levels, see real-time data, adjust pricing globally, and open and close nights.
- POS Vendor will be able to supply and transfer all F&B data transacted and deliver to the [REDACTED] data warehouse.
- Training:
  - The Vendor will provide designated [REDACTED] staff training. It will be performed at the site by a qualified representative and shall occur immediately after installation and configuration of the equipment.
  - The training shall cover the operation, routine maintenance, and troubleshooting of systems equipment, and shall be sufficient in duration and detail to provide proficiency in the same to the designated BPL representatives.
- Provide On-site monitoring and event support for first 15 events.
- Provide 24/7 Remote Monitoring and Event Support for 170 events annually.
- All parts, labor, and all other associated apparatus necessary to completely install, test, and turn-over for acceptance to the [REDACTED] turnkey, fully operational systems.

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### TIMELINE:

- Anticipated sixteen (16) weeks from Award Date for design, engineering, professional services, hardware procurement and installation, commissioning, testing, and training with a substantial completion date of September 1, 2019.
- Vendor must submit a schedule of anticipated work days to [REDACTED] or [REDACTED] Agent for approval and must account for events as follows:
  - Event Days – crews allowed onsite from 7am – 3pm when the event occurs in the evening;
    - Crews will not be allowed onsite when an event occurs in the morning and/or afternoon (e.g., [REDACTED] matinees and school shows); and
  - Non-Event Days – crews allowed onsite for extended hours as needed.

### WARRANTY:

- An inclusive itemized package encompassing all warranties, licenses, and maintenance contracts on all hardware and software as part of the proposal for five (5) years from the day of system acceptance and sign-off.
- Warranty period will commence on the day of system acceptance and final sign-off. Sign-off will not be awarded until the conclusion of five (5) successful, issue free, consecutive events.

### RESTRICTIONS AND QUALIFICATIONS:

- The proposed Vendor must have the following experience and certifications:
  - Vendor shall provide a list of a minimum of three (3) facilities (facility, contact name, title, address and current phone number) where the Vendor has provided equipment and services of equivalent size and scope within the last three (3) years.
  - Vendor shall have a minimum of five (5) years in the F&B Point of Sale business at multiple large arenas or stadiums.
  - Vendor must be an authorized manufacturer VAR (Value Added Reseller) of the procured products.
  - Vendor will be able to provide a mobile ordering component in the form of an SDK or API that can be integrated into an existing app.
  - Vendor has previously integrated a loyalty program with Fortress in at least one other major sporting venue.

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### INSURANCE:

- Vendor shall purchase and maintain during the entire project and for two years after project completion insurance with the minimum limits and coverage shown below from insurance companies acceptable to [REDACTED]. [REDACTED] has the right to reject unacceptable insurance carriers.

STANDARD INSURANCE REQUIREMENTS	
Coverage Type	Limits
General Liability	[REDACTED] Per Occurrence; [REDACTED] General Aggregate; [REDACTED] Completed Operations Aggregate
Auto Liability (All Hired Non-Owned)	[REDACTED] for all jobs
Worker's Compensation	Statutory Limits; [REDACTED] Employers Liability

- Vendor shall carry standard ISO General Liability coverage, written on an occurrence basis including Completed Operations. Coverages on an occurrence basis shall be maintained without interruption from date of commencement of the Vendor's Work until date of final payment or date coverage is required to be maintained after final payment to the Vendor, whichever is later. The coverage must be endorsed to name [REDACTED], City of Miami, and Miami-Dade County as additional insureds on a primary and non-contributory basis.