



JOLIET JUNIOR COLLEGE
—1901—

Food Services
Point of Sale System

Request for Proposal (RFP)
R11002

February 15, 2011

Joliet Junior College (JJC) will receive sealed proposals for a Food Services Point of Sales System to be acquired June 2011.

It is the intent of JJC to be as objective as possible. However, a certain amount of subjectivity is unavoidable. **The decision of JJC management will be final.**

Please read the entire document carefully. The successful proposal will be held to all provisions of this document. Any exceptions or deviations must be clearly stated on the required forms.

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1. General Information

1.1 About Joliet Junior College

JJC is a comprehensive community college. The college offers pre-baccalaureate programs for students planning to transfer to a four-year university, occupational education leading directly to employment, adult education and literacy programs, work force and workplace development services, and support services to help students succeed. The College has a combined total of 15,000 credit and 6,000 non-credit students attending classes on its main campus located within the city of Joliet, and its four extension campuses located in Romeoville, Morris, southeast and downtown Joliet.

1.2 About Food Services Department

JJC Food Services operates a cafeteria and three food courts at its main campus in Joliet, Illinois and one cafeteria at its campus in Romeoville, Illinois. Catering services are provided to campus departments as needed which handles an average of 3 departmental events per day. The main cafeteria typically handles an average 1200 transactions per day with two cash registers, and operates Monday thru Friday between 7:30am and 7:00pm. The food courts handle approximately 200 transactions per day with one cash register in each location, and operate Monday thru Friday between 8:00am and 1:00pm. The cafeteria at Romeoville handles approximately 125 transactions per day. Staffing consists of 9 full-time and 13 part-time employees.

1.3 Overview of Current System

Currently all transactions in the cafeterias and food courts are handled as cash, credit, debit or food swipe card and various models of electronic cash registers and weight scales are used that have no POS capabilities. All transactions for catering services are handled through a monthly import in Datatel, and are invoiced and tracked using Excel spreadsheets. Payments from the various departments for catering services are handled manually as internal transfers.

Total number of administrative workstations	1
Total number of cash register stations	5
Total number of retail sites	5
Maximum number of concurrent users	6

1.4 General Terms & Conditions

Insurance: The supplier performing services for JJC shall:

Maintain worker's compensation insurance as required by Illinois statutes, for all employees engaged in the work.

Maintain commercial liability, bodily injury and property damage insurance against any claim(s), which might occur in carrying out the services, referenced in this RFP. Minimum coverage will be TWO MILLION DOLLARS (\$2,000,000) liability for bodily injury and property damage including product liability and completed operations.

Provide motor vehicle insurance for all owned, non-owned and hired vehicles that are used in carrying out the services described in this RFP. Minimum coverage shall be TWO MILLION DOLLARS (\$2,000,000) per occurrence combined single limit for automobile liability and property damage.

Taxes: JJC is exempt from all federal excise, state and local taxes unless otherwise stated in this document. In the event taxes are imposed on the services purchased, JJC will not be responsible for payment of the taxes. The supplier shall absorb the taxes entirely. Upon request, JJC's Tax Exemption Certificate will be furnished.

Indemnification: The supplier shall protect, indemnify and hold JJC harmless against any liability claims and costs of whatsoever kind and nature for injury to or death of any person or persons and for loss or damage to any property occurring in connection with or in any incident to or arising out of occupancy, use, service, operations or performance of work in connection with the contract, resulting in whole or in part from the negligent acts or omissions of the supplier.

Disclosure: Vendor shall note any and all relationships that might be a conflict of interest and include such information with the bid.

Applicability: These general terms and conditions will be observed in preparing the proposal to be submitted.

Purchase: After execution of the contract, purchases will be put into effect by means of purchase orders or suitable contract documents executed by the Director of Business and Auxiliary Services.

Addenda: The only method by which any requirement of this solicitation may be modified is by written addendum.

Right to Cancel: JJC may cancel contracts resulting from this RFP at any time for a breach of any contractual obligation by providing the contractor with thirty-calendar days written notice of such cancellation. Should JJC exercise its right to cancel, such cancellation shall become effective on the date as specified in the notice to cancel.

Governing Law and Venue: This contract shall be construed in and governed under and by the laws of the State of Illinois. Any actions or remedies pursued by either party shall be pursued in the State and Federal Courts of Will County, Illinois, only after Alternate Dispute resolution (ADR) has been exhausted.

Dispute Resolution: JJC and the contractor shall attempt to resolve any controversy or claim arising from any contractual matter by mediation. The parties will agree on a mediator and shall share in the mediation costs equally.

Costs: All costs directly or indirectly related to preparation of a response or oral presentation, if any, required to supplement and/or clarify a proposal shall be the sole responsibility of and shall be borne by the vendor.

Proprietary Information: Vendor should be aware that the contents of all submitted proposals are subject to public review and will be subject to the Illinois Freedom of Information Act. All information submitted with your proposal will be considered public information unless vendor identifies all proprietary information in the proposal by clearly marking on the top of each page so considered, "Proprietary Information." The Illinois Attorney General shall make a final determination of what constitutes proprietary information or trade secrets. While JJC will endeavor to maintain all submitted information deemed proprietary within JJC, JJC will not be liable for the release of such information.

Negotiation: JJC reserves the right to negotiate all elements, which comprise the vendor's proposal to ensure the best possible consideration, be afforded to all concerned. JJC further reserves the right to waive any and all minor irregularities in the proposal, waive any defect, and/or reject any and all proposals, and to seek new proposals when such an action would be deemed in the best interest of JJC.

Award: The successful vendor, as determined by JJC, shall be required to execute a contract for the furnishing of all services and other deliverables required for successful completion of the proposed project. The supplier may not assign, sell, or otherwise transfer its interest in the contract award or any part thereof without written permission from JJC.

Retention of Documentation: All proposal materials and supporting documentation that is submitted in response to this proposal becomes the permanent property of JJC.

Opening of Proposals: Proposals will be opened in a manner that avoids disclosure of the contents to competing vendors. Contents for proposals will remain confidential during the negotiations period. Only the proposal number and the identity of the vendor submitting the proposal response will be made available to the public.

2. Purpose/Scope of RFP

JJC Food Services is soliciting product and service proposals for a system that will enable it to better serve the campus community, increase operational efficiency and improve profit margins.

JJC is looking for a hardware/software solution that is compatible with cafeteria as well as restaurant style operations which will provide the college with the option to expand use of the system if necessary. Possible expansion options should include satellite locations.

Food Services is looking for a computerized Point of Sale system of both software and hardware which is intended for use in a collegiate food service environment that will provide these key requirements:

- consolidation of sales data to a central location,
- detailed sales reports down to the sku level,
- secure credit and debit card processing,
- swipe card and gift card capabilities,
- meal plans,
- ability to interact with Chase's clearinghouse for credit card approvals.

OPTIONAL

With the automation of our POS processes, we recognize that any resultant growth in our Food operations will highlight requirements for other functional efficiencies. We are also interested in proposed solutions and pricing to address system automation for:

- inventory control,
- food cost control,
- general ledger and financial reporting,
- accounts payable,
- accounts receivable,
- purchasing,
- menu planning,
- customer invoicing for catered events,
- order processing and event tracking for catered events.

3. Proposal Guidelines

3.1 Format for Response

Proposals must be organized in the order presented in this RFP, and include a Quotation which is based on the system information provided by JJC. Proposals not organized in the prescribed manner may be eliminated from consideration. The Vendor must respond to all questions and statements in the formats provided in the RFP.

The Vendor must provide written, point-by-point Y/N or narrative responses to each Proposal requirement as stipulated in the forms for System Specifications (Appendix B) and General Questions (Appendix C). Supplemental technical information, product literature and

other supporting materials that further explain or demonstrate the proposed system capabilities may also be included as additional documents *outside* the format specified by the RFP.

Pricing **must** be submitted in a separate sealed envelope and will only be opened after all proposals are analyzed for all content other than pricing. **FAILURE TO SUBMIT PRICING IN A SEPARATE ENVELOPE WILL DISQUALIFY THE PROPOSAL.**

In the PROPOSAL envelope the Vendor is to provide one (1) original and three (3) printed proposals and one (1) CD-ROM. NO pricing information is to be in the proposal.

In the COST envelope the Vendor is to provide one (1) original and three (3) printed copies and one (1) CD-ROM of Appendix D “Cost Proposal Form”.

All proposals will follow the following format:

A. Title Page

Show the RFP subject, the name of the vendor's firm, address, telephone number, name of contact person, and date.

B. Table of Contents

Clearly identify the materials by sections and page number(s).

C. Letter of Transmittal

Limit to one or two pages.

1. Briefly state the vendor's understanding of the scope of services to be provided and make a commitment to provide the services within the time period.
2. Reference JJC Food Services POS System - Request for Proposal R11002
3. Give the names of the persons who will be authorized to make representations for the vendor, their titles, addresses, and telephone numbers.

D. Profile of the Vendor

The following documents must be included in this section.

1. Vendor Profile form (Appendix A.) to be filled out completely
2. Submit independently audited financial statements (*one copy only with original*).
Such information will be considered in strict confidence.

E. Scope Section

Clearly describe the scope of services to be provided based upon the information in the scope section documents. Respond to each item listed in the forms below.

1. General Questions Form (Appendix B.) to be filled out completely.
2. System Specifications Form (Appendix C.) to be filled out completely.
3. Implementation Project Plan - include a typical project plan.

F. Price Responses

Include this section in the paper copy original and the CD with pricing *only*.

1. Cost Proposal Form (Appendix D) to be filled out completely.
2. The Vendor is requested to provide its standard Contract and Terms and Conditions within its proposal response.

H. Invoicing Procedure

1. Describe the firm's invoicing procedures.
2. Include documentation identifying all of the vendor's fees.

I. Pro forma Contract

The terms and conditions included in the *Pro forma* Contract apply to any contract resulting from this RFP. In this section of your proposal state any clarifications to the proposed document and your reasons for clarifications. No exceptions are allowed. However, alternative suggestions are encouraged. Please list any alternative suggestions for improvement in costs and/or services provided as an alternative.

3.2 Instructions to Vendors.

Proposals to be entitled for consideration must be made in accordance with the following instructions:

3.2.1 Submission Date

1. Both proposals and related documents will be received until February 15, 2011; 2:00 p.m. CST. in the office of the Director of Business & Auxiliary Services, H1018, Attn: Ms. Judy Mitchell.
2. Faxed proposals will NOT be accepted.
3. Proposals received after this time will not be accepted.

3.2.2 Mandatory Pre-proposal Conference and Walk-through

Will be held on Monday, January 31, 2011 in room J0006 at 3:00 p.m. Questions can be sent via email to Ms. Judy Mitchell, jmitchel@jjc.edu, Director of Business & Auxiliary Services on or before the end of business on February 2, 2011. All questions and answers will be published and provided to all potential vendors on February 8, 2011.

3.2.3 Submission of Proposal

1. Pricing will be submitted in a separate sealed envelope and will only be opened after all proposals are analyzed for all content other than pricing. **FAILURE TO SUBMIT PRICING IN A SEPARATE ENVELOPE WILL DISQUALIFY THE PROPOSAL**
2. In the PROPOSAL envelope the Vendor is to provide one (1) original and three (3) printed proposal and one (1) CD-ROM. NO pricing information is to be in the proposal.
3. In the COST envelope the Vendor is to provide one (1) original and three (3) printed copies and one (1) CD-ROM of Appendix D "Cost Proposal Form".

4. All required forms, CD-ROMs, and documents (see section 3.1 for acceptable format) must be submitted in an opaque, sealed envelope, addressed to:

*Ms. Judy Mitchell
Director of Business & Auxiliary Services
Joliet Junior College
Room H1018
1215 Houbolt Road
Joliet, IL 60431*

and the PROPOSAL envelope clearly marked:
*PROPOSAL FOR: Food Services POS Proposal, RFP R11002
Submitted By: [Name of Vendor]*

the second COST envelope will be marked:
*COST for Food Services POS Proposal, RFP R11002
Submitted By: [Name of Vendor]*

5. The vendor shall not use the College's name or any contract information for advertising purposes without the written consent of the JJC Director of Business & Auxiliary Services.
6. By submitting a proposal, the respondent acknowledges that he has read this RFP, understands it, and agrees to be bound by its requirements. JJC is not responsible for the accuracy of any information regarding this RFP that was gathered through a source different from the inquiry process described in the RFP.
7. Proposals not submitted in the format as instructed by this RFP may not be accepted. Addendums to this proposal, once filed, may be submitted in a sealed envelope only, and properly identified, prior to the opening hour.
8. Any responses that JJC finds difficult to read will be rejected.
9. JJC reserves the right to accept or reject all or part of your response or parts thereof.
10. JJC reserves the right to waive any or all irregularities or informalities.
11. The vendor shall not use the College's name or any contract information for advertising purposes without the written consent of the JJC Director of Business & Auxiliary Services.
12. Any Purchase Order resulting from the RFP responses will incorporate the terms and provisions of said documents.
13. Responses will be evaluated and the vendor selected on the basis of vendor organization and experience, product history, references, service approach, and proposal completeness.

14. Proposals may be withdrawn only by letter or in person prior to the time and date established for the proposal opening.
15. JJC reserves the right to reject any or all proposals submitted and to request additional information from all Vendors. JJC reserves the right to negotiate any points of the contract, including cost. Any contract awarded will be made to the agency, based on evaluation of all responses, applying all criteria and oral interviews if necessary, is determined to be the best qualified.
16. Upon review of submitted proposals, the top ranked vendor or vendors will be called upon to meet with key JJC personnel for a more detailed interview or discussion.
17. Proposal consideration: While each proposal will be considered objectively, JJC assumes no obligation to accept or take action on any proposal. The Respondent must indicate that it is prepared to enter into a contract consistent with its proposal, should it be selected.
18. Respondents are cautioned to read the information contained in this RFP carefully and to submit a complete response to all requirements and questions in the order requested. The page number and requirement in the respective RFP sections as identified within this RFP document must be cited. Using an electronic version of this RFP, restate the requested requirement and include the response to that requirement immediately following.
19. Restrictions on Communications with JJC staff: From the issue date of this RFP until a vendor is selected and the selection is announced, respondents are to communicate via email. For violation of this provision, JJC shall reserve the right to reject the proposal of the offending respondent. All questions concerning this RFP must be submitted via email attachment with the RFP # on the subject line. No questions other than this method will be accepted. No response other than via this method will be binding upon JJC.
20. Amendments to Proposals: Amendments or withdrawals of proposals will be allowed only if the amendment or withdrawal is received before the proposal due date. No amendment or withdrawals will be permitted after the due date, except as authorized by this RFP.
21. The award of an agreement will be based upon a comprehensive review, analysis and negotiation of the proposal(s), which best meets the needs of JJC. Review of the proposals together with any presentations, review of references and meetings with any respondent will be used for the selection. The Purchasing Department and the Evaluation Team will be the sole judge of the suitability of the proposed software and resulting agreement(s). In addition, the award will be predicated upon the successful negotiation of the specific terms and conditions to be included in the agreement.
22. JJC will not be liable for any costs incurred by a respondent in responding to this RFP

(including demonstrations), regardless of whether JJC awards a contract through this process, decides not to go forward with the project, or cancels this RFP for any reason, or contracts for the Project through some other process or issues another RFP.

23. All proposals and other material submitted will become the property of JJC and may be returned at JJC's option. Proprietary information, if included, should be identified in the proposal or supporting materials as such, JJC will have the right to use any materials or ideas submitted in the proposal without compensation to the respondent. Additionally, all proposals will be open to the public after the Purchase Order has been awarded. Proprietary information will remain confidential.

4. Schedule

Proposal Issued	January 24, 2011
Pre-Proposal Conference and Walk-through Room J0006.....	January 31, 2011 3:00 p.m.
Questions due.....	February 2, 2011
Addendum (Response to vendor questions).....	February 8, 2011
Request for Proposals due.....	February 15, 2011 2:00 p.m.
Evaluation of Proposals	Week of February 21, 2011
Request for Demonstrations.....	Week of March 7, 2011
Evaluation of Demos.....	Week of March 21, 2011
Board Approval.....	April 12, 2011
Customer Configuration.....	May/June, 2011
Software & Hardware Implementation & Training	June/July, 2011
Post Implementation Review	August, 2011

5. Evaluation Criteria

Our intent is to award the base bid to the respondent who can provide the solution that meets or exceeds the requirements of this RFP. JJC will determine from vendor product demonstrations and review of proposals submitted a minimum of two (2) respondents, which are deemed to be the most qualified for any follow up presentation and/or demonstrations to JJC.

Each proposal will be reviewed for completeness and compliance of the established administrative requirements and instructions specified in this RFP. All responsive proposals will advance to the evaluation team.

Proposals that fail to provide specific information to adequately describe the response to any question contained in this RFP may be deemed non-responsive and may be rejected. An evaluation team, along with advisors from JJC purchasing, will review and determine proposals that meet the minimum requirements and offer the overall best value for JJC.

The team will evaluate the quality and completeness of each proposal response as it addresses

each requirement of the RFP. Several criteria will be used to evaluate the proposal responses. These include, but are not limited to:

- Ability to meet functional and system requirements.
- Ability to meet hardware requirements.
- Ability to meet technical architecture requirements and infrastructure needs.
- Commitment to higher education and product vision.
- Training and support capabilities.
- Strength of Development and Support staff.
- Strategic Direction of responding organization.
- Respondent's experience and qualifications in higher education populations around 30,000 hospitals or large corporate food service in institutions.
- Respondent's stability and financial information.

6.Product Demonstrations

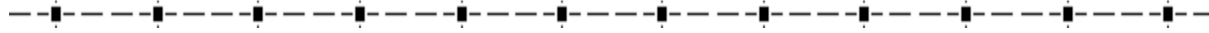
The College is anticipating product demonstrations to occur the week of March 7 – 11, 2011. Vendors will be notified as soon as possible.

Appendix A: Vendor Profile Form

1. Company Name:	
2. Address (City, State, and Zip):	
3. Contact Name:	
4. Contact Phone:	
5. Contact Fax Number:	
6. Contact E-mail Address:	
7. Company Web Site:	
8. Number of people in the organization.	
9. Annual Revenue:	
10. Years in Business:	
11. Product Name:	
12. Number of years software have been in market:	
13. Current # of schools, hospitals or large corporate campuses using the software:	
14. Largest Installed System for a school	
15. # Installations During Calendar Year 2009	
16. # Installations During Calendar Year 2010	
17. Is there a users group? Describe. To what extent does the user group influence product enhancements?	
18. From what city would product support be provided?	
19. Who would lead installation efforts on behalf of vendor and from what city would product installation be managed?	
20. What were total sales in Calendar Year 2009 and 2010 for your company's product?	
21. Indicate any third-party firms involved with your program and state their role(s).	

LIST OF REFERENCES

Using the following form, provide a list of **THREE** references similar in size and specialty mix to Joliet Junior College. Include name, contact, address, telephone, system(s) installed and date of installation. Non Academic references can include hospitals and corporate campuses.



Name	_____
Address	_____
System(s) Installed	_____
Live Date	_____
Contact Person	_____
Telephone	_____
Email	_____

Does the system interface to their account system as this is something which we may be doing (Our financial system is Datatel Colleague.) (Yes/No) _____

Describe how they achieved the interface, who built it, and what technology it entailed, whether it is batch / overnight, or dynamic, one-way or two-way, etc.

CERTIFICATION OF CONTRACT/BIDDER

The below signed contractor/bidder hereby certifies that it is not barred from bidding on this or any other contract due to any violation of either Section 33E-3 or 33E-4 of Article 33E, Public Contracts, of the Illinois Criminal Code of 1961, as amended. This certification is required by Public Act 85-1295. This Act relates to interference with public contracting, bid rigging and rotating, kickbacks and bribery.

SIGNATURE OF CONTRACTOR/BIDDER

TITLE

DATE

THIS FORM MUST BE RETURNED WITH YOUR BID TO:

Joliet Junior College District #525
Director of Business & Auxiliary Services, H-1018
1215 Houbolt Road
Joliet IL 60431

Appendix B: System Specification Form

*** For Hardware Specifications, the requirements marked Yes are supplied and supported by your organization. Indicate other vendors under Supplier and Support Contract if not.**

Requirements	Yes *	Supplier	Support Contract
B.1. Hardware			
B.1.1. 1 Does software support virtualization on Microsoft Hyper-V Server 2008R2?			
B.1.2. If not virtual, does Server hardware support mirror and raid configurations for OS and Database? Also redundant power supplies?			
B.1.3. 7 POS terminals (Windows 7 Operating System)			
B.1.4. 7 standard touch screen keyboards			
B.1.5. 7 magnetic stripe readers which are able to read 2 tracks off credit cards and/or student ID cards.			
B.1.6. All terminals are network ready.			
B.1.7. 7 Customer Displays			
B.1.8. 3 Electronic Scales			
B.1.9. 7 Cash Drawers			
B.1.10. 7 Journal/Receipt Printers			
B.1.11. 7 Personal Identification Number (PIN) Pads			
B.1.12. 7 Barcode Scanners			
B.1.13. 1 Kitchen Printer (optional)			
B.1.14. The hardware configuration is able to protect against power loss by providing sufficient memory to store transactions and become fully operational in less than 30 seconds after power is restored with no operator intervention?			
B.1.15. The hardware is able to process transactions while off-line and to upload transactions to the central server once communications are restored.			

Appendix B: System Specification Form (Continued)

**Requirements below should be marked Yes when met out-of-the-box.
 If not, indicate when the feature will be available under Future Version (Date).
 Indicate name of module or application that supplies/will supply this feature.**

B.2. Functional Requirements	Yes *	Module Name	Future Version (Date)
B.2.1. Point of Sale capabilities			
B.2.1.1 Is the software able to create Price Lookup (PLU) lists that identify the products and combos for which there may or may not be preset keys?			
B.2.1.2 Is the software able to supply an open key for which any amount can be entered by the sales area?			
B.2.1.3 Is the software capable of providing remote administrator access to the POS terminals from a networked client?			
B.2.1.4 Is the software flexible in providing different security levels based on user assigned responsibilities? I.E... <ul style="list-style-type: none"> a. System/server Administrator (No access to credit card information) b. Application Administrator c. Super User d. User (Cashier) 			
B.2.1.5 Is the software able to provide POS Terminal capability for issuance and money collection, an accounting line item, etc. for gift cards? I.e. can a cashier sell a gift card?			
B.2.1.6 Is the terminal able to display remaining balance for each debit card transaction at POS terminal?			
B.2.1.7 Is the terminal able to provide a visual signal indicating an off-line condition?			
B.2.1.8 The system supports an industry standard locking mechanism to prevent unauthorized updates.			
B.2.1.9 The system logs all transactions processing, archiving and auditing. The system alerts simultaneous users of each other's presence in the same record.			
B.2.1.10 Is the software capable of reading electronic scale outputs and calculating the price?			

Appendix B: System Specification Form (Continued)

B.2.2. Data Handling/Administration			
B.2.2.1 Is the software able to handle a minimum of 100 different types of tenders, including cash, check, debit, credit, meal equivalency, and split tender transactions?			
B.2.2.2 Is the software able to provide support for multiple tax tables? A minimum of 100 taxable product categories with a minimum of three tax rates per category with a non-taxable option			
B.2.2.3 Is the application administrator able to access the application database for reports, configuration changes to tables, etc?			
B.2.2.4 Able to specify time-period names for use in accounting and reporting, and describe locations and cardholder privileges (e.g., first shift, breakfast, etc.).			
B.2.2.5 Does the system have ability to import and export data?			
B.2.2.6 Is the software capable of exporting and importing transactions on a scheduled basis?			
B.2.2.7 Is the software capable of formatting export files in standard formats such as .CSV, .XLS, etc. for use by other applications? Name the file types your system can export.			
B.2.2.8 Upon interfacing/importing records, does the system check for possible duplicate records?			
B.2.2.9 Does the system have a built-in process for checking for duplicate records (other than when importing records)?			
B.2.2.10 What algorithm is used for checking for duplicate records?			
B.2.2.11 Can the algorithm be modified by the user?			
B.2.3. Reporting capabilities/Back Office Cash Control			
B.2.3.1 Is the software easily customizable by the customer out of the box?			
B.2.3.2 Is the software able to provide back office cash control security with multiple levels of access to different functions within the application?			
B.2.3.3 Does the software provide standard daily Sales Reports?			

Appendix B: System Specification Form (Continued)

<p>B.2.3.4 Does the software supply other standard reports (Please answer each line separately)</p> <ul style="list-style-type: none"> e. by cashier, f. by time, g. by dept, h. by category, i. by merchandise, j. by transaction type, <ul style="list-style-type: none"> i. tender types, ii. discount types, iii. taxed vs. non-taxed iv. productivity reports 	<ul style="list-style-type: none"> a. b. c. d. e f.i. f.ii. f.iii. f.iv. 		
<p>B.2.3.5 (Optional) JJC provides prepaid cards used as special promotions. Is the software able to provide a way to track them in its accounting system, summarize the use for each department and bill back every month?</p>			
<p>B.2.3.6 Does the software have messaging capability?</p>			
<p>B.2.3.7 Is the software capable of restricting local POS Terminal reporting capabilities by security level?</p>			
<p>B.2.3.8 Can reports be user-scheduled to run automatically (without operator attention) for pre-set days and times, as well as run on demand?</p>			
<p>B.2.3.9 Is software capable of printing screens?</p>			
<p>B.2.3.10 Can reports be output to printer, console or file, at user's discretion?</p>			
<p>B.2.3.11 Can a report show the current balance in each cardholder account for specific meal or debit plans?</p>			
<p>B.2.3.12 Can usage reports be generated showing total head count and sales for each location, broken down by meal or debit plan, or a user-defined date or time range (daily, weekly, monthly)?</p>			
<p>B.2.3.13 Can a Reconciliation report be generated of the balances of credit/debit accounts with the total of all reader transactions for a specified date?</p>			
<p>B.2.3.14 Can the reporting software be fully customized by the user?</p>			

Appendix B: System Specification Form (Continued)

B.2.4. Credit Card Processing			
B.2.4.1 Is the software compatible and able to process credit cards through the Paymentech processing center? NOTE: Chase Bank is the college's bank of choice and Paymentech is their required credit card processor. Hardware and software must also be compatible with other processing centers such as VISANet should the college decide to change banks.			
B.2.5. Debit and gift cards, meal plans			
B.2.5.1 Is the software able to store and decrement payments based on student ID numbers and PINs?			
B.2.5.2 Is the software flexible enough to use an existing Student ID Card magnetic stripe or barcode format to debit an account?			
B.2.5.3 Is the software able to supply an open key for which any amount can be entered by the sales area?			
B.2.5.4 Is the software capable of supporting a Rewards Program with variable time periods and types of programs running concurrently?			
B.2.6. Special Pricing features			
B.2.6.1 Is the software capable of supporting discounts based on (Respond to each item individually) <ol style="list-style-type: none"> 1. date range, 2. items purchased, 3. dollar amounts, 4. percentage amounts? 	<ol style="list-style-type: none"> 1. 2. 3. 4. 		

Appendix B: System Specification Form (Continued)

B.3. Technical	Yes *	Module Name	Future Version (Date)
B.3.1.1 Our Client Operating System is Windows 7. Our Windows servers are 2008R2. Our database standards are SQL server 2008 (SP1). If your base configuration is different, please describe how it would interface with our standards. Please clarify further with examples. (For example, an Oracle on Windows implementation, which is ODBC compliant and could be converted to run Oracle on HP_UX as the back-end database. Support and maintenance must be supplied for that modified platform).		Insert any notes here:	
B.3.1.2 Do you employ an open (non-proprietary) system architecture (database, interfaces, language) that enables easy integration with existing campus & departmental system databases? If yes, please describe any integration methods you recommend.		Insert any notes here:	
B.3.1.3 The system includes or addresses the following : 1. Database for production. 2. Database for test/development	1. 2.	Insert any notes here:	
B.3.1.4 The software handles Multiple Users (10+ concurrent or 50+ named or site license). Describe the type of software license you propose.		Insert any notes here:	
B.3.1.5 Does the software date and time stamp all entries?			
B.3.1.6 Given the number of transactions currently processed and anticipated growth when incorporated, does the software have the capability to hold at least a year of transactions? (~2000 transactions per business day and growing.)			
B.3.1.7 Is the system capable of handling a minimum of 200,000 accounts?			
B.3.1.8 Is the system capable of handling a minimum of 200 plans (combination of credit, debit and meal plans)			
B.3.1.9 Is the system capable of handling a minimum of 16 plans per cardholder record			

Appendix B: System Specification Form (Continued)

<p>B.3.1.10 Can the software create an event calendar that signals the system to automatically perform an action at a specified date and time (e.g., denies access during holidays or run an end of semester report; automatically upload/download information from other College systems).</p>			
<p>B.3.1.11 Perform system backups, Terminal and server and updates automatically without affecting card use or response time.</p>			
<p>B.4. Confidentiality and Security, Alerts</p>			
<p>B.4.1.1 Does the software supply security on the database and application that complies with the Payment Card Industry (PCI-PABP Validated) Gramm-Leach Bliley Act (GLBA) and the Illinois Personal Information Protection Act (PIPA)?</p>			
<p>B.4.1.2 The software is able to utilize the accepted standard credit card verification interfaces used by the major credit card companies. (Respond to each item individually)</p> <ul style="list-style-type: none"> a. Cellular b. Other, please specify _____ 	<ul style="list-style-type: none"> a. b. 		
<p>B.4.1.3 The software is compliant with major credit card security protocols. List all credit card protocols.</p>			
<p>B.4.1.4 The software provides audit trails of unauthorized access attempts.</p>			
<p>B.4.1.5 Track students using identifiers other than social security numbers.</p>			
<p>B.4.1.6 (Optional) Does the system support industry standard electronic signatures?</p>			
<p>B.4.1.7 Does the system control access to and within the system at multiple levels (e.g. per user, per user role, per area)?</p>			
<p>B.4.1.8 (Optional) Does the system include user customizable alert screens / messages, enabling capture of alert details, including, but not being limited to:</p> <ul style="list-style-type: none"> i. Text describing the alert? ii. Date and time of the alert? iii. Ability to track due dates for necessary tests? 	<ul style="list-style-type: none"> i. ii. iii. 		

Appendix B: System Specification Form (Continued)

B.5. Optional			
B.6. Inventory Control			
B.6.1.1 This function exists.			
B.7. Menu Planning			
B.7.1.1 This function exists.			
B.7.1.2 Is the software capable of tracking the cost of each recipe used?			
B.8. Food Cost Control			
B.8.1.1 This function exists.			
B.8.1.2 Is the software capable of providing inventory control functionality that ties into wholesale purchases and POS?			
B.9. General Ledger and Financial Reporting			
B.9.1.1 This function exists.			
B.10. Labor Scheduling and Timekeeping			
B.10.1.1 Is the software able to provide time and attendance functionality?			
B.10.1.2 Able to check in and check out employees. Employees are able to use their employee id card to clock in and out at any POS terminal.			
B.10.1.3 Able to provide summary reports of hours and/or days worked, variable rounding factors including options for counting early/late check-in/out.			
B.10.1.4 Is the software able to provide labor tracking and scheduling functionality?			
B.11. Accounts Payable			
B.11.1.1 This function exists.			
B.11.1.2 This software is capable of interfacing with Datatel Colleague.			
B.12. Accounts Receivable			
B.12.1.1 This function exists.			
B.12.1.2 This software is capable of interfacing with Datatel Colleague.			
B.13. Purchasing			
B.13.1.1 This function exists.			
B.13.1.2 This software is capable of interfacing with Datatel Colleague.			

Appendix B: System Specification Form (Continued)

B.14. Customer Invoicing (catered events)			
B.14.1.1 This function exists.			
B.15. Order processing and event tracking for catered events			
B.15.1.1 This function exists.			
B.16. Restaurant ordering system			
B.16.1.1 This function exists.			

Appendix C: GENERAL QUESTIONS Form

Instructions for use:

1. The sections below allow for a Y/N response. Indicate a YES response by placing an "X" in the space provided. A blank or no response will assume a NO answer.
2. If the vendor wishes to customize the software or service, indicate the cost, if any on Appendix D with Appendix C – [question #] referenced.
3. Where requested, provide complete answers in your explanatory notes. Do not refer to other areas of the proposal in your answer.

C.1. Installation

- C.1.1. Do you provide procedures, documentation, and media associated with the product installation?
- C.1.2. Does your organization accept responsibility for fixing installation-related "bugs" and/or "bugs" detected during installation?
- C.1.2.1 If yes:
- a. Is on-site support provided?
- b. Is there a cost associated with this on-site support?
(Please specify actual costs in Appendix D)
- C.1.3 Do you provide a test and production environment for ease in testing new data elements, screens, reports and processing?
- C.1.3.1 If yes, do you provide procedures and documentation associated with running tests?
- C.1.4 Do you provide for the inputting of the current menu items and pricing?
- C.1.4.1 If yes, do you provide procedures and documentation associated with running tests?
- C.1.5 Do you provide for the inputting of the current data base of swipe card users?
- C.1.5.1 If yes, do you provide procedures and documentation associated with running tests?

C.2. Training

- C.2.1.1 Do you provide training that supports the initial software/application implementation?
- C.2.1.2 If yes, does the curriculum include:
- a. Inquiry/reporting training for department administrators.
- b. Technical training for system administrators.
- c. Management overview sessions.
- d. On-site POS Register operator training sessions.
- C.2.1.3 How is training accomplished?
- a. Computer-based tutorial.

Appendix C: GENERAL QUESTIONS Form (Continued)

- b. Classroom / lecture.
- c. Hands-on exercises.
- d. Other _____

C.2.1.4 Do you provide training materials in support of classroom training sessions?

C.2.1.5 Do your training materials and training exercise scenarios support Food Service setting(s) at an institute of higher learning? If not, what scenarios are used :

C.2.1.6 Do you have the capability to conduct classroom training:

- a. At the JJC facility.
- b. At local vendor facilities.
- c. At remote vendor facilities.
- d. Other _____

C.2.1.7 Are the following components included in the technical training:

- a. File structures & record formats.
- b. Cycle (daily, weekly, monthly, quarterly, annual) processing procedures.
- c. Update and transaction processing procedures.
- d. Backup procedures.
- e. Recovery procedures.
- f. Shutdown procedures.
- g. Performance tuning procedures.

C.2.1.8 Do you provide training materials supporting enhancements and new releases?

C.2.1.9 Do you include/provide follow-up training for enhancements and new releases?

C.3. Product Support

C.3.1.1 Do you provide telephone support for:

- a. Application software support (system administrators).
- b. Help Desk (users).
- c. General Questions (non-issues).

Is there a cost associated with this support?

If yes, what are the costs? _____ per _____

C.3.1.2 Are there different support personnel available for general, application, and technical issues?

C.3.1.3 Does your telephone support include a toll free number?

C.3.1.4 Indicate the days per week and hours per day (including time zone) during which your telephone support is available.

C.3.1.5 Do you provide support via the Internet or e-mail for :

- a. Application software support (system administrators).
- b. Help Desk (users).

Appendix C: GENERAL QUESTIONS Form (Continued)

- C.3.1.6 Is there a cost associated with this support?
If yes, what are the costs? _____ per _____
- C.3.1.7 Does your organization provide on-site support to assist in the diagnosis and resolution of application software problems, if so requested?
If yes, is there a per hour support charge?
Hourly Support Charge \$ _____
- C.3.1.8 If yes, is the client responsible for the travel and living expenses?

C.4. Maintenance

- C.4.1.1 Does software include maintenance?
- C.4.1.2 Do you maintain a software "bug" (errors) list which includes both references to formal fixes and/or documents work-around ?
- C.4.1.3 If yes, do you distribute this list to your client base on a scheduled basis?
- C.4.1.4 How and how often do you distribute "bug" fixes?
 a. Electronically (modem/Internet/e-mail attachments)
 b. Tape or diskettes (mail)
 c. Other _____
- C.4.1.5 Do you provide telephone support for client installation of "bug" fixes?
- C.4.1.6 Do you provide diagnostic aids to assist with problem resolution?
- C.4.1.7 Are there restrictions to programming modification by the client that affect support?
If yes, attach your policy statement on user modifications to your RFP Response.
- C.4.1.8 Are third party vendors involved in maintaining your software? If yes, please attach a listing of these vendors and the products or services that they provide to your RFP response.

C.5. Enhancements and New Releases

- C.5.1.1 Do you provide regular maintenance upgrades as part of the standard support/maintenance agreement?
- C.5.1.2 Do you provide new version releases as part of the standard support/maintenance agreement?
- C.5.1.3 For new releases do you:
 a. Include changes only
 b. Include complete replacement
 c. Both a and b depending on the scope of change
- C.5.1.4 Do you have a software enhancement and future release list and schedule?
If yes, please attach to your RFP response.

Appendix C: GENERAL QUESTIONS Form (Continued)

C.5.1.5 Do you provide telephone support for client installation of enhancements and new releases?

C.5.1.6 Do you provide utilities which handle file/data conversion if a release involves file changes, field length changes, etc.?

C.5.1.7 Must all new releases be accepted?

C.5.1.8 Are there time constraints placed on the installation of product updates?

C.5.1.9 How often are new releases or product updates made?

C.5.1.10 Are prior releases supported? If yes, specify how many prior versions are maintained and how long they will be supported.

C.5.1.11 Are updates to the documentation provided?

C.6. Technical Considerations

C.6.1.1 Specify the version of the OS a customer would have to utilize to run the application today and for the next planned release(s)?

Today : _____

Next Release : _____

C.6.1.2 Do you provide any tools or guidelines for sizing the hardware requirements and if so what are they?

C.6.1.3 Does the system supports remote system monitoring technology?

C.6.1.4 Describe your redundancy/fault tolerance configuration. What messaging capabilities are available for system alert?

C.6.1.5 Describe your recommended configuration for logging, archiving and auditing.

C.6.1.6 What client machine requirements are required to support the proposed system?

C.6.1.7 Provide a summary describing your software encryption method.

C.6.1.8 Has the product ever been interfaced with the Datatel Colleague? If yes, list clients.

C.6.1.9 Would the physical software components be spread over multiple servers?

C.6.1.10 Specify the version of the database that customers have to utilize to run the application today and for the next planned release(s)?

Today : _____

Appendix C: GENERAL QUESTIONS Form (Continued)

Next Release : _____

- C.6.1.11 Is the database license bundled with your product? Please indicate specific licensing details, such as who purchases the database software license and who then is responsible for supporting that license.
- C.6.1.12 Are there undefined tables/fields that can be utilized to add some fields to the application for any unmet needs?
- C.6.1.13 Are database administrator activities minimal?
- C.6.1.14 How many patches or service packs (or equivalent) have been created in the last 18 months? _____
- C.6.1.15 What hardware is your application developed on? _____
- C.6.1.16 What operating system is your application developed on? _____
- C.6.1.17 List the programming language(s) in which the application was written. _____.

C.7. Documentation

The following section provides the opportunity for the vendor to describe the documentation associated with the software detailed in the previous section.

Indicate if the following detail items are contained in your system documentation. In addition, please provide us with a complete set of your documentation manuals. We are willing to sign a non-disclosure form, if required, and will return the set to you at the end of our evaluation process.

C.7.1. System Overview Diagrams

- C.7.1.1 Diagrams depicting the flow of processing (process flowcharts).
- C.7.1.2 Diagrams depicting the points of interface and transfer of information between functions/programs.
- C.7.1.3 Diagrams depicting on-line file update processing.
- C.7.1.4 Diagrams depicting batch processing including generation and printing of batch reports.
- C.7.1.5 Diagrams depicting system inputs and outputs.

C.7.2. Technical Documentation

- C.7.2.1 Procedures required to successfully install the software package.
- C.7.2.2 Procedures required to successfully operate the system.
- C.7.2.3 Backup, restore/recovery and restart procedures.

Appendix C: GENERAL QUESTIONS Form (Continued)

- C.7.2.4 "Bug" (error) detection and reporting procedures.
- C.7.2.5 Listing of required files, file formats, file layouts, and join conditions for all major files or tables.
- C.7.2.6 Data element descriptions and definitions by field level.
- C.7.2.7 Run books (batch processing dependencies, schedules, run parameters), if applicable.
- C.7.2.8 Procedures and/or narrative covering the following topics:
 - a. Data storage in database or files.
 - b. Application characteristics (on-line, batch, shared data base programs).
 - c. Security.
 - d. System logs.
 - e. Error handling.
- C.7.2.9 Diagram of the typical infrastructure required to run this software.

C.7.3. End User Documentation

- C.7.3.1 System overview.
- C.7.3.2 Descriptions of functions, transactions, and outputs of the system.
- C.7.3.3 Screen layouts and descriptions inclusive of data entry screens, inquiry only screens, and menus.
- C.7.3.4 System navigation, both between data elements on the screen and between screens.
- C.7.3.5 Descriptive error message listing inclusive of corrective action.
- C.7.3.6 Login and logoff procedures.
- C.7.3.7 User instructions.

C.8. Software License Agreement

The following section provides the opportunity for the vendor to describe the software license agreement associated with the software detailed in the previous section.

Please provide a current copy of your software license agreement, with your RFP response.

- C.8.1.1 The software license agreement will grant to JJC the following unlimited rights and privileges:
 - a. The ability to install and run the software package on multiple terminals from a central server location.
 - b. The ability to obtain source code with the purchase of the software.
 - c. Incorporation of the RFP response into the license agreement.

Appendix C: GENERAL QUESTIONS Form (Continued)

- C.8.1.2 What is the Product Licensing Terms? _____
- C.8.1.3 Do you offer an acceptance test period?
If yes, how long is the acceptance test period? _____
- C.8.1.4 If the acceptance test produces unacceptable results, can the product be returned for a full refund?
- C.8.1.5 In the event of disaster recovery, can the software run on a server at a remote site?
- C.8.1.6 Does the software require a 'license key'?

C.9. Global and Technical Requirements:

The following section provides the opportunity for your technical team to answer questions important to demonstrating compatibility with our JJC Network infrastructure.

C.9.1. Operating Requirements

- C.9.1.1 What server hardware and system requirements do you recommend to support the proposed system? Your recommendation must include server specifications and configurations, server operating system, backup, power requirements, Video card, Network cards, Data jack connections, Modems, Phone lines, UPS, etc.
- C.9.1.2 Describe your authentication methodology.
- C.9.1.3 Will your authentication methodology work with Microsoft Active Directory LDAP directory base?
- C.9.1.4 Client runs on the following platforms:
 - Windows 7
 - Web Browser(s)
 - Internet Explorer 8 or above: _____
 - Others: Please specify product and version: _____
- C.9.1.5 Does the software have a web based front end or client server front end?

- C.9.1.6 If client server front end, is the application architecture designed based on 2 tier or 3 tier? _____
- C.9.1.7 If 3 tier, please provide the system architecture requirements. _____
- C.9.1.8 Utilizes a 'thin' client for notebooks, handhelds and tablets
 If yes, please describe: _____
- C.9.1.9 Utilizes a non-proprietary programming language. Specify: _____
- C.9.1.10 Utilizes a standard SQL database with readily available ODBC or JDBC drivers.

Appendix C: GENERAL QUESTIONS Form (Continued)

- C.9.1.11 Database Utilizes
 a. SQL Server on Windows. Specify Version _____
 b. Oracle on Unix. Specify Version _____
 c. If other, specify type and version _____
- C.9.1.12 Utilizes an unmodified operating system from one of the following major vendors: IBM, HP, SUN, Novell, Microsoft. Specify _____
- C.9.1.13 Maintains a consistent local response time of under one second per transaction.

C.9.2. Security Requirements

- C.9.2.1 Authenticate users against the JJC Microsoft Active Directory LDAP directory.
- C.9.2.2 Provides user defined timed logoff for inactive sessions.
- C.9.2.3 Requires valid password for each individual user for access to the system.
- C.9.2.4 Provides encrypted passwords, which cannot be accessed in a readable format. Please provide the encryption methodology _____.
- C.9.2.5 Security information contains the following:
 a. User name.
 b. Department.
 d. Date access code issued.
 e. Date access code revoked.
 f. Table or list of authorized functions and actions.
- C.9.2.6 Provides audit trails:
 a. By user at data level.
 b. Edits, changes by user, date, time.
 c. Logon/logoff by user, date, time.
- C.9.2.7 Restricts deletion of "saved" data.
- C.9.2.8 Administrators can force users to change password at next logon.
- C.9.2.9 Credit card data (anything beyond first 6 and last 4 digits of the credit card number) is not stored within the system or its associated database.

C.9.3. Screen Functionality/Data Editing

- C.9.3.1 Provides on-line/real-time updates to database(s) and reference tables.
- C.9.3.2 Provides access to all functions via functionally grouped menus and sub-menus.
- C.9.3.3 Uses function keys for quick exit or quick access to common functions.
- C.9.3.4 Provides "fast path" or direct access method for access to screens and functions, while maintaining proper security.

Appendix C: GENERAL QUESTIONS Form (Continued)

- C.9.3.5 Allows for user-defined validation and edit criteria.
- C.9.3.6 Utilizes data verification tables that are maintained by the user.
- C.9.3.7 Allows use of default responses where applicable to minimize keystrokes.
- C.9.3.8 Displays the translation or description of an entered or displayed coded field on the screen.

C.9.4. Online Help

- C.9.4.1 Provides online Help functions at the following levels:
 a. functional level.
 b. screen level.
 c. data field level.
- C.9.4.2 Functional level help screen text outlines the purpose and action, including secured access, for each available function.
- C.9.4.3 Screen level help provides instructions to the user regarding the use of the program function keys.

C.9.5. Database/File Information

- C.9.5.1 Maintains last change date and user-ID for reference table files.
- C.9.5.2 Provides a means to restore the database and automatically reprocess transactions that occurred since the restore.
- C.9.5.3 Provides reliable database analysis tools to review the state and integrity of the database structure.
- C.9.5.4 Provides reliable database reorganization utilities.
- C.9.5.5 Provides automatic clean up of temporary work files to minimize disk usage.
- C.9.5.6 Provides data archiving capability. If yes, describe.

C.9.6. Application Modifications

- C.9.6.1 Provides capability to make modifications to:
 - system-provided screens.
 - system-provided reports.
 - system-provided interfaces.
- C.9.6.2 Provides ability to develop the following user-defined items to allow for institution specific requirements:
 - new screens.
 - new user-defined fields.
 - new reports.
 - new interfaces.

Appendix C: GENERAL QUESTIONS Form (Continued)

- C.9.6.3 Provides modification or definition capability of screens, reports and interfaces through
 - application tools or utilities.
 - programming language.

C.9.7. Interfaces

- C.9.7.1 Provides an interface engine. Describe: _____
- C.9.7.2 Provides for real-time interface of data to external systems.
- C.9.7.3 Provides for real-time interface of data from external systems.
- C.9.7.4 Provides for batch interface of data to external systems.
- C.9.7.5 Provides for batch interface of data from external systems.
- C.9.7.6 Provides for user definition of data fields to be interfaced to and from the system with easy modification of defined data fields as needed.
- C.9.7.7 Provides for the automatic scheduling of batch interfaces on a daily, weekly or monthly basis.
- C.9.7.8 Provides for on-demand processing of interfaces as needed.
- C.9.7.9 Provides for background processing of scheduled and on-demand interfaces so that no user terminal is locked while processing takes place.
- C.9.7.10 Provides control reports listing individual records and dollar amounts interfaced from various external systems.
- C.9.7.11 Provides totals and subtotals of data interfaced.
- C.9.7.12 Provides exception reports detailing any errors which occurred during interface processing.

C.9.8. Reporting/Printing Capabilities

- C.9.8.1 Provides user-defined reporting capability.
List end user reporting tools supported: _____
- C.9.8.2 Provides printing of reports and documents at default printer locations.
- C.9.8.3 Provides printing of reports at user specified printer location(s).
- C.9.8.4 Provides printing of reports upon user request.
- C.9.8.5 Provides ability to establish default and changeable print characteristics, such as number of copies, double-sided, condensed print, etc.
- C.9.8.6 Provides capability to set up user-defined schedule for report processing.

Appendix C: GENERAL QUESTIONS Form (Continued)

- C.9.8.7 Provides ability to print output to a disk file.
- C.9.8.8 Provides ability to print user-defined forms.
- C.9.8.9 Provides ability to route print jobs based on user I.D., function, report type, etc.

C.9.9. Network

- C.9.9.1 Proposed system utilizes TCP/IP.
- C.9.9.2 What is the bytes size per transaction between client and the application / database server.
Size : _____

C.9.10. Remote Access

- C.9.10.1 Administrator client can access the POS register remotely through the network.
- C.9.10.2 Remote access is secure and encrypted.
- C.9.10.3 What is the preferred method for remote access (ex. VPN, web based etc)
If other, specify method : _____

C.9.11. Backup/Disaster Recovery

- C.9.11.1 System provides forward data recovery.
- C.9.11.2 System utilizes mirroring.
- C.9.11.3 System can be Hot backed-up without downtime.
- C.9.11.4 System allows for remote disaster recovery testing and restore.

Appendix D: Cost Proposal Form

The Cost Proposal will not be opened until all RFP's are evaluated for the other factors. **Do not include any cost information in any other section of the main proposal.** Failure to comply with this requirement will mean rejection of the proposal. Provide an estimate of all costs associated with the purchase and maintenance of the product. Add additional rows for extra modules and peripherals required to support your proposed solution.

1.0	<u>Hardware:</u> Add rows or columns as needed to provide additional items needed.	Make, Model and Description, Unit, and extended pricing.	Year 1 Costs	Year 2 Costs	Year 3 Costs	Year 4 Costs	Year 5 Costs
1.1	<u>Purchase Option:</u> Provide initial costs and maintenance support pricing for the next five years.						
1.1.1	Virtualization on Microsoft Hyper-V Server 2008R2.						
1.1.2	1 Server with mirrored backup, built and configured for installation in JJC's Operation's area. Including Peripheral Equipment on extra rows.						
1.1.3	7 POS terminals						
1.1.4	7 standard touch screen keyboards						
1.1.5	7 magnetic stripe readers which are able to read 2 tracks off credit cards and/or student id cards.						
1.1.6	All terminals are network ready.						
1.1.7	7 Customer Displays						
1.1.8	3 Electronic Scales						
1.1.9	7 Cash Drawers						

Appendix D: Cost Proposal Form (Continued)

1.1.10	7 Journal/Receipt Printers						
1.1.11	7 Personal Identification Number (PIN) Pads						
1.1.12	7 Barcode Scanners						
1.1.13	1 Kitchen Printer (optional)						
1.2	Equipment Lease Option: Provide yearly cost for each line item in Year columns.						
1.2.1	Virtualization on Microsoft Hyper-V Server 2008R2.						
1.2.2	1 Server with mirrored backup, built and configured for installation in JJC's Operation's area.						
1.2.3	7 POS terminals						
1.2.4	7 standard touch screen keyboards						
1.2.5	7 magnetic stripe readers which are able to read 2 tracks off credit cards and/or student id cards.						
1.2.6	All terminals are network ready.						
1.2.7	7 Customer Displays						
1.2.8	3 Electronic Scales						
1.2.9	7 Cash Drawers						
1.2.10	7 Journal/Receipt Printers						
1.2.11	7 Personal Identification Number (PIN) Pads						
1.2.12	7 Barcode Scanners						
1.2.13	1 Kitchen Printer (optional)						

Appendix D: Cost Proposal Form (Continued)

2.0	Software (specify): Provide detailed breakdown of the proposed system software components , including description and quantity of component, unit and extended pricing (include ongoing annual licensing costs, if required).	Manufacturer, Module name & Description	Year 1 Costs	Year 2 Costs	Year 3 Costs	Year 4 Costs	Year 5 Costs
2.1	Installation Support (include pricing for on-site and off-site support models.)						
2.2	License Fee (specify)						
2.3	Maintenance (specify)						
2.4	Interface Programming (specify)						
2.5	Training (specify)						
2.6	Vendor Travel and Misc Expenses						
2.7	Third-Party System Interfaces; include ongoing annual licensing costs, if required						
2.8	Other Add rows as needed. Specify Appendix letter and line number.						

3.0	Optional items - Indicate if part of main software or supply pricing if offered in a separate module.	Manufacturer/Module name & Description	Year 1 Costs	Year 2 Costs	Year 3 Costs	Year 4 Costs	Year 5 Costs
3.1	Inventory Control						
3.2	Menu Planning						
3.3	Food Cost Control						
3.4	General Ledger and Financial Reporting						

Appendix D: Cost Proposal Form (Continued)

3.5	Labor Scheduling						
3.6	Timekeeping						
3.7	Accounts Payable						
3.8	Accounts Receivable						
3.9	Purchasing						
3.10	Customer Invoicing (catered events)						
3.11	Order processing and event tracking for catered events						
3.12	Restaurant ordering system						

Signature of authorized representative _____ Date _____

Name of Individual (print) _____

Company _____