JOLIET
JUNIOR COLLEGE
—1901—

Addendum No. 1

DATE: July 6, 2020

Joliet Junior College
1215 Houbolt Road
Joliet, IL 60431

TO: Prospective Respondents
SUBJECT: Addendum No. 1
PROJECT NAME: Food Services Point of Sale System
JJC PROJECT NO.: B20026

This Addendum forms a part of the Bidding and Contract Documents and modifies the original bidding document as posted on the JJC website. Acknowledge receipt of this addendum as specified at the end of this document. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

Questions Received:

1. Is there a timeline for awarding this RFP?
   The tentative award date is August 13, 2020.

2. Is there a timeline desired for installation?
   Desired timeline is that the system is LIVE 4-6 weeks or sooner after award date.

3. Is a leasing option a requirement?
   Suppliers that choose not to provide a leasing option shall select the checkbox in the 'No Bid' column for the leasing option in the ESM pricing matrix.

4. Please clarify "PCI compliance managed by vendor" – as the equipment and network would be owned by the college, there is always some compliance required on the customer's side and cannot be 100% vendor managed.
   Focus should be more on the latter half of the statement 'PCI Compliance managed by vendor. Credit card transactions and information are not to be stored on JJC equipment.' JJC is looking for services that will not require JJC IT staff to update/patch, maintain, operate or support vendor's services & equipment.

5. Of the 5 POS terminals, how many venues/locations are there on campus, and how many terminals in each? If you could list by name, that would be appreciated.
   The Main Campus Cafeteria has 3 (three) terminals, the Beanery adjacent to the cafeteria has 1 (one) terminal, and a remote food outlet in J-Building of the main campus has 1 (one) terminal.

6. In which venues/locations are the scales and the coin counters located?
   The 3 (three) terminals in the Main Campus Cafeteria have 3 (three) scales and 3 (three) coin counters. However, the coin counters are optional.

7. In which venue/location is the kitchen display screen, and the remote printers located?
   The main campus cafeteria kitchen would have the display screen and 1 (one) remote printer for to-go orders. The other 1 (one) remote printer is located in the beanery for drink orders.

8. Is the current gift card program in place accessibility to retrieve balance information for transfer into the new system?
   A spreadsheet will be provided for transferring existing balances.

9. What pieces of the system do you want integrated into Workday Systems? What are you trying to achieve with this integration?
   Account processes to include: revenue and tax reporting, gift card balances, accounts receivable for internal/house accounts, financial aid transfers. Integration would help eliminate duplication of reporting and multiple steps between two systems.

10. In the Request for Bid for Food Service Point of Sale System Specifications, it states: POS system does not require a server as the system is all "cloud based".
    a. Regarding this specification, would the desired solution need to be a true hosted (SaaS) cloud service?
       JJC is looking for services that will not require JJC IT staff to maintain, operate or support vendor's services or physical devices.

    b. Would a Virtual Environment, with cloud components meet your needs?
       We are looking to minimize on premise devices, vendor can propose a solution if they deem necessary.

    c. Are there other specific cloud requirements/components not listed in the RFP?
       No, vendor can provide a solution if they deem necessary

    d. Is system redundancy important?
       We speculate that the following section of the document could address this: "Guaranteed acceptable response times are mutually negotiated into the contract"

11. As seen on your website, CaterTrax appears to be handling your meal plan. Is your intent to continue with CaterTrax or is the interest in moving to a new platform to manage the pre-loaded meal plan cards?
    The intent is for the new POS system to handle meal plan cards as well as to-go orders. Catertrax does not handle our current card process. It is handled by our current POS vendor. Catertrax is for our catering operation which will remain.

12. What is the current configuration and network? • The RFP indicates 5 terminals; can you please outline how many revenue centers and terminal counts for each? • Are you currently using a POS system and if so who?
    JJC has a common network infrastructure with a both hardwired and wireless network connections. The Main Campus Cafeteria has 3 (three) terminals, the Beanery adjacent to the cafeteria has 1 (one) terminal, and a remote food outlet in J-Building of the main campus has

1 (one) terminal. So, there are currently 3 revenue centers. (Cafeteria, Beanery, J-Building Outlet) and the 4th would be an on-line ordering platform offered by the new POS vendor. Our current POS vendor is Oracle/Micros.

13. Will you accept responses with university supplied equipment such as the cisco aironet 3800 series, tablet/surface laptop?
    The desired Cisco access point model is Cisco AIR-AP3802I-B-K9

14. Are you looking for a solution that is cordless for power?
    Not at this time but would possibly welcome this option in the future.

15. Do you prefer handheld barcode scanners or would you prefer hands free scanners?
    Prefer flexibility of considering various options.

16. Will you accept responses without coin counters?
    Yes

17. Can you please clarify what you mean by remote printer?
    1 (one) printer for the kitchen staff and 1 (one) printer for the Beanery staff to view and prepare orders.

18. Will you accept responses that provide annual fees in place of monthly fees?
    Will consider various options.

19. Will you accept responses providing 24/7 remote support in place of on-site support?
    The vendor would need to define those support issues that can be resolved thru remote support and what circumstances would require on-site support. If on-site support is not an option, the vendor should note that in their submission.

20. What integration are you requesting with Workday?
    Please see our response to question #9 above.

21. Do you offer Meal Plans to your students, staff, and faculty?
    We offer a declining balance gift card for students, staff and faculty.

22. What system is used for ID cards?
    IdentiSys SpIDer ID Web-Based Credential Management System

23. Do you use a third-party food service provider or are you self-operated?
    We are self-operated.

24. We do not support coin counters; alternative recommendations can be provided. Can this be optional?
    Yes.

25. Functional and Support Requirements - PCI Compliance managed by vendor: We require all merchants to annually perform an annual PCI Compliance survey. As called out, our terminals do not require transaction information to be stored on JJC's equipment.
    Please see our response to question #4 above.

26. Initial Setup - Wireless Connections Cisco Aironet 3800 Access Point: The Cisco Access Points (quantity 2) will be included in the Hardware pricing.
This being the case, you may enter $0.00 in the pricing matrix for this equipment and make a note on that line item indicating that the cost is included in the hardware pricing.

27. For our proposal, please confirm the detailed setup requirements which we should provide, since JJC's IT team may plan to install, configure, and provide additional hardware along with monitoring such network.
The vendor is responsible for POS system and terminal setup. The vendor is to setup and configure the POS system and all its components. JJC will provide the network connectivity.

28. What is the brand name of the coin dispensers you current have in place? We'd like to discern if we can retrofit these instead of replace them.
Telequip T2+Flex USB/RS-232 Coin Dispenser

End of Addendum #1

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Please acknowledge receipt of these addenda by including this page with your proposal. Include your company name, printed name, title, and signature in your acknowledgement below. Failure to do so could result in disqualification of your bid.

Issued by:

Janice Reedus
Director of Business & Auxiliary Services
Joliet Junior College
815.280.6643

I acknowledge receipt of Addendum #1.

_____
Company Name

_____
Printed Name

_____
Title

_____
Signature