Addendum #1

Please note the following clarifications are hereby made to the aforementioned RFP.

This addendum is being issued to answer questions that have been submitted as follows:

Questions and Answers

Question No. 1: What payment processor is the University currently using?

Response: Any processor/gateway is acceptable as long as the merchant ID is initiated with Well Fargo Merchant Services (and the merchant ID is owned by UNT).

Question No. 2: Would the University be open to switching processors or gateways?

Response: Any processor/gateway is acceptable as long as the merchant ID is initiated with Well Fargo Merchant Services (and the merchant ID is owned by UNT).

Question No. 3: What payment gateway is the University currently using?

Response: Any processor/gateway is acceptable as long as the merchant ID is initiated with Well Fargo Merchant Services (and the merchant ID is owned by UNT).

Question No. 4: What is your campus credit card processor at the POS terminals today? What processors are supported on campus?

Response: Any processor/gateway is acceptable as long as the merchant ID is initiated with Well Fargo Merchant Services (and the merchant ID is owned by UNT).

Question No. 5: Who is your Campus ID Card solution provider?

Response: N/A.

Question No. 6: What is your current POS Solution?

Response: N/A.
Question No. 7: What is your current “Board/Stored Value System?”

Response: Please list the board/stored value systems that your solution can operate in conjunction with.

Question No. 8: What biometric solution is used on campus?

Response: None currently.

Question No. 9: The RFP mentions 80 POS terminals, but how many Kitchen Displays/printers etc. are required?

Response: About 20 KDS screens with bump bars and about 13 kitchen printers in production right now.

Question No. 10: There is a request to print on both sides of a receipt – what information is needed on both sides of the receipt?

Response: Normal receipt information as well as custom messaging.

Question No. 11: Who is your current payment processor? Are you open to a new payment processor?

Response: Any processor/gateway is acceptable as long as the merchant ID is initiated with Well Fargo Merchant Services (and the merchant ID is owned by UNT).

Question No. 12: The RFP mentions “Customer configurable file import tool for campus ID cards and other campus systems” – what other campus systems does the University use?

Response: UNT uses several systems for budgets, inventory, procurement, residents, etc. The product should contain a file import tool configurable by the customer (us) to import data from various systems.

Question No. 13: Do you have a list of specific equipment you use currently that will need to be integrated with the new POS system?

Response: Yes.

Question No. 14: Does the University have self-order kiosks currently or are you looking to acquire them? If so, how many?

Response: Yes we currently have 22 in production

Question No. 15: Are you open to having your own ordering app

Response: Yes.

Question No. 16: What type of file and hardware format would the University need for ‘file import tool for campus ID cards and other campus systems’?

Response: Our current process involves a flat file SFTP transfer every 15 minutes with the student/staff ID card information. We would require a flexible tool that works with files, API, database connections, etc.

Question No. 17: What type, format and algorithm does the ‘general messaging feature’ need to comply with?

Response: General messaging is a requirement for receipt content. The system should have the ability to print custom messaging of our choosing on the receipts.

Question No. 18: What are the current ‘Dining and Enterprise systems’ being used by the University to be integrated with the new POS system?

Response: We have a board plan/stored value application. This system would require direct integration or solution to access stored value and board plan accounts. Other campus systems require at least the ability to import/export flat files via SFTP or similar from our resident management system, ERP system, etc. Please provide information if your solution can integrate with board plan/stored value applications and if so, which ones.
Question No. 19:  What does the University mean by “concepts” in this requirement – “Ability to create, customize, and manage multiple menus, screens, and concepts?”

Response: Concepts can also be defined as locations and/or profit centers. We currently have 26 concepts.

Question No. 20:  What are how would typical “offline transactions” be submitted into the system for this requirement “Ability to process offline transactions?”

Response: The ability to store and forward credit and campus transactions if the network is unavailable.

Question No. 21:  What is the current “enterprise journal entry system?”

Response: PeopleSoft EIS.

Question No. 22:  What is the current “meal plan/board plan system?”

Response: Transact.

Question No. 23:  What type/standard & form of Biometric scanning is required for this requirement “Biometric scanning authentication/privilege?”

Response: None currently specified or in place.

Question No. 24:  Would the University be open to multiple vendors that provide part of the solution OR is this a all/nothing response that is sought?

Response: Yes. One Proposer would serve as the Price Contractor and the other Proposer(s) would serve in a Subcontractor capacity.

Question No. 25:  Will you accept the RFP response electronically?

Response: No.

Question No. 26:  Are there any specific menu items or offerings that Proposer's should be aware of?

Response: Not to my knowledge.

Question No. 27:  Who is the current campus dining provider?

Response: Dining Services is a UNT/in-house department.

Question No. 28:  What is the current POS equipment hardware, OS and software? Can you please provide a breakdown of all components including KDS, printers, scanners, etc. per location and POS?

Response: Please have a list of hardware that your solution will support.

Question No. 29:  Is there a mobile ordering solution now on campus, which one if so?

Response: No.

Question No. 30:  What is your complete list of partner gift cards and how are they being handled now (in POS or sidecar)?

Response: Please list any partner gift cards that are supported within your solution and specify whether it requires a sidecar or not.

Question No. 31:  Define expectations for phone app authentication?

Response: SSO is preferred for all authentication.
Question No. 32: Are biometrics in place now and if so, what software solution and biometric is being used? Is it for just board meal plans or declining balance as well?

Response: No. We would like to consider it for all potential uses.

Question No. 33: Are there currently self-serve kiosks on campus? If so, does the campus want to keep them or replace? If keep, what hardware and software are they utilizing?

Response: There are and the most cost efficient path for us would be to keep them using the current hardware.

Question No. 34: What is the current card technology on campus? Mag stripe, Prox, iClass, Mifare, etc.?

Response: Mag.

Question No. 35: If the proposal indicates replacing the existing ID/meal plan management system on campus, are there any additional requirements such as event/attendance management, ID management, Mobile credential, online account management functions? If so, please indicate the additional requirements.

Response: No.

Question No. 36: Does UNTS intend on keeping Transact as the campus card provider? If not, can Proposer’s include alternative vendors?

Response: Transact is not the current campus card provider. Campus card provisioning is not within scope of this request.

Question No. 37: Who is the current loyalty card provider for UNTS?

Response: None currently.

Question No. 38: What existing hardware is UNTS using?

Response: Please specify which hardware your solution can utilize.

Question No. 39: Can you please elaborate on the specific hardware needed for the 80 POS units described?

Response: No specific hardware is required. Just that it function given the rest of the RFP requirements.

Question No. 40: How many Kitchen Display Systems are needed?

Response: Answered in Question No. 9.

Question No. 41: Please confirm that this purchase will be tax exempt?

Response: UNTS is tax exempt.

Question No. 42: When does UNTS intend to “go-live” with this POS solution?

Response: Please provide timelines for your implementation/solution.

Question No. 43: Will this new POS solution cover strictly Campus and Dining or your Athletic Venues as well?

Response: Athletics concessions is not included within the scope of this proposal.

Question No. 44: How many locations will need Inventory Management? How many warehouses are a part of the operation?

Response: There are no warehouses, but each concept tracks inventory.
Question No. 45: Can you please list all integrations required by UNTS?

Response: This solution should provide a robust method for importing/exporting data to a variety of systems using a variety of methods (as listed elsewhere in this response).

Question No. 46: Please describe what is meant by the need to "enter pager numbers" under Section 5 Customer Experience listed on page 7?

Response: Certain concepts use restaurant pagers to notify customers that their order is ready. The ideal solution would include a method of entering that number into the order (and printed on front/back house receipts) so the customer can be notified.

Question No. 47: Are Proposer’s able to provide pricing quotes in addition to the stated Pricing Schedule? This would give UNTS more clarity.

Response: Yes.

Question No. 48: Are Proposer’s able to customize / modify the stated Pricing Schedule?

Response: Yes.

Question No. 49: What is your estimated number of credit card transactions?

Response: N/A.

Question No. 50: What is the estimated average size (dollar amount) of credit card transactions?

Response: N/A.

Question No. 51: What is the estimated total (dollar amount) of credit?

Response: N/A.

Question No. 52: Integrations with other dining/enterprise systems – please define what systems?

Response: For Dining, we have a board plan and food management system. We also use an enterprise accounting system. Please specify the methods you provide for connecting to outside systems.

Question No. 53: Do you currently use a KDS system? What vendor? How many of each should we quote for?

Response: Yes. About 20 KDS screens with bump bars and about 13 kitchen printers in production right now. Please specify which vendors your solution will work with.

Question No. 54: What current mobile ordering apps do you use? Are they integrated into your current system?

Response: None.

Question No. 55: How many Self-Ordering Kiosk are you looking to add per building?

Response: All self-ordering kiosks are currently located in our student union (just one building).

Question No. 56: Do you want mobile ordering for each location (building)?

Response: Please provide information on what is possible for your solution.

Question No. 57: How many profit centers for each building?

Response: Most buildings only have one (1) profit center. The exception is our student union where there are several.
Question No. 58: Of the 80 terminals listed, can you break down how many will be going to each of the 4 locations (UNTS, UNT, UNTHSC and UNTD)?

Response: All 80 terminals will be placed at the UNT Denton campus.

Question No. 59: What is the anticipated go live date? All four buildings at once?

Response: Please provide a timeline for your implementation. Also, there are more than four (4) buildings/concepts involved. Please see above.

Question No. 60: The Customer Experience section of the RFP scope references the ability to use pager numbers. What use case are pager numbers for? Would you want a reservation system built into the POS for table management?

Response: Certain concepts use restaurant pagers to notify customers that their order is ready. The ideal solution would include a method of entering that number into the order (and printed on front/back house receipts) so the customer can be notified.

Question No. 61: The Marketing & Promotions section states provide a master product list so that Dining Services employees can access info about our in-house product lines. Can you elaborate more on this?

Response: Read-only access for some employees so that they could look up the price, barcode, sales info for products.

Question No. 62: Gift Card Support - Support in house issues dining services gift cards—can you provide use cases for in-house gift cards to assure we can meet their needs out of box?

Response: Gift and loyalty cards would work the same as they do for major brands (Panera for example) but would be produced and issued in-house.

Question No. 63: Gift Card Support - Accept partner cards (Starbucks, Burger King)—How many total partner cards do you currently accept?

Response: Just Starbucks as of now, but we would like to accept more.

Question No. 64: Gift Card Support - What partner loyalty card companies do you currently work with?

Response: Starbucks, but we would like to work with more.

Question No. 65: Board/Stored Value - Use meal plan system and need integration—what meal plan system is in use today?

Response: Transact.

-End of Addendum-

Issued by (signature)

August 24, 2021

ACKNOWLEDGEMENT: Please acknowledge receipt of this addendum by initialing the appropriate line on the Addenda Checklist, Section 4 of the RFP.