



Request for Proposals

RFP #

SUBJECT:

DATE OF ISSUE:	April 5, 2006
PROPOSAL CLOSING DATE AND TIME	<u>May 5, 2006, 2:00pm, Local Time</u>
PROPOSALS SHALL BE DELIVERED TO:	Mr. Daniel C. Look Dining Management Resources 3605 Sandy Plains Road Suite 240-269 Marietta, GA 30066-3068 Tel: 770-565-4006 Fax: 208-361-8108 Email: dcl@dm-resources.com

Request for Proposal

TABLE OF CONTENTS

1.0 INFORMATION AND INSTRUCTIONS

- 1.1 PURPOSE
- 1.2 DEFINITIONS
- 1.3 ISSUING OFFICE
- 1.4 KEY DATES
- 1.5 CLOSING DATE AND TIME
- 1.6 PROPOSAL SUBMISSION
- 1.7 PROPOSAL COSTS
- 1.8 IRREVOCABLE OFFER
- 1.9 INQUIRIES AND CHANGES
- 1.10 SELECTION PROCESS
- 1.11 BASIS OF SELECTION
- 1.12 CONTRACTUAL OBLIGATION
- 1.13 CONTRACT PROVISIONS BY REFERENCE
- 1.14 CONFIDENTIALITY

2.0 GUIDELINES TO SUBMISSION OF PROPOSAL

- 2.1 EXECUTIVE SUMMARY
- 2.2 VENDOR QUALIFICATIONS AND REFERENCES
- 2.3 PROPOSED SYSTEM
- 2.4 ON-SITE or WEB DEMONSTRATION
- 2.5 WARRANTY, SERVICE AND SUPPORT
- 2.6 TRAINING
- 2.7 SITE PREPARATION AND REQUIREMENTS
- 2.8 MANUALS
- 2.9 SOFTWARE
- 2.10 CONSUMABLES
- 2.11 POWER CORRECTION DEVICES
- 2.12 COSTS
- 2.13 DELIVERY

3.0 MANDATORY CONTRACTUAL PROVISIONS

- 3.1 CLIENT AUTHORIZED REPRESENTATIVES
- 3.2 AMENDMENTS
- 3.3 NOTICES
- 3.4 PRIVACY OF INFORMATION
- 3.5 APPLICABLE REGULATIONS
- 3.6 ASSIGNMENT

4.0 PREFERRED CONTRACTUAL PROVISIONS

- 4.1 COMMITMENTS, WARRANTIES AND REPRESENTATIONS
- 4.2 INSTALLATION
- 4.3 RISK OF LOSS OR DAMAGE (PURCHASED EQUIPMENT) AND TITLE
- 4.4 REQUIRED PERFORMANCE LEVEL
- 4.5 DATE OF ACCEPTANCE
- 4.6 TERMINATION AND CANCELLATION
- 4.7 WARRANTY
- 4.8 DELIVERY
- 4.9 MANUALS AND DOCUMENTATION
- 4.10 SOFTWARE
- 4.11 SOFTWARE UPDATES
- 4.12 RIGHT TO SOFTWARE DEVELOPMENTS
- 4.13 PARTS AVAILABILITY
- 4.14 SERVICE REPRESENTATIVE
- 4.15 ROUTINE SERVICE
- 4.16 TAXES AND DUTIES
- 4.17 INDEMNITY
- 4.18 WORKPLACE INSURANCE

APPENDIX A: SPECIFICATIONS & REQUIREMENTS FORM

APPENDIX B: RECEIPT of RFP CONFIRMATION FORM

APPENDIX C: HARDWARE & SOFTWARE LICENSE REQUIREMENTS BY LOCATION

APPENDIX D: STATUTORY DECLARATION

APPENDIX E: VENDOR QUESTIONNAIRE

REQUEST FOR PROPOSALS

1.0 INFORMATION AND INSTRUCTIONS

1.1 PURPOSE

The _____, hereinafter referred to as the "Client", is in the final stages of selecting an experienced Vendor to supply a Meal & Spending Plan Management Application with Fully Integrated Point of Sale (POS) computer system

The design philosophy of the proposed system must be based on the premise that a single personalized identification card can be utilized for all financial and non-financial transactions and activities associated with day-to-day resident or employee life – starting with transactions in Dining Services. These various applications must be supported by a family of on-line devices with off-line capability (where possible) designed to manage point of sale, debit/credit card, Gift Card applications, privilege / entitlement management verification and with the ability to interface with other 3rd party applications including accounting / billing, door access controls, etc.

The proposal should accommodate magnetic stripe card technology, bar code technology and be expandable to accommodate proximity card technology. The vendor's commitment to this "one card" concept, as well as the vendor's ability to support the system from a position of short and long-term system development, and the vendor's proven experience with implementing such systems in similar environments, will weigh significantly in the evaluation process.

Expectations of this RFP:

- Provide a Meal and Spending Plan (Privilege Management) application
- Provide a fully integrated POS system
- Function in Real-Time
- Provide support for declining balance, credit balance and hybrid plans. These plans would be used for purchases at all food service dining facilities, retail outlets and convenience stores.
- Provide centralized administration
- Provide customized management reporting
- Provide audit trails
- Improve service to Cardholders and Customers
- Reduce administrative & labor costs
- Integrate with existing ID card (if applicable)
- Improve Resident's quality of life thru enhanced service delivery
- Encourage cashless economy
- Increase revenues
- Reduce waste through improved planning resulting from better reporting and analysis capabilities

Through this Request for Proposals, the Client seeks to:

- 1.1.1 Select the successful Vendor,
- 1.1.2 Determine final pricing and
- 1.1.3 Specify the terms and conditions that would govern any resulting contract.

Background:

Please develop all questions necessary for your successful completion of the RFP. Key dates are identified in Section 1.4. In Appendix "C", you will find attached initial community information for Green Ridge, Kirkland & Ware. Additional information will be provided from the other communities.

POS Requirements:

The new system must be designed to operate online, in real-time, 24 hours a day, 7 days a week under normal operating conditions, and ensure accurate cardholder and transaction data for effective system information management, reporting and auditing activities.

Types of POS Terminals required may include:

- Quick Service POS – to be used in smaller Food Service locations (i.e. Café, Coffee kiosk, etc.)
- Full Service / Fine Dining POS – to be used in all other Food Service locations
- Retail POS Terminal with or without inventory capability
- Self-Serve Resident Inquiry Terminal

1.2 DEFINITIONS

Hereinafter, each company receiving this Request for Proposals is referred to as a "Vendor", and a Vendor's proposal in response to this Request for Proposals is referred to as a "Proposal".

1.3 Authorized Client Representatives

The following individuals and contacts are the only official contacts for this RFP. Do not contact any of the communities or the department management directly. Please copy Dan Look on all RFI's to Prelude.

RFP General Management/Operations Questions/Issuing Office

Dan Look

Dining Management Resources

3605 Sandy Plains Road

Suite 240-269

Marrietta, GA 30066-3068

Tel: 770-565-4006

Fax: 208-361-8108

dcl@dm-resources.com

IT Questions & Capacity

1.4 KEY DATES

Listed below are the important events and the target dates and times by which the events are to be completed:

A.	Issue of Request for Proposals	
B.	Return Receipt Confirmation Form – Appendix “B”	
C.	Inquiry End Date – Conference Call All Responses Completed	
D.	Due Date for Submission of Proposals	
E.	Evaluation and Clarification of Proposals and possible demonstration	
F.	Acceptance of successful Proposal (if any)	
G.	Receive and review detailed integration schedule	
H.	Acceptance of schedule	
I.	Start installation of equipment	
J.	Start technical service training	
M.	Commissioning, completion of training and end user acceptance	

1.5 CLOSING DATE AND TIME

Proposals, signed by the Vendor's authorized representative, must be received by the Issuing Office, no later than **2:00 p.m. local time, May 5, 2006.**

The Client will not accept submission of any Proposals after the closing date and time.

1.6 PROPOSAL SUBMISSION

Three (3) hard copies of the Vendor's Proposal, along with an electronic version (CD or Email PDF); files to be labelled in such a way that corresponds with the vendor's submission. Vendors can submit supporting documents in DOC or PDF format complete with specification sheets *must* be submitted to the Issuing Office / Authorized Representative on or before the closing date. Faxed replies will not be accepted. For ease of evaluation purposes, it is preferred that the Vendors use the same format as the RFP in Attachment 'A'.

Vendors may not make modifications to their Proposals after the closing date.

1.7 PROPOSAL COSTS

The Vendor has the sole responsibility for any costs associated with preparing its Proposal in response to this Request for Proposals.

In no event will the Client be responsible for the costs of preparation or submission of any Proposal.

1.8 IRREVOCABLE OFFER

Proposals submitted to the Client shall constitute a valid and irrevocable offer which is open for acceptance by the Client from after the closing date and time until the expiration of the 60th day following the Closing Date specified in Section 1.5.

The Client reserves the right to accept the Proposal which it deems most advantageous, and the right to reject any or all Proposals.

1.9 INQUIRIES AND CHANGES

Any inquiries or clarifications regarding this RFP should be directed in writing either by fax or email to:

Attention: Dan Look
Dining Management Resources
Fax: 208-361-8108
Email: dcl@dm-resources.com

The Client accepts no responsibility for delays, or failure to receive or properly download electronic inquiries, or for equipment failures and all other risks.

It is the responsibility of each Vendor to inquire about and clarify any requirements of this Request for Proposals which are not fully understood by the inquiry end date as indicated in Section 1.4 (Key Dates)

Vendors must obtain their own information on all matters and things that may in any way influence them in making their Proposals and establishing prices.

Vendors must satisfy themselves in all respects as to the risks and obligations to be undertaken by them.

If a Vendor discovers any inconsistency, discrepancy, ambiguity, errors, or omissions in this Request for Proposals, it must notify the Client immediately in writing.

The Client may, at any time prior to closing, make and stipulate changes to this Request for Proposals.

The Client may provide additional information, clarification or modification by written addenda. All addenda shall be incorporated into and become part of this Request for Proposals. The Client shall not be bound by and the Vendor agrees not to rely upon oral or other informal explanations or clarifications not contained in written addenda.

1.10 SELECTION PROCESS

Because the Client bases any decision to award a contract on the Proposals submitted, Vendors should include all requirements, terms or conditions it may have in their Proposal, and should not assume that any opportunity will exist to add such matters after the Proposal is submitted.

If the Client determines, in its sole discretion, that one Vendor is clearly more highly qualified than the others under consideration, it may decide to award a contract directly to that Vendor.

The Client reserves the right in its sole discretion to clarify any proposal after the closing date and time or to negotiate with one or more Vendors after the closing date and time without becoming obligated to offer the same opportunity to any other Vendor(s).

The Client reserves the right in its sole discretion to waive any non-compliance by a Vendor with the requirements of this Request for Proposals in order to obtain the best overall value.

1.11 BASIS OF SELECTION

The Client will not necessarily accept the lowest price or any Proposal and the Client reserves the right in its sole discretion to cancel this Request for Proposals at any time before or after the closing date and time without award.

The Client will evaluate proposals upon the following criteria:

Financial Proposal	25%
Technical Features	45%
Ease of use of system	15%
Maintenance and Support	5%
Vendor Background	10%

1.12 CONTRACTUAL OBLIGATION

Mandatory Contractual Provisions (Mandatory Provisions) and Preferred Contractual Provisions (Preferred Provisions) that will govern any subsequent contract issued are outlined in this Request for Proposal. The Vendor's Proposal is automatically deemed to include the Vendor's agreement to the Mandatory Provisions and the Preferred Provisions unless the Vendor expressly and specifically provides otherwise in its Proposal.

Mandatory Provisions are listed in Section 3.0. The Vendor may not modify any Mandatory Provisions in its Proposal.

Preferred Provisions are listed in Section 4.0. Such provisions are desirable to the Client but are open to negotiation between the Client and the Vendor. The Vendor may reject or make changes to preferred provisions by explicitly stating so in its Proposal.

1.13 CONTRACT PROVISIONS BY REFERENCE

The Client 's acceptance of the Vendor's Proposal by issuance of a Purchase Order or by a written agreement shall create a contract between the Client and such Vendor containing all specifications, terms and conditions in the Proposal except as amended in the Purchase Order. Any exceptions taken by the Vendor which are not included in the Purchase Order will not form part of the contract.

In the event of a conflict between the terms and conditions of the Request for Proposals and information submitted by a Vendor, the terms and conditions of this Request for Proposals and the Purchase Order will govern.

1.14 CONFIDENTIALITY

The Vendor shall clearly mark “Confidential” all information regarding the items and conditions, financial and/or technical aspects of the Vendor’s proposal, which in the Vendor’s opinion are of a proprietary or confidential nature at the relevant item or page.

The Client shall use all reasonable efforts to hold all information marked “Confidential” by the Vendor in strict confidence but shall not be liable for any inadvertent disclosure.

The Client may declare and mark certain information about the Client to be received by the Vendor as “Confidential”. The Vendor must not disclose such “Confidential” information to any third parties unless authorized to do so in writing by the Client.

The Vendor and The Client agree that the reciprocal obligations of confidentiality will survive the termination of any contract that might arise between the parties.

2.0 GUIDELINES TO SUBMISSION OF PROPOSAL

In order to receive a uniform format of Proposal from all Vendors, the following guidelines for formatting the Proposal have been outlined.

2.1 EXECUTIVE SUMMARY

The Vendor shall include a summary of pertinent points in the Proposal that the Vendor wishes to highlight.

2.2 VENDOR QUALIFICATIONS AND REFERENCES

The Vendor shall provide a summary of its qualifications to both supply and support the system being proposed. The Vendor shall supply a minimum of three references, and describe how the system provided to these references are similar to the system proposed to the Client.

References from similar installations / environments are preferred (i.e. retirement communities or Health Care facilities)

2.3 PROPOSED SYSTEM

The Vendor shall describe how the proposed system meets the specifications set forth in Attachment A and include complete detailed specifications on all components of the proposed system. Any specifications which cannot be met shall be identified in the Proposal.

2.4 ON-SITE & WEB DEMONSTRATION

The Vendor may also be required to conduct either an on-site or web demonstration of their system capabilities as part of the proposal process. This will be done at no cost to the Client. On-site demonstrations will only be requested by the Client for short-listed Vendors.

2.5 HARDWARE WARRANTY, SERVICE AND SUPPORT

2.5.1 The Vendor shall propose a warranty for the equipment it offers. An explanation of the source, level and timing of maintenance servicing, and of responsibility for upgrades to the system, in both the warranty and post-warranty periods shall be provided. The Vendor must clearly enumerate any charges associated with the warranty service which will be billed to the Client during the warranty period, at what point overtime charges will begin to accrue, (e.g. after the service representative has been on site for eight (8) hours, holidays), etc.

2.5.2 The Vendor shall propose an out of warranty service agreement including estimated charges for service calls and/or maintenance contracts for both equipment and software for each of the four (4) years following the termination of the warranty period. The Proposal shall include service contract terms and conditions, fees and parts replacement charges. The Vendor shall also specify rates for normal working service calls on a time and material basis and availability of technical support by telephone for both equipment and software trouble shooting.

2.6 TRAINING

The Vendor shall describe and provide separate prices for training and educational programs for Client personnel in the use, care and maintenance of the proposed equipment and software. The Vendor shall identify the location of any off-site training locations being proposed.

2.7 SITE PREPARATION AND REQUIREMENTS

The installation requirements and site services required, including environmental conditions must also be specified in the Proposal.

Appropriate modifications to the food and retail outlets in which the system shall be housed will be the responsibility of the Client and such modification shall be completed in such a manner that delivery and installation by the Vendor will not be impeded.

The Vendor is responsible to provide all the information necessary for a proper site preparation.

2.8 MANUALS

The Vendor shall describe all documentation included.

2.9 SOFTWARE

All software that is required to operate the proposed system must be included. The Vendor shall name and describe the function of this software (see "Software" and "Software Updates" in Sections 4.13 and 4.14 of the preferred contractual provisions).

2.10 CONSUMABLES

The Vendor shall identify all consumable items required to operate the equipment it is proposing.

2.11 POWER CORRECTION DEVICES

Documentation shall be supplied by the Vendor describing which power devices (manufacturer, model number, etc.) are necessary to condition the power to the equipment.

2.12 COSTS

All prices **must** be quoted duty **included** and state and federal tax **excluded**. The Vendor shall provide separate prices for the following components:

- 2.12.1 Proposed equipment. Equipment with options shall be listed as options or as alternative proposals.
- 2.12.2 Software and Licensing; Initial and subsequent annual license fees for support and maintenance
- 2.12.3 Installation of proposed equipment and software including on-site technical training, professional services and estimated travel expenses broken out (i.e. hotel costs, travel, meals etc);
- 2.12.4 Annual Hardware Support & Maintenance contracts for each of the four (4) years following the termination of the warranty period. Specify in detail what is covered for maintenance and support in each of the years;
- 2.12.5 On-site operator / user training on proposed system;
- 2.12.6 Rates for normal working day service calls on an hourly basis;
- 2.12.7 All consumable items required to operate the equipment.
- 2.12.8 All costs related to delivery;
- 2.12.9 Any charges not specified in the above which will or may be billed to the Client by the Vendor in performing the work proposed. In addition, the Vendor shall clearly indicate any known possibility for unanticipated charges to the Client, other than the Vendor's charges specified in its Proposal, as well as make any suggestions for cost savings in any area.

2.13 DELIVERY DATES

The Vendor shall specify its best delivery date in days from the Client's acceptance of the successful Proposal.

3.0 MANDATORY CONTRACTUAL PROVISIONS

The following terms and conditions are mandatory and shall be deemed to be incorporated in all Proposals.

3.1 THE CLIENT'S AUTHORIZED REPRESENTATIVES

The only persons who are or shall be authorized to speak or act for the Client in any way with respect to any contract resulting from this Request for Proposals are those whose positions or names have been specifically designated in Section 1.3.

It is hereby declared and agreed by the Vendor that all Proposals submitted to the Client by the Vendor have been prepared on the basis of its own knowledge of the nature of the work to be performed or of the goods to be supplied, the location, quality, and character of the equipment and facilities needed, as well as general and local conditions and all other such matters which can affect the Vendor's performance under any contract between the parties that might result from the Vendor's Proposal.

The Vendor further agrees that it does not rely upon any information given or statements made by representatives of the Client with regard to the Vendor's Proposal or work to be performed.

3.2 AMENDMENTS

No amendment of a contract resulting from this proposal process shall be effective unless it is reduced to writing and executed by the Client's Authorized Representative or Officer and by the individual signing the Vendor's Proposal or another individual named by the Vendor as specified in Section 3.3.

3.3 NOTICES

All notices provided hereunder shall be given in writing and delivered in person, by facsimile, or by registered or certified mail, return receipt requested addressed as follows:

To the Client or Authorized Representative:

Dan Look
Dining Management Resources
3605 Sandy Plains Road
Suite 240-269
Marietta, GA 30066-3068
Tel: 770-565-4006
Fax: 208-361-8108

If to the Vendor:

The person signing the Vendor's Proposal in response to the Client's Request for Proposals, at the Vendor's address indicated in such Proposal; or to such other person or address as either may designate for itself in writing and provide to the other. Notice shall be deemed given when delivered the third business day following the day such notice is deposited in the mail, or upon facsimile or email transmission. In the event of any interruption in the ordinary postal service, any such notice shall be delivered or sent by facsimile or email transmission and not mailed.

3.4 PRIVACY OF INFORMATION

The Vendor warrants that its solution complies with state and federal legislation including HIPPA. Furthermore, the Vendor acknowledges that it may be required to sign a standard HIPAA Business Associate Addendum as part of the terms of successful bid.

3.5 APPLICABLE REGULATIONS

All equipment provided shall comply with all applicable state and federal regulations.

3.6 ASSIGNMENT

Any agreement(s) made as a result of this Request for Proposals may not be assigned or transferred by the Vendor without the prior written approval of the Client.

The Vendor hereby agrees and accepts the all conditions of Section 3.

Signed:

Title:

4.0 PREFERRED CONTRACTUAL PROVISIONS

The following terms and conditions are desirable. Vendors may propose alternate language, but are requested to detail these proposed changes in their response. Except to the extent that changes are made in the Vendor's Proposal, these provisions shall be deemed to be incorporated in the Vendor's Proposal.

4.1 COMMITMENTS, WARRANTIES AND REPRESENTATIONS

Any commitment made by a Vendor pursuant to its Proposal shall be binding upon the Vendor. For the purposes of its Proposal, a commitment by a Vendor includes:

- 4.1.1 Prices and options committed to remain in force over specified periods of time;
- 4.1.2 Any written warranty or representation made by the Vendor in a Proposal as to equipment or software performance, total system performance, and other physical, design or functional characteristics of a machine, software package or system.
- 4.1.3 Any written warranty or representation made by the Vendor concerning the characteristics of items described in 4.1.2 above made during the course of negotiations whether or not incorporated into a formal amendment to the Proposal in question; and
- 4.1.4 Any written warranty or representation by the Vendor in a Proposal, support documents, side letters or other memoranda, or negotiations subsequent thereto as to training to be provided, services to be performed, prices and options committed to remain in force over fixed periods of time, or any other similar matter regardless of the fact that the duration of such commitment may exceed the duration of any contract that may be entered into by the parties.

4.2 INSTALLATION

- 4.2.1 The Vendor shall install equipment and/or software, ready for use, by an installation date agreed to by the Vendor and the Client in writing.
- 4.2.2 Any changes by the Client to an order, or any part thereof, may require the establishment of a new mutually agreed to installation date. The Client may delay the installation date by notifying the Vendor at least ten (15) days before the installation date previously established.
- 4.2.5 Neither the Vendor nor the Client shall be responsible for delays resulting from acts beyond the control of each party. These include, but are not limited to, acts of God, riots, acts of war, fire, earthquakes, epidemics, or disasters, but do not include lack of funds or financial resources by either party.
- 4.2.8 If the Vendor provides substitute equipment or software on or before the installation date, the Vendor shall first notify the Client in writing. It shall be within the sole discretion of the Client to determine whether such substitute equipment is acceptable. .

4.3 RISK OF LOSS OR DAMAGE (PURCHASED EQUIPMENT) AND TITLE

The Client is not responsible for any risk of loss or damage to equipment supplied pursuant to a Vendor's Proposal until clear and unrestricted title to such equipment is transferred to the Client. Clear and unrestricted title for any item of equipment purchased pursuant to a Vendor's Proposal shall pass to the Client when the installation is completed.

4.4 REQUIRED PERFORMANCE LEVEL

This section establishes a standard of performance which must be met before any equipment or software delivered pursuant to any contract formed between the parties hereto is accepted by the Client. Upon completion of installation, the Vendor shall test and calibrate all equipment using the Vendor's own assurance procedures.

4.5 DATE OF ACCEPTANCE

The date of acceptance shall be the first day after the completion of the successful performance period.

4.6 TERMINATION AND CANCELLATION

The Client shall have the unilateral right to terminate any contract formed between the parties in the event that any one or more of the following events of default occur or continue during the term of the contract: (a) the Vendor shall fail to deliver the equipment or services required by the agreement or (b) the Vendor shall repeatedly fail to respond to requests for maintenance or other services within the time limits set forth in the agreement or (c) the Vendor shall breach any of the other terms set forth within the agreement.

4.7 WARRANTY

The Vendor shall include in its pricing proposal a minimum 365 days (first year) hardware warranty from the date of acceptance on all parts and labour. Travel, shipping, and other expenses incurred due to warranty repair shall be included at no additional cost. This period will begin to run at the time the system is placed in complete and fulltime operation. The Vendor agrees to repair the system or to replace any necessary parts at no charge to the Client during this period.

4.8 DELIVERY

- 4.11.1 The Vendor shall transport, deliver, unload, move to the installation location, unpack, assemble, wire, connect, install, commission and test all equipment and systems to be provided.
- 4.11.2 The Vendor shall notify the Client at least three (3) business days prior to making deliveries and installation. Notification shall be given to the Client's designated representative.
- 4.11.3 The Vendor shall deliver all equipment F.O.B. installed at the Client's installation site unless otherwise specified in writing. The Vendor shall be responsible for all aspects of delivery from manufacturer's point of origin to the Client's central delivery site. All subsequent loading and unloading and shipment to the various installation sites shall be the responsibility of the Vendor.

4.9 MANUALS AND DOCUMENTATION

- 4.12.1 The Vendor shall provide operating and service manuals written in clear legible English. Service manuals should be complete with parts list and manufacturer's part numbers, schematics, diagrams, pictorial and exploded views of assemblies, working and installation drawings, circuit troubleshooting discussions and decision trees, circuit theory of operation for each device, adjustment and calibration procedures for all controls and devices and systems, recommended preventive maintenance procedures and frequencies.
- 4.12.2 The Vendor shall provide the client either hardcopy or online user instructions, help files and training documentation.

4.10 SOFTWARE

The Vendor shall provide the most current version of the software necessary to operate and maintain any equipment which requires it. The Client shall be provided a license by the Vendor for this software for the life of the agreement.

4.11 SOFTWARE UPDATES

The Vendor shall provide software updates for a minimum period of five years from the date of acceptance (as specified in Section 4.5) as part of its annual licensing & support agreement

4.12 RIGHT TO SOFTWARE DEVELOPMENTS

Unless otherwise agreed, any software, program or data developed partially or completely by the Client shall be the property of the Client.

4.13 PARTS AVAILABILITY

The Vendor shall provide the Client with repair parts. Response on parts shall be within forty-eight (48) hours of notification of diagnosed part failure. The Vendor shall agree that the availability of spare parts will be guaranteed for at least ten (10) years from the date of acceptance of the equipment (as specified in Section 4.5).

4.14 SERVICE REPRESENTATIVE

The Vendor shall provide the names and phone numbers of its fully trained and qualified service representatives who can be contacted by telephone by the Client's personnel for assistance in trouble shooting any malfunctions of the components supplied. The Vendor's service representatives shall be fully trained and experienced individuals capable of quickly trouble shooting any malfunction of the system. Such representatives shall have completed the manufacturer's service training school.

4.15 ROUTINE SERVICE

The Vendor shall provide emergency service promptly upon notification that a unit is inoperative. Telephone communication by a qualified service repair person shall be accomplished within 4 hours. If communication indicates that in house service is not possible and a service visit is required, then the Vendor shall have a qualified repair person on site within forty eight (48) hours. If the initial representative is unable to resolve the problem, a higher echelon service representative shall be on site within five (5) working days of notification.

4.16 TAXES & DUTIES

The Client understands that pricing in the Vendors proposal shall be net of any state or federal sales taxes but inclusive of any customs duties applicable.

4.17 INDEMNITY

The Vendor should indemnify the Client for all damage suffered by it due to the negligent actions or wrongful acts of the Vendor, its employees, servants or agents. The Vendor should indemnify and hold harmless the Client, its Board of Governors, its employees, students, servants and agents from all claims, demands, losses, costs, damages, actions, suits, or proceedings initiated by third parties arising from the negligence of the Vendor, its employees, servants or agents.

4.18 WORKPLACE INSURANCE

The Vendor warrants and represents that it should comply with all relevant workplace insurance requirements and other workers' safety regulations.

APPENDIX

INSTRUCTIONS:

The Vendor shall use the space provided in this chart to respond to the questions and requirements set out in the left column

#	Question / Requirement	Response
A	GENERAL	
1.	What is the standard delivery & installation date time line upon receipt of authorized purchase order and deposit	
2.	Describe Communications protocol and local network wiring requirements.	
3.	Each account holder can, within their account, have several balances which may be configured, by the client, to work on a debit, credit or “meal count” basis.	
4.	The system proposed can be programmed centrally, and that all reports are available from a connected workstation, on a single register or cluster of registers basis.	
5.	That a database of information will allow users, through a workstation, to review account transactions, drill down to see item specific information, generate standard and user defined reports on an on-demand and time scheduled basis.	
6.	The system supports the download of card holder information including standard demograClientc information and initial account balances or privileges at the Administrative / Management level.	
7.	<p>The system supports user passwords that allow for users to read or read/write cardholder information and have access to information within the system, at a workstation, regarding:</p> <ul style="list-style-type: none"> • Specific plans and account balances • Specific access schedules • Specific activity flags • Specific reports • DemograClientc data • Cardholder transactions • System configuration • Diagnostic tools 	

#	Question / Requirement	Response
8.	<p>That if the system loses communication during operation:</p> <ul style="list-style-type: none"> • there will be no loss of functionality in the POS devices • that the system will automatically, and without user intervention, update all user accounts and related databases immediately following the restoration of communications. 	
B.	POS FUNCTIONALITY	
1.	Facilitates multiple/split tendering.	
2.	Supports the addition of funds to a cardholders account at either the POS terminal or back office / administrative workstation	
3.	<p>Supports the following optional peripherals:</p> <ul style="list-style-type: none"> • <i>Laser bar code scanner to read UPC</i> • <i>Digital scale with multiple tare weights, support weights up to 15 Lbs, in increments of not less than one ounce.</i> • <i>Thermal Receipt printer</i> • <i>Cash drawer for USD currency</i> • <i>Swipe reader to read client supplied ABA standard cards encoded on track two.</i> • <i>Remote IP (network) Kitchen Printer</i> • <i>Keyboard Wedge Mag Stripe reader</i> 	
4.	System should support use of Touch Screen Monitor with capability for administrator(s) to custom build POS screens.	
5.	The POS solution must include several modes of operation including, as a minimum, sales mode, a programming mode, a temporary Clerk lock mode, training, and a manager-controlled reporting mode.	
6.	The POS device must include a security feature that limits access to protected modes of operation.	
7.	System should log each transaction or till opening with the users ID, date and time in a log file	
8.	Programming and system changes which are being administered at a back office workstation must not disrupt the full functionality of the POS.	
9.	The POS application must be tightly integrated with the meal plan application and able to identify meal plan eligibility right down to the item level.	
10.	The POS device must include support for the following types of transactions:	

#	Question / Requirement	Response
	Cash Check Debit Card and Credit Card (the debit/credit clearance will be handled by 3 rd party) Meal Plan (i.e., meal or meal equivalency) Declining and inclining balance on a cash or cash equivalent basis Gift Card / Credit Note A percentage discount Subsidies and Per Diems Coupons	
11.	Ideally, a POS device could also function as a system workstation with user ID and password security. Please explain if your system provides this functionality.	
12.	Real time Meal Click module including resident, adult & child guests with available resident lookup	
13.	Quick serve touch screen with scale (auto tare), scanner, printer, customer display interface and full user defined GUI	
14.	Fine Dining touch screen with per seat guest check capability, & full user defined GUI	
15.	Retail touch screen POS for Gift Shops, Pharmacy, & hair salon (w/wo inventory management capability)	
16.	Hand held / wireless data entry option(s) for resident, and guest identification, meal tracking and transaction entry. Please describe.	
17.	Self serve inquiry terminal / kiosk to allow residents to view their current account balance and reprint receipts for any transaction on their own. Should permit use of PIN in addition to ID card swipe/scan for security. Describe solution.	
18.	Every receipt prints (on demand) with current resident/client meal and/or dollar current balance	
19.	Resident/employee pictures may be displayed at point of sale for easy ID by new staff and for visual identification.	
20.	System will adapt to existing ID card technology (including mag stripe, bar code / masked, proximity / RFID)	
C	MEAL AND SPENDING PLAN MANAGEMENT	
1.	The system must support at least 1,500 cardholders and be easily scalable to 10,000 cardholders.	

#	Question / Requirement	Response
2.	The system must support balances for each cardholder and each plan type in Real Time.	
3.	Option for consolidated Meal and Spending Plan accounts and receipts available for large groups / departments / outside catering clients	
4.	Option for consolidated Meal and Spending Plan accounts and receipts for Spouses	
5.	Each resident file must support one primary & at least 1 (one) alternate ID number field to allow for use of more than one form of identification.	
6.	Ability for Administrator to classify Cardholders by “groups” in a manner that allows each cardholder to be a member of several groups for the purpose of collecting reports, applying discounts, surcharges and related activities.	
7.	System must support multiple revenue locations, terminals, terminal types with all transactions posted in real time, whether in the same building, campus or 200 miles away.	
8.	Must support at least 100 distinct user definable Meal/Spending Plans available	
9.	Residents may be assigned to multiple plan types through a single ID #	
10.	Each Plan must be able to support: meals on plan, charge, debit, flex dollars, subsidies, price levels selection and location restrictions	
11.	Each Meal/Spending Plan may be set to auto exempt tax for Meals on Plan, charges, or both	
12.	Meal / Spending Plans permit user defined start and end dates to define plan periods (e.g. Jan.15 – Feb.14), as well as calendar month periods	
13.	Each Meal/Spending Plan can control which meals are permitted, (breakfast, lunch & dinner) and the quantity per renewal period (i.e. month, year, or user defined period)	
14.	Each “Meal/Spending Plan” may be set to allow or inhibit additional charges beyond the allotted meal credits	
15.	Charge Posting to residents Meal/Spending Plan Account may be restricted by location (to separate food and non food transactions)	
16.	Ability for plan administrators to define what makes up a “meal on plan” (e.g. one beverage, one appetizer, one entrée, two sides and one dessert) and charge for any extras taken (e.g. a second appetizer or entrée).	
17.	Individual Menu items may be flagged as Meal Plan ineligible.	

#	Question / Requirement	Response
18.	“Meal Swapping” option: system must be capable of automatically converting lower price meals to charges when extra meals are taken that day	
19.	Administrator may define, for each plan, the maximum number of guest meals allowed to be taken as a resident meal during each plan period	
20.	Resident, adult, and child guests may have different Meal Equivalency Values for each meal, location or day of the week.	
21.	System should allow administrator to set special one time meal values for holidays/special events	
22.	Meal/Spending Management Plans may be set for food service staff, administrative staff, and departments to control free / reduced / subsidized food allowances & charges	
23.	System should be capable of managing Gift Cards (including the issuance and redemption) to encourage guest spending on campus and eliminate cash	
24.	System should allow for Reward Points to be added to any Meal/Spending plan or to individual items to encourage additional purchases. Points may be redeemed for in-house merchandise and services in food service or retail.	
25.	Ability to issue Flex Dollars in addition to meal credits.	
26.	Each Plan that includes “Flex Dollars” can be optioned as “Use it or Lose it” or to roll over all or part of the balance to the next period.	
27.	Reporting And Back Office Files	
28.	Ability to run a “ No Show ” report that provides a listing of residents that have NOT had a transaction / meal on the system based on selections at run time (today, yesterday, this week etc).	
29.	Summary spending reports available by plan by resident	
30.	Summary resident spending report by plan that lists transactions, including time, date, location, meal taken/charge, meal number, payments on account etc.	
31.	Meal plan summary for week/month. Ability to print historical meal activity by plan, including total meals available on plan vs. Meals actually taken.	
32.	Ability to switch a resident’s plan(s) at any time	

#	Question / Requirement	Response
	during the month; the application should automatically adjust / pro-rate the account, based on the new plan start date and privileges available.	
33.	POS reports include unlimited date range driven sales history by terminal, cashier, location, items, departments, hourly, top seller and more.	
34.	Multiple menus supported; each location may use either a common or unique menu	
35.	Theoretical menu item cost with profit reports based on margin, markup, or both	
36.	Ability to export historical sales transaction data to 3 rd party recipe management application by user defined recipe number	
37.	POS touch screen buttons can be managed and built by administrator (from back office terminal) including display categories, button color, button graphics, and alternate display descriptions	
38.	Menu Cycling with minimum 6 week cycle	
39.	Automated scheduled database backup to hard disk for access by an enterprise (removable media) backup application	
40.	Automated scheduled year-end process that archives data and prepares the application for the coming year.	
41.	Historical data should be available for reporting or inquiry purposes <u>indefinitely</u>	
D. EXPORT & IMPORT		
1.	Interfaces to the most popular accounting applications including SOS, SLS/LSS, CompuData, AAOD, Achieve, SAP, AIMS, etc.	
2.	GL / Billing Codes available by Location, Terminal, Department, Class, Payment Key (Meal/Charge/Cash Etc.) can be exported and posted to selected accounting application for detailed resident invoicing purposes.	
3.	Ability to export staff charges to payroll for deduction purposes	
4.	Vendor supplies templates for import of initial set-up data including Resident, Employee, Menu Item, Retail Item, Department and Class to	

#	Question / Requirement	Response
	prepare and load into the application	
5.	System has import capability available to populate database from existing accounting / billing application.	
E.	SALES TAX HANDLING	
1.	The system must perform all tax calculations using the tax codes specific to the State and Federal sales tax rates & legislation.	
2.	The system must allow for sales taxation to be applied or exempted on an <u>individual item</u> basis, group/class of products, and/or source of funds (\$ balances within the plan).	
3.	System must be able to apply sales tax to some items while exempting sales tax from others in a <u>single transaction</u> .	
F.	TECHNICAL	
1.	Describe the mechanism proposed for data storage and back-up of critical information, including options for the storage and recovery of archived data.	
2.	System must have full redundancy for each POS terminal to ensure 100 % uptime in the event of a server or network failure	
3.	System should be built as an “Open” application (not proprietary), permitting flexibility in hardware choices and on-site support requirements	
4.	System must have interface for 3 rd party Credit Card Authorization for anywhere in North America via Dial Up, Leased Line or Internet / DSL	
5.	Application Runs on Windows 9X/NT/2000/XP and Supports standard TCP/IP protocol	
6.	Identify the relational database used in the proposed solution including version number	
7.	Application should be built on a fully scalable architecture supporting from one to 10,000 concurrent users.	
G	SUPPORT & MAINTENANCE	
1.	Support & Maintenance: Vendor must provide telephone, email and remote diagnostic support at a minimum 7 days per week / 8 hrs per day	
2.	Preference toward first party Help Desk personnel (i.e. not be third party out-sourced)	
3.	Optional full Hardware support & maintenance should be available anywhere in North America 7	

#	Question / Requirement	Response
	days per week / 8 hrs per day minimum. Please state response window of proposed support option.	
H	SECURITY	
1.	Secure Access to the Application with user rights and privileges assigned by administrator for all levels and modules	
2.	A lost ID Card can be easily replaced since resident account balances are securely stored centrally in the database	

RECEIPT CONFIRMATION FORM
REQUEST FOR PROPOSALS
CLIENT 0306

Meal & Spending Plan Management Solution with Integrated POS

Please complete this form and mail or fax IMMEDIATELY (No later than 4/7/06) to:

Dan Look
Dining Management Resources
Fax: 208-361-8108

Failure to return this form may result in no further communication regarding this Request for Proposals.

COMPANY NAME:	
ADDRESS:	
CONTACT PERSON:	CONTACT FAX
CONTACT TELEPHONE:	CONTACT EMAIL:

I have received a copy of the above noted Request for Proposals.

Yes, I will be responding to this Request. Therefore, I authorize CLIENT to send further correspondence that it deems to be of an urgent nature by the following method:

Facsimile

Email

No, I will not be responding.

Signed:

Title:

Date:



**POS SYSTEM EQUIPMENT REQUIREMENTS
RFP #: CLIENT 0306**

COMMUNITY	ADDRESS		
CONTACT			
EMAIL			
PHONE			
SERVICE DEPARTMENT Dining Service			
SERVICE LOCATION:	# POS Terminals Required		
	Food Service:	6	
	Hostess Station:		
	Retail:		
	Front Desk / Inquiry:		
HARDWARE REQUIREMENTS	NO	YES	How Many?
Credit/Debit Card Capability			
Cash Drawers			
Receipt Printer			
Mag Stripe Reader			
Bar Code Scanner			
Proximity / RFID Reader			
Customer Pole Display			
Kitchen Printers			
POS Scales			
Type of employee card currently used (mag/prox/barcode):			
Name of Payroll System:			

ADDITIONAL NOTES & REQUIREMENTS:

Vendor Name:

Point of Sale System
With Meal & Spending Plan Management Software

Statutory Declaration

We certify that:

The person executing this document is authorized to so.

That the matters set forth in the attached response are correct.

That the response is made without any communication, comparison of figures or arrangement with or the knowledge of any other Corporation, Firm or Person also making a response to the same Request.

That no member of <VENDOR NAME> or CLIENT or its agents has, is or will become interested, directly or indirectly, as a Contract in Party, Partner, Stockholder, Surety or otherwise in the performance of this contract, or in the supplies, work or business to which it relates, or in any portion of the monies, profits or other benefit derived there from.

This response to the Request will remain open and unchanged for a period of sixty (60) days from the date submitted.

That this response and the information provided in response to the Request for Information will form part of the contract for the supply of a Point of Sale System with Meal Plan Management Software.

Name of Firm: _____

Address: _____

Name of Officer: _____

Signature: _____

Date: _____

Vendor Questionnaire

1. How long has your company been in business?
2. How many clients do you have running this application?
3. What operating system(s) does the application run on?
4. What type of database platform does the application use? What versions of this platform are supported? Does the application use a separate database server or is it all-inclusive?
5. What programming language is the application written in?
6. What are the hardware requirements for the application?
7. Is there a web-based version of your application? How many clients are using this? What are the hardware requirements for this version? Are all features included?
8. How does the application run? Can it be configured to run in a Terminal Server/Citrix environment?
9. How do you license your application?
10. Can we create custom reports from the application? How difficult is this?
11. How do you handle user security within the application?
12. How do you handle archiving of unneeded records?
13. Does the application need to interface with other products, e.g. Microsoft Office, Crystal Reports, etc.?
14. If applicable, does it interface with PathLinks? How many other clients are doing this?
15. How often are maintenance upgrades released? Major? Minor?
16. How users are's trained on the application? Onsite, computer-based CD, etc.?

CORPORATE COMPLIANCE

CORPORATE CODE OF CONDUCT

Client has a reputation for conducting its activities in accordance with the highest level of business and community ethics, and in compliance with applicable governing laws. The maintenance of high standards of honesty, integrity, impartiality, and conduct is essential to assure the retention of the residents' and public's trust in Client. The preservation of that trust and of Client's reputation requires close observance of these standards on the part of Trustees, Officers, employees and agents.

VENDOR RESPONSIBILITIES

Employment Background Checks

- (i) Vendors shall be responsible for submitting to the Facility proof, upon request, that a criminal History Report from the State Police has been obtained for all employees of or independent contractors of Vendor who will have direct contact with Facility residents or unsupervised access to the personal living quarters of the Facility residents.
- (ii) For employees or independent contractors working for the Vendor who will have direct contact with Facility residents or unsupervised access to the personal living quarters of Facility residents and/or who are not and have not been residents of PA for the two years immediately preceding the date of this Agreement, Provider must provide, in addition to the State Police report, a report of Federal criminal history record information from the Federal Bureau of Investigation for that individual.
- (iii) Pursuant to the Older Adults Protective Services Act, no employee or independent contractor working for the Vendor who has been found to been convicted of certain violations of the Crimes Code or of the Controlled Substance, Drug, Device and Cosmetic Act, may be assigned to work under any subcontract with Facility.

Compliance

- (i) Vendor warrants that no fees, commissions, rebates, gifts or inducements have been or will be provided to any party connected with this bid submission and review.
- (ii) Vendor warrants that it has all the necessary qualifications, certifications, and/or licenses pursuant to Federal and State law and regulations to provide services required under this Agreement.
- (iii) Vendor further warrants that it is not excluded from any State or Federal health care program, or any third party payor program has not been excluded from any such program, and that no basis exists for such exclusion.
- (iv) Vendor also warrants that it has not been subject to any final adverse action as defined under the Health Care and Abuse Data Collection Program.
- (v) Vendor agrees to notify Facility within 24 hours by certified mail if:
 - a. A final adverse action is taken or threatened against Vendor.
 - b. The same or substantially similar services provided to any other Vendor Client is the subject of inquiry or investigation by any governmental agency, intermediary, or third party payor; and
 - c. Any adverse action is taken against any other Vendor Client in connection with substantially similar Services.

Immediate Termination

Facility may terminate this Agreement immediately upon notice if (a) Vendor licensure or certification have been suspended, restricted, revoked or surrendered, or Vendor has been excluded, debarred, suspended or is otherwise determined to be a sanctioned person or entity ineligible to participate in Medicare, Medicaid or other Federal health care programs; (b) Vendor fails to comply with any applicable Federal or State law or regulation; in Facility's judgment, provider acts in a manner that jeopardizes patient safety,

Vendor Signature

Date