

University of Missouri Health Care
REQUEST FOR INFORMATION # 23097
POINT OF SALE SOLUTION FOR GIFT SHOPS
DATED: FEBRUARY 06, 2023
DUE DATE: FEBRUARY 28, 2023 @ 12:00 PM CDT

Introduction

Hospitality and Retail Services on behalf of The University of Missouri Health Care is requesting information to aid in identifying a replacement POS System.

Overview

The MU Health Care Gift Shops have been using the DCRS POS system since 2018, but the quality of service, extreme lack of communication and the continuous need to replace equipment is cost prohibitive, inconvenient and causes costly errors in inventory mistakes.

After the slow-down from Covid our Gift Shops have shown steady and continuous growth in volume and sales dollars. In order to best provide our non-profit proceeds to Auxiliary for helping to choose patient-benefiting projects, the gift shops need a reliable, secure and easy to use POS system. It is vital that a POS vendor have excellent and transparent communication with UM Health Care's IT support system, Cerner. It is also vital that the system has excellent tracking and reporting features. This is extremely important for tracking sales, inventory, credit card transactions, payroll transactions, department charges, loyalty program etc.

Overall solutions minimum qualifications:

- Reports of every transaction for every register.
- Separate Reports for each Media Type.
- Inventory Scanning, Tracking and Reporting
- Touch-screen monitors
- Compatible with Verifone VX520 Credit Card & Payroll Terminals
- Include a Training Mode
- Include Bar Code Software
- Include on-site support
- Training support and dedicated liaison
- State-of-the-art firewalls, intrusion detection systems (IDS), Anti-Virus (AV), data encrypted at rest, comprehensive access & authorization controls, patch & change management, log management & auditing, event monitoring, secure data backups, and regular vulnerability scans.

Submit responses to Kyla Rogers @ rogersk@umsystem.edu no later than 12 PM CDT on February 28, 2023.

Company Experience and References

1. Provide a general overview of your company's experience in providing Retail POS Systems to Gift Shops or Small Businesses that are similar in size and scope to the University of Missouri Gift Shops.
2. In detail identify how your solution can meet the minimum qualifications listed above in the overview. Provide an overview of the features/functions that your solution has to offer.
3. Provide a list of existing clients that you have provided POS Systems with support/maintenance. A minimum of three (3) references will be required. Please provide the following:
 - a. Organization Name
 - b. Contact Name
 - c. Contact Email Address
 - d. Phone number
 - e. Years of service provided
4. Please provide any ROI documentation that will help in determining the advantages to moving to your proposed solution.
5. Describe your solutions dashboard capabilities and features.
6. Describe the implementation and set up process if we were to contract with your company for the requested solution.
7. It is desired that a dedicated liaison for MU Health Care will be provide. Describe the staff resources that will be assigned for implementation of your organization's solution and future support.
8. Provide an example implementation timeline with set up process, implementation, and estimated deliverables. Include the details around any training and deployment assistance offered.
9. Provide standard support and maintenance agreement options and example terms of each.
10. Provide your solution's standard service level agreement.
11. Describe or include your product's foreseeable enhancement roadmap.
12. Provide a demonstration/presentation on your solution's capabilities.
13. Budgetary estimate itemized.

Costs

1. Provide a budgetary estimate for a POS System to include:
 - a. Software
 - b. Hardware
 - a. 3 CPUs for registers
 - b. 3 Cash drawer boxes for register
 - c. 6 drawer inserts for the money etc.
 - d. 4 Back Office CPUs
 - e. 3 Compatible Touch-Screen Monitors
 - f. 4 Inventory scanners w/ necessary chargers, connectors etc.
 - g. (Register price pole display thingies)
 - h.
 - c. Support/maintenance agreements or any ongoing use costs
 - d. Warranty costs if applicable
 - e. Training and implementation
 - f. Travel costs if applicable
 - g. Tier base pricing for volume discounts
 - h. Any additional costs not specifically listed

Questions and Contact Information

If you have questions about this RFI please contact Kyla Rogers @ rogersk@umsystem.edu.