



Addendum

City of Cleveland: Point of Sales System

Q & A

October 4, 2016

General RFP – Related Questions

- 1. Q: What is your volume, how many terminals... how many locations?**
A: As of now there is only one location and 1 terminal
- 2. Q: Are you looking for terminal and online for processing?**
A: Yes
- 3. Q: What is your Sales Volume?**
A: \$1,000. This baseline is only an estimation
- 4. Q: Is this evaluation for a not-for-profit (NFP) organization?**
A: The City of Cleveland is a local government organization.
- 5. Q: What backend systems might we be integrating to?**
A: There is no integration required at this point. There might be a need in the future.
- 6. Q: How will the inventory get into this location? Is there a backend ERP we need to integrate to replenish inventory?**
A: No, there is no ERP to get the inventory from. The Inventory module is simple and should be self-contained within the POS.
- 7. Q: No mention of financials – is the reporting up through a backend ERP?**
A: There is no backend reporting ERP. There are basic reporting requirements and they should be included within the POS
- 8. Q: How many employees will need training?**
A: minimum of 6
- 9. Q: What type of employees;**
a. Managers
b. Cashiers

c. Supervisors

A: Managers, Cashiers, Supervisors, System Administrators (if Applicable)

10. Q: What type of products do you sell? Please provide some product examples.

A: Blue polo shirt, white coffee mugs, Baseball bats, baseball hats, DVD, snacks, etc

11. Q: Are the products bar coded?

A: No, the system should provide standard bar codes

12. Q: How many products total due you have in Inventory.

A: currently we have a very small quantity of the products:

- i. 174 Shirts
- ii. 94 Baseball
- iii. 88 Crystal Clear Square Ball Display
- iv. 94 Ceramic Mugs
- v. 100 DVD

13. Q: What system is being replaced?

A: There is currently no system in place. This is a brand new project

14. Q: Who is your current credit card processor?

A: Key Bank

15. Q: Can the City provide an Electronic File (Excel, CSV) of the Product inventory

A: We can provide a list of the products type, color and quantity.

16. Q: Page 15 number 2 states; “Be authorized to conduct business in the State Of Ohio, County of Cuyahoga, and City of Cleveland”. Is this just registering with the State, County and City before implementing the system?

A: If selected, registration should be done prior to the time the contract is awarded.

17. Q: How will the City acquire the system;

- a. Purchase outright?**
- b. Lease with monthly payment?**
- c. Rental with monthly payment?**

A: City prefers the Software as a Service (SAAS) model; however we are open to all options.

18. Q: on page 7 under POS requirement it is stated “Flag or display a message when Discount is below cost”. Are there any approval required for discounts and promotions?

A: Yes, there should be a supervisor approval for all discounted and promotional sales.

19. Q: Who do I contact regarding the Office of Equal Opportunity (OEO) process and requirements regarding my RFP response?

A: Please sending inquires referencing this specific RFQ to:

Michael Curry, OEO
mcurry@city.cleveland.oh.us
216-664-4156

Also, please ensure that all required City compliance forms are attached to your RFQ response. The compliance forms are provided on the city website where the RFQ is posted.