SUBJECT: Replacement Concessions Point of Sale (POS) System at EverBank Field (CSPEC)

BID #: ESC-0390-17 **OPEN DATE: 01/18/2017**

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: One Time Purchase

AGENCY: SMG

BASIS OF AWARD: To the Highest Scoring Bidder Based On the Evaluation Criteria

NUMBER OF BIDS INVITED: (10) NUMBER RECEIVED: (5) OTHER: (0)

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
On January 18, 2017, the City of Jacksonville, Procurement Division received five (5) valid bid responses for ESC-0390-17 Replacement Concessions Point of Sale (POS) System at EverBank Field. The Evaluation Committee that was comprised of representatives from SMG, the Jacksonville Jaguars and the current stadium food service provider, Delaware North (DNC) has completed the bid response reviews and evaluation:

VENDOR	EVALUATION RANKING	VENDOR	EVALUATION RANKING
Appetize Technologies, Inc.	2	IBM	5
Bypass Mobile	1	Team One Repair, Inc.	4
NCR Corporation	3		

Recommend approval to move forward with the contract negotiations with the highest scoring vendor, Bypass Mobile.

ATTACHMENTS: Recommendation Memo; Evaluation Matrix; Scoring Sheet; Scope of Services

BUYER: _____
STEVEN BURAKOWSKI

RESPECTFULLY SUBMITTED _____
GREGORY PEASE, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: Keith Van Der Leest, Assistant General Manager SMG

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

JACKSONVILLE

Sports and Entertainment Facilities

MEMORANDUM

DATE: **February 17, 2017**

TO: **Gregory Pease, Chief**
City of Jacksonville Procurement

FROM: **Keith Van Der Leest, Asst. General Manager**
SMG-Jacksonville

SUBJECT: **Bid #ESC-0390-17 / Replacement Point of Sale System, Request to Negotiate**

Pursuant to chapter 126.204(c) of the City Ordinance Code, we offer the following information.

A total of five (5) vendor's proposals were received and evaluated in this competitive bid process under City of Jacksonville Bid #ESC-0390-17. Our evaluation team scored each bidder utilizing the evaluation criteria set forth in the RFP documents. Please see summary document attached.

The following is the ranking of proposals received:

Appetize Technologies, Inc	2
Bypass Mobile	1
NCR Corporation	3
IBM	5
Team One Repair Inc	4

SMG Jacksonville respectfully requests permission to begin negotiation on final fee and scope with the highest ranked bidder for all items on the bid tabulation form requested under the RFP.

Thanks for your consideration with this request.

300 A. Philip Randolph Boulevard, Jacksonville, FL 32202
(904) 630-3900 - www.jaxevents.com

	Appetize Tech.	Bypass Mobile	NCR Corp	IBM	Team One
Evaulator 1	87	88	85	72	75
Evaulator 2	85	90	75	42	58
Evaulator 3	93	87	84	41	56
Evaulator 4	87	77	76	40	50
Evaulator 5	92	87	88	65	65
Evaulator 6	60	85	90	65	55
	504	514	498	325	359

FIRST HIGHEST RANKED

SECOND HIGHEST RANKED

Attachment B– Evaluation Matrix

The evaluations will be based upon the following criteria, and Contractors are requested to provide, as a minimum, the information listed under each criterion. **Failure to provide adequate information on any criterion will result in lower scores and could result in rejection of the proposal as non-responsive.** The response to each of the criterion will be evaluated relative to the other responses received and will be awarded a score of 1 through 20 points. Contractors are encouraged to arrange their responses in a format that will offer ready review and evaluation of each criterion. **Please note that 100 points is the maximum for all categories.** Although future and ongoing maintenance and support contracts will be procured by others and may not be awarded through this RFP, please provide guaranteed pricing and options to be reviewed as part of the evaluation process. Include first, second and third year pricing for software support and options. Also include details for standard hardware warranty and extended warranty options for coverage through year 1, 2 and 3 beyond initial warranty included in initial purchase.

1. Functionality, ruggedness, and included features of proposed hardware. Ability to meet all of the specifications outlined in RFP. Evaluation based on specifications and descriptions of hardware proposed in written response. **(20 Points)**

2. Overall perceived ease of use for proposed solution and training for end users and administrators. Determined by descriptions and information on the user interface provided in written response. **(20 Points)**

3. Inventory management features and robustness, reporting features including custom reporting, and API integration options for multiple functions. Determined based on information provided in written response. **(15 Points)**

4. Features for supporting loyalty programs, loaded tickets, and gift cards. Support for data analytics and tracking. Determined based on information provided in written response. **(15 Points)**

5. A) Initial, one-time cost of solution **(15 Points)**

   B) Future software and hardware maintenance and warranty costs for years 1, 2 and 3 beyond what is included in initial purchase. (Although future and ongoing maintenance and support contracts will be procured by others and may not be awarded through this RFP, please provide guaranteed pricing and options to be reviewed as part of the evaluation process) **(15 Points)**

REQUEST FOR PROPOSAL

REPLACEMENT CONCESSIONS POINT OF SALE (POS) SYSTEM AT EVERBANK FIELD
ESC-0390-17

For

City of Jacksonville, Florida

SECTION 1
(Specific Information Regarding this RFP)

1.1 Introduction.

The City of Jacksonville ("**Buyer**") intends to hire an individual or firm ("**Contractor**") to provide the services described in Section 1.2 of this Request for Proposal ("**RFP**"). Persons interested in submitting a response to this RFP (a "**Response**") should carefully review this RFP for instructions on how to respond and for the applicable contractual terms. This RFP is divided into the following sections:

Section 1	Specific Information Regarding This RFP
Section 2	General Instructions
Section 3	General Terms and Conditions of Agreement
Section 4	Description of Services (if referenced in Section 1.2 below)
Attachment A	Response Format
Attachment B	Evaluation Matrix
Attachment C	Equal Business Opportunity Program Requirements
Attachment D	Contract
Attachment E	Disqualified/Probationary Vendors List
Attachment F	Federal Funding Provisions (if applicable under Section 1.7 below)
Attachment G	Indemnification
Attachment H	Insurance
Form 1 -	Price Sheet
Form 2 -	Conflict of Interest Certificate
Form 3 -	No Bid Form

In the event of conflicting provisions, the following sections of this RFP will have priority in the order listed: Section 1, Section 4, Section 2, Section 3, the Attachments, and the Forms.

1.2 Scope of Services.

The services sought under this RFP are generally described as follows: This is a request for proposal to provide a turnkey replacement Point of Sale (POS) solution for general concessions and premium spaces and Suites at EverBank Field. Solution will be implemented on existing wired and wireless networks provided by others. The system shall incorporate the latest available technologies and utilize tablet based terminals that work within environmentally challenged areas and support non-proprietary peripherals. The software must be a cloud based solution, be Tier1 PCI compliant, and utilize P2PE (point to point encryption) with Support for a variety of processors. Sales and inventory reporting, "Loaded ticket" programs and loyalty program integration must be incorporated into the proposed solution. "Please see Section 4 for a full description of the services and deliverables required under this RFP."

1.3 Term of Agreement.

The term of agreement will commence upon execution of the Contract and will continue until completion and acceptance of the work specified in this RFP, subject to the early termination provisions in the Contract. This is a one-time purchase only.

1.4 Minimum Requirements for Contractors.

Contractors must satisfy the following mandatory minimum requirements in order to have their Responses evaluated. By submitting a Response, Contractor warrants and represents that it satisfies these requirements. Failure to meet these requirements will result in the Response not being evaluated and being rejected as non-responsive:

a) Must have been in business for a minimum of three years of designing, installing and supporting Point of Sale (POS) systems.
b) Must have previously designed, installed and supported POS systems in 10,000+ seat arenas or stadiums.
c) Must have a systems trainer on staff.
d) Must have in-house, 24/7 support staff.

- The Contractor must have the ability to obtain and maintain liability insurance as required by the City of Jacksonville and must submit with their response, a signed affidavit from their insurance provider stating they can provide all required coverage at the levels required by the RFP.
- Must possess all necessary licenses and certifications to perform the services described in this RFP.
- Must possess all licenses and certifications to perform work within the State of Florida and the City of Jacksonville as applicable.

1.5 Equal Business Opportunity Program.

It is an official policy of the City of Jacksonville to encourage the maximum participation of Jacksonville Small and Emerging Businesses (JSEBs) in its contract awards based upon availability. To participate as a JSEB on Buyer projects, a company must be certified as a JSEB with the City's Equal Business Opportunity Office.

This RFP and the resulting Contract are subject to requirements of the "Encouragement Plan," which is fully described on Attachment C to this RFP.

Contractors may contact Buyer's Equal Business Opportunity Office at 904-255-8840 or find the JSEB directory on Buyer's website. Please contact the Contact Person identified in Section 1.12 if you are uncertain of Buyer's website address or if you experience problems accessing it.

1.6 Documents Available for Inspection.

N/A

1.7 Federal Funds.

N/A

1.8 Pre-Bid Meeting.

N/A

1.9 Response Due Date.

The deadline for submitting responses to this RFP is January 18, 2017 at 2PM p.m. ET. Please see Sections 2.3 and 2.4 for more details.

1.10 **Response Delivery Location.**
Responses must be delivered to the following location:

City of Jacksonville
Procurement Division
214 N. Hogan Street, Room 105
Jacksonville, Florida 32202

1.11 **Response Opening.**
Responses received shall be publicly announced and recorded at 2:00 PM on the Response Due Date in meeting room #110, 1st Floor, Ed Ball Bldg, 214 N. Hogan Street.

1.12 **Contact Person.**
If any questions arise during the bidding period of this Project, contact Steven Burakowski Purchasing Analyst Procurement Division, at sburakowski@coj.net.

Please refer to Section 2.9 for further information on who may and may not be contacted regarding this RFP.

1.13 **Questions and Requests for Amendments.** Any questions, requests for information or requests for amendments to this RFP must be submitted in accordance with Section 2.2 of this RFP.

1.14 **Special Instructions.** N/A

1.15 **Special Contract Terms.** N/A

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