



Auxiliary Services Corporation of SUNY Cortland

Request for Proposals Point-of-Sale System with Integrated Features

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Contact Information

Nichole Edwards

Associate Executive Director

Neubig Hall

15 Neubig Rd

Cortland NY, 13045

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Background:

Auxiliary Services Corporation of SUNY Cortland, Inc. (herein referred to as CAS), is a not-for-profit corporation founded in 1952. Under Section 501©(3) of the Internal Revenue Code. CAS provides auxiliary services to the State University of New York College at Cortland. These services include all dining services, retail campus stores, vending services on campus, catering and bookkeeping services to various campus affiliated clubs. CAS's mission is to deliver exceptional service and superb value in a caring and professional manner to all students at SUNY Cortland. The Auxiliary Services Corporation of SUNY Cortland is governed by a board of directors comprising of three administrative directors, two professional directors, five student directors, one alumni director, two community directors, and two classified staff directors. CAS currently employees approximately 175 regular staff and 250 students. On campus student body is approximately 3,000. The total campus population is approximately 7,000.

CAS is seeking proposals for a Fully integrated to Odyssey POS system to fulfill the needs for our campus services. Residential, Retail, Vending, Catering, kiosk (self-checkout) and mobile ordering are all active parts of the SUNY Cortland campus atmosphere.

All POS systems must comply with PCI and be able to utilize the campus ID card with the house tenders that are associated with our meal plans.

CAS has residential dining halls, retail café's, the vending machines are ID card enabled, the ID card balance can also be used at a variety of community stores as well as our Campus store. The ID card serves as building access for students into their dormitories. These are functions that must remain intact for campus living.

Scope of Project:

Meal Plan and tenders:

Currently CAS offers a variety of meal plans, that variety is expected to remain allowing flexibility to students in choosing the plan right for them. The meal plans feature a weekly number of entries to residential dining, a number of meal exchanges to use anywhere on campus, and a declining dollar balance. Additionally, there is a connections account which is a debt like account that is refillable. A faculty account that while similar to connections includes a built-in discount. Employees also have a meal plan which is a daily declining balance, there are a few more niche plans as well. The meal plan break out is attached as Appendix A. Credit cards and cash are also taken. Please verify the proposed system can facilitate these meal plans. Appendix B contains the tender types associated with the house card/ student ID tenders.

Menu Items:

Each venue on campus having its own unique mix of items requires a distinct set up. Some items are served in multiple places with different constructs. A system will need to be able to satisfy that capability. Please explain and demonstrate the flexibility of the proposed system.

Mobile

Mobile ordering continues to grow in popularity. Accessing their meal plan and being able to order ahead is desired by CAS. Each retail location operates as its own venue and would have different hours, items, set ups. An ideal situation would have venue specific abilities to manage their items on a daily basis without ability to manipulate permanent data from the in unit

level management team. Please explain the proposals mobile platform and capabilities. Also include any promotional features that may be available.

Equipment

Currently 13 venues operate registers on campus. With a total of 22 registers and 4 kiosks. Each register and or Kiosk had a credit card swiper and a Campus ID swiper. Each register has a barcode scanner. Apple pay is accepted. CAS currently utilizes 9 Kitchen Displays, with a variety of screen and ticket print options. We also have 7 mobile printers for mobile orders to print into the production areas. Please provide a proposed equipment list to replicate that set up. Appendix D is model information for the equipment currently in use that CAS believes has useful life remaining. Please respond with any information that would assess if that equipment could be used in the proposed systems creation. Please share how repair and maintenance is handled in the proposal.

Reporting needs

Daily accounting reports must be accessible to CAS. A breakout of the ID Card usage is required. Appendix C are report requirements. Please provide an example of what these report will look like in the proposed system.

Admin access / Account role administration

Multiple levels of administrative access are needed for the system to be used effectively on campus. Total admin access for a select group of users. Reporting access for those that need sales data. Unit specific access for the managers of those units. Floor access for stock outs, with limited additional access. Refunding access with manager override. Please speak to the proposed systems administrative access capabilities and how roles are created.

System Requirements:

Kiosk must process 100 +tickets an hour. Check balance and inquire PCS from POS. Kiosk reads ID card name and puts name on ticket. Show balance on ticket/receipt. Apply Odyssey configured discounts. Mobile application should use all ID tenders.

Support:

Share the proposed Systems support structure, how support is handled, timeliness of support resolution, escalation process, and what team structure exists to assure Cas receives support promptly and efficiently.

Additional features:

CAS runs additional programs for recipes, inventory, menu boards, catering, nutritional information. If the proposed system has these capabilities, please submit an additional proposal for these features. CAS would look to transition additional features after the POS integration was live and complete should a proposals offerings create a benefit for CAS. Proposals offering additional features should clearly demonstrate savings to CAS by utilizing additional features. If these features are included directly in the POS proposal that should be clearly identified. Separate proposals for these independent systems will also be considered should a proposal from a non-POS provider be entered.

Recipes: utilizing the inventory to create recipes with complete portion, production, and nutritional value. Batch cooking and individual service items will be recipe controlled in this system. Cost of goods per recipe should be available.

Inventory: The inventory system must have EDI capabilities for invoices to be submitted from vendors. Internal transfers must be able to be processed in this system. End-of-month inventory and associated reports should be available.

menu boards: By using the recipes and nutritional information the menu boards reflect the daily offerings, the nutritional and allergen information for each item, and have the capability to be static signage or rotating and also display advertisement

Catering: Utilizing the recipe and ingredient information menus are constructed. Menus also include linen, packaging for Togo ordering, Bar service, delivery fees, discount, and customized areas. Contracts but be able to be submitted for approval by the client and then stored for historical comparison.

nutritional information” including allergens and FDA guidelines for labeling must be information the system would be able to provide back to users.

Additional Considerations:

Continuing Education:

CAS as an institution values education and sustainable practices. Please share your company values and how the company plans to support CAS in their endeavors as a partner. Speak to any support for conferencing or continued training that the company will provide.

Sustainability

Share any sustainable impact or practices the company has.

Schedule of Events:

Issue date of Proposal	10/2/2023
Final day to submit Questions	10/17/2023
Deadline for receipt of proposal	11/14/2023
Presentations	Week of 12/1/2023
Notice of Award	1/10/2023
Executed agreement	1/25/2023
Implementation begins	5/15/2024
Full system Live	8/1/2024

Proposal and Submittal Information:

A. Proposals must be submitted following the format provided.

B. The point of contact for this solicitation is:

Nichole Edwards
Associate Executive Director
Auxiliary Services Corporation
15 Neubig Rd
Cortland Ny 13045
607-753-4754
Email: Nichole.Edwards@cortland.edu
Re: POS Proposal

- C. Any questions regarding this RFP must be submitted in writing via electronic format to the point of contact. All questions and answers will be published on-line at the following Web address for all to view: NEED THE WEB LINK
- D. Four hard copies of your proposal are to be submitted, with cover letter. In addition. One emailed to the point of contact.
- E. Proposals must be sent or delivered by hand and must be received by at the CAS office at Neubig Hall, 15 Neubig Rd, Cortland, Ny by 4:00 PM on 11/14/2023.
- F. CAS regards information contained in this solicitation as confidential and requires that all recipients of this RFP treat it as such.

Disclaimer:

The issuance of this RFP is an invitation to submit proposals to CAS. Any proposal submitted, as provided herein, constitutes a desire to negotiate. CAS issues this solicitation with the understanding that it may or may not lead to the eventual procurement of products and/ or services. CAS reserves the right to reject and or all proposals received. Non-acceptance of a proposal will mean that one or more other proposals were deemed more advantageous to CAS or that all proposals were rejected. Participants whose proposals are not accepted will be notified after a binding contractual agreement between CAS and the selected participant exists, or when CAS rejects all proposals.

Each proposal should be signed by a principal of the proposer or another person who is fully authorized to act on behalf of the proposer. CAS will not be responsible for any costs incurred by the proposer in generating or submitting a proposal, visiting the University, presentations to CAS, documentation provided to CAS, production of marketing literature, or any other costs incurred while participating in this RFP process.

CAS will exercise reasonable efforts to limit circulation of proprietary materials. Proposer must mark any submitted material that they regard as proprietary with a “Confidential” designation. All materials submitted to CAS become the property of CAS and will not be returned.

CAS reserves the right not to award a contract to any proposer. If CAS awards a contract, CAS will award the contract to the qualified proposer whose proposal best meets the needs of CAS. CAS reserves the right to award the contract to other than the lowest priced proposal.

For the purposes of this solicitation, CAS shall comply with all requirements and procedures of New York State law Article 15-A and its implementing regulations to ensure meaningful participation of Minority owned business enterprise and Women owned business enterprise in its contracts and subcontracts.

Basis of Selection:

The following items are to be considered in the selection of a POS provider. The order in which the selection criteria are listed is not necessarily indicative of their relative importance. CAS reserves the right to reject any or all proposals if deemed in the best interest of CAS.

Ability to provide the required scope of services.

Proposer’s expertise, experience, and qualifications in Higher Education.

Proposer's integration plan built for CAS's successful transition.

Costing structure

Innovative technology for campus life

Ancillary offerings

Appendix A: Meal plan offerings

Plan Name	Cost per Semester	Access per Week	Dining Dollars per Semester	Meal Exchanges per Semester	Guest Passes
Platinum Plus	\$3500	Unlimited	\$450	48	5
Gold Plus	\$3340	14	\$450	48	5
Silver Plus*	\$3250	14	\$350	48	5
Bronze Plus	\$3160	14	\$250	48	5

Plan Name	Cost Per Semester	Meals Per Semester	Approx. Meals Per Week	Dining Dollars Per Semester	Guest Passes
Olympic	\$1325	100	6.5	\$525	5
Collegiate	\$1075	75	5	\$450	5
Recreational	\$800	50	3	\$375	5

Appendix B:

Tenders on card

Meal swipe

Meal exchange (worth the value of residential swipe at the appropriate day part)

Breakfast before 11am \$9.50

Lunch between 11am-3pm \$12.50

Dinner after 3pm-\$13.50

Dining Dollars tax exempt declining balance

Connections: additional dept account that can be added to without a meal plan

Faculty / staff: works same as connections but faculty/staff receive a built-in discount on most items if they spend this money.

Employee meal: daily declining balance for CAS employees

RA Meals: Meal plan based on holding a position as an RA. Separate value than meal plans in Appendix A

Guest meal: only useable at residential where meal swipes are used. 5 per semester.

Appendix C:

Reports required:

Item movement report

Daily transaction log

Sales report

Must break out all ID card tenders into separate tender listings

Discount report