

**NOVA Parks  
5400 Ox Road  
Fairfax Station, VA 22039**



## **Request for Proposal: Brickmakers Café Point of Sale System**

### **INTRODUCTION**

NOVA Parks is seeking proposals by qualified and experienced businesses to provide an integrated, Point of Sale solution for a casual dining café. The solution should include: point of sale, inventory control, reporting capability and be compatible with current accounting functions. Offeror will be responsible for the installation and training of end users and to provide support during all phases of implementation and the service contract.

### **BACKGROUND**

The Northern Virginia Regional Park Authority (NOVA Parks) is a governmental agency supported by six local government member jurisdictions. In the late 1950s, the Northern Virginia Planning District Commission and a group of citizens from several local jurisdictions came together to protect Northern Virginia's rich heritage of woods, meadows, lakes and streams from the threat of suburban sprawl. These citizens, working with their local governments – Fairfax County, Arlington County and the City of Falls Church - organized under the Virginia Park Authorities Act in 1959 as the Northern Virginia Regional Park Authority.

Today, NOVA Parks represents three counties and three cities - Arlington County, Fairfax County, Loudoun County, the City of Alexandria, the City of Falls Church and the City of Fairfax. NOVA Parks staff, volunteer Board members appointed from each jurisdiction, and many friends of NOVA Parks working together, have preserved more than 12,200 acres within 33 regional park sites.

Brickmakers Café is a casual, waterfront dining experience located at Occoquan Regional Park with a annual operating revenues of approximately \$200,000 from food, beverage, and alcohol sales. Menus include full grill offerings, specialty brunch menu, happy hour menu, and a rotating beer and wine selection.

### **PROJECT SPECIFICATIONS**

NOVA Parks is seeking an easy to use point of sale system that includes:

- A hosted web or cloud based system
- Daily point of sales operation specific to restaurant functionality
- Daily financial reporting
  - Report output in multiple formats
  - Multiple terminals (2) consolidate to single daily reports
- POS and devices should be able to accept chip-enabled credit and debit cards
- Loyalty system opportunities (not a requirement, but desired)
- Flexibility in the configuration of sales screens

- Touch screen capable
- CPU or tablet based
- Wireless, remote ticket printing (front of the house/back of the house)
- Real time inventory system
- Promotes PCI compliance
- Defined payment types (cash, , credit card, gift card, coupon, discounts, loyalty program)
- Live online or phone support during normal operating hours
- Potential Integration into the Agency's current financial software system
- EMV technology, software and devices should include the latest authentication and encryption

## **GENERAL PROPOSAL INFORMATION**

Bids will be received by mail at NOVA Parks Headquarters, 5400 Ox Road, Fairfax Station, Virginia 22039, until **Monday, November 25, 2019 at 2:00 p.m.** All proposals are to be sealed and clearly marked:

Proposal –Brickmakers Café Point of Sale System  
Attn: Blythe Russian, Park Operations Superintendent  
5400 Ox Road  
Fairfax Station, VA 22039

As required by Virginia Public Procurement Act, the NOVA Parks is requesting competitive sealed proposals to provide Point of Sale Solution for Brickmakers Café.

**NOVA PARKS RESERVES THE RIGHT TO REJECT ANY AND ALL PROPOSALS AND TO WAIVE ANY TECHNICALITIES AT ITS OPTION WHEN IN THE BEST INTEREST OF NOVA PARKS.**

Proposals must include but are not limited to the requirements set forth herein.

Any questions about the request for proposals must be submitted in writing via e-mail to Blythe Russian, Park Operations Superintendent [brussian@nvrpa.org](mailto:brussian@nvrpa.org). All questions must be submitted no later than November 12, 2019. Please reference the specific section that is the subject of your question. NOVA Parks will respond to each question in writing. Questions submitted after the deadline above may not be answered.

## **SELECTION AND AWARD PROCESS**

Based on the results of the preliminary evaluation, the highest rated firm(s) may be invited by NOVA Parks to make oral presentations/demonstration to a Selection Committee.

NOVA Parks will select the top rated proposal and then enter into negotiations, in an effort to arrive at a mutually acceptable agreement and contract. In the event the negotiations are successful, a contract will be offered in accordance with NOVA Parks' contracting procedures.

The award of contract may be made to the responsible Offeror whose proposal is most advantageous to NOVA Parks, taking into account the minimum requirements and the evaluation criteria for the proposals. The award of a contract may be made based upon criteria which does not just include price.

## **EVALUATION CRITERIA**

- Offeror's relevant experience and qualifications related to point of sale solutions
- Offeror's current and past performance based on reference reviews
- Ability of Solution to meet the needs of Brickmakers Café
- Recommended equipment platform
- Proposed Cost (implementation and on-going costs and support)
- Customer Support, Training and Maintenance
- Implementation Schedule

## **PROPOSAL SUBMITTAL**

### **Company Background and Statement of Qualifications**

- Provide a statement of qualifications indicating ability to fulfill the scope of the RFP

### **Proposed Software and Basic Requirements**

- Provide a detailed description of the proposed software and its functionality as it relates to Brickmakers Café

**Basic Requirements:** as listed under Project Specifications

### **Implementation and Training**

- Personnel assigned to project
- Implementation strategies, training or help tools
- Any third-party vendors associated with aspects of the proposal

### **Maintenance, Support and Warranty**

- Specify the type and degree of support provided for the proposed software, including:
  - Support service hours, availability, type of support
  - Support staff size
  - Software upgrade support
  - Timeliness of upgrades
  - Determination process of future releases and training
  - Detail the level and frequency of software maintenance and upgrades performed by the solution provider
  - Specify software warranty over duration of contract

### **Cost Proposal**

- Provide a detailed, itemized list of proposed software costs, including licensing fees, installation, maintenance, upgrades, client support, and training.
- Provide a cost per user as well as a cost for an unlimited user site license for software. Costs for both options must be included in the proposal.
- Provide a detailed, itemized list of required hardware costs and equipment specifics for (2) work stations.
- Include any discounts that may be applied for the purchase of a specified number of licenses.
- Define all fees associated with Internet/e-commerce pricing as it relates to online facility reservation. Please outline your fee structure per online transaction, how credit and revenue is remitted to NOVA Parks, and vendor fees or related charges that are applied and the method by which the fees are deducted and deposited into a separate vendor account. Also include any capabilities to produce customized reports or data from online sales/transactions.

### **Client References**

- List a minimum of three client references similar to Brickmakers Café where your company has performed similar work. Include the organization's name, address, contact person, email address, phone number and the installation date and type of Solution implemented.

## PROPOSAL SUBMITTAL (CONTINUED)

### Project Implementation Schedule

- Provide an estimated timeline for implementation after contract is signed.
- Explain the requirements of NOVA Parks with regards to this timeline.
- Provide an overview of staff training strategy, specifying how and when the training is to be delivered.

### Other Requirements:

- List the basic hardware requirements outside of the normal scope such as CPU(s), cash drawers, receipt printers, scanners, and bar code printers that may require replacement.
- List the companies your system can interface with regarding Credit Card payments.

## INSTRUCTIONS TO OFFERORS

- **AMENDMENT OF REQUEST FOR PROPOSAL:** The Offeror shall acknowledge receipt of a request for proposal Amendment by signing and returning the document by the specified due date and time.
- **FAMILIARIZATION WITH SCOPE OF WORK:** Before submitting a proposal, each offeror shall familiarize him/herself with the scope of work outlined in the request for proposals, laws, regulations and other factors affecting contract performance. The Offeror shall be responsible for fully understanding the requirements of the subsequent Contract and otherwise satisfy him/herself as to the expense and difficulties accompanying the fulfillment of contract requirements. The submission of a proposal will constitute a representation of compliance by the Offeror. There will be no subsequent financial adjustment, other than that provided by the subsequent Contract, for lack of such familiarization.
- **PREPARATION OF PROPOSAL:**
  - All proposals shall be on the forms provided in this request for proposals package. It is permissible to copy these forms as required. Facsimiles or electronic mail proposals shall not be considered.
  - The Offer and Submission Form shall be signed by a person authorized to submit an offer. An authorized signature on the Offer and Acceptance page, Proposal Amendment(s), or cover letter accompanying the proposal documents shall constitute an irrevocable offer to sell the goods and/or service specified herein. Offeror shall submit any additional requested documentation, signifying intent to be bound by the terms of the agreement.
  - It is the responsibility of all offerors to examine the entire request for proposals package and seek clarification of any requirement that may not be clear, and to check all responses for accuracy before submitting a proposal. Negligence in preparing a proposal confers no right of withdrawal after due date and time.
  - NOVA Parks shall not reimburse the cost of developing, presenting, submitting or providing any response to this solicitation.
  - Offeror must list any subcontractors to be utilized in the performance of the services specified herein. For each subcontractor, details on respective qualifications must be included.

## **PROPOSAL FORMAT AND REQUIREMENTS**

- An original and (3)copies of the proposal should be submitted along with the Submission Form. Any confidential information shall be marked as such.
- The sections of the submittal should be tabbed and clearly identifiable and should include a minimum of the following sections:
  - Company Background and Statement of Qualifications
  - Proposed Software and Basic Requirements
  - Implementation and Training
  - Maintenance, Support and Warranty
  - Cost Proposal
  - Client References
  - Project Implementation Schedule
  - Other Requirements

Failure to include the requested information may have a negative impact on the evaluation of the offeror's proposal.

## **GENERAL TERMS**

### **PUBLIC RECORD**

- All proposals submitted in response to this request for proposal shall become the property of NOVA Parks and shall become a matter of public record available for review subsequent to the award notification.

### **CONFIDENTIAL INFORMATION**

- NOVA Parks is obligated to abide by all public information laws. If an Offeror believes that any portion of a proposal, offer, specification, protest or correspondence contains information that should be withheld, a statement advising of this fact should accompany the submission, and the information shall be so identified wherever it appears. NOVA Parks shall review all requests for confidentiality and may provide a written determination to designate specified documents confidential or the request may be denied. Price is not confidential and will not be withheld. If the confidential request is denied, such information shall be disclosed as public information, unless the offeror submits a formal written objection.

### **CERTIFICATION**

- By signature on the Offer and Submission Form, Solicitation Amendment(s), or cover letter accompanying the submittal documents, Offeror certifies:
  - The submission of the offer did not involve collusion or other anti-competitive practices.
  - The Offeror shall not discriminate against any employee or applicant for employment in violation of Federal or State law.
  - The Offeror has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, meal or service to a public servant in connection with the submitted offer.
  - The Offeror hereby certifies that the individual signing the submittal is an authorized agent for the Offeror and has the authority to bind the Offeror to the Contract.

### **WHERE TO SUBMIT PROPOSALS**

- In order to be considered, the Offeror must complete and submit his/her proposal to NOVA Parks Headquarters at the location and manner indicated, prior to or at the exact date and time indicated on the Notice of Request for Proposals page.

### **LATE PROPOSALS**

- Late proposals will be rejected.

**OFFER AND ACCEPTANCE PERIOD**

- In order to allow for an adequate evaluation, NOVA Parks requires an offer in response to this solicitation to be valid and irrevocable for ninety (90) days after the proposal due date and time.

**WITHDRAWAL OF PROPOSAL**

- At any time prior to the specified solicitation due date and time, an offeror may formally withdraw the proposal by a written letter, or e-mail, from the Offeror or a designated representative. Telephonic or oral withdrawals shall not be considered.

**DISCUSSIONS**

- NOVA Parks reserves the right to conduct discussions with offerors for the purpose of eliminating minor irregularities, informalities, or apparent clerical mistakes in the proposal in order to clarify an offer and assure full understanding of, and responsiveness to, solicitation requirements.

**PROPOSAL RESULTS**

- The name(s) of the successful offeror(s) will be available upon request.

**NOVA Parks**

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**Offer and Submission Form- Page 1 of 2**

Company Name: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Years in Business: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

**Company Background and Statement of Qualifications** – please attach

**Proposed Software and Basic Requirements**- please attach

**Implementation and Training Plan**- please attach

**Maintenance, Support and Warranty Specifications**- please attach

**Cost Proposal**- please attach

**(1)Client References from similar work**

Company Name: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Description of Services provided: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date the service was implemented: \_\_\_\_\_

Contract Term: \_\_\_\_\_

**(2)Client References from similar work**

Company Name: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Description of Services provided: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date the service was implemented: \_\_\_\_\_

Contract Term: \_\_\_\_\_

NOVA Parks

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Offer and Submission Form- Page 2 of 2

**(3)Client References from similar work**

Company Name: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Description of Services provided: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date the service was implemented: \_\_\_\_\_

Contract Term: \_\_\_\_\_

**Project Implementation Schedule-** please attach

**Other Requirements-** please attach

Submitted by: \_\_\_\_\_

Printed Name

Signature

Phone Number: \_\_\_\_\_ Email \_\_\_\_\_