ADDENDUM 1 TO REQUEST FOR PROPOSAL 649-RD

POINT OF SALE SYSTEM FOR THE THOMAS & MACK CENTER
AND SAM BOYD STADIUM

University of Nevada, Las Vegas
Purchasing Department
4505 Maryland Parkway
Las Vegas, Nevada 89154-1033
(702) 895-3521

Date of Release: Monday August 17th, 2015
Date and Hour of Bid Opening: Thursday, September 3rd, 2015 3:00 PST

The following questions were raised and are answered below:

1. Question: In section D on page 17 you state the requirement of networking and monitoring the network activity of cashier workstations by management workstations. To what extent you are looking for a network monitoring in this regard? What kind of data or activity should be covered by the monitoring?

Answer: Ability to access a journal or transaction log to monitor cashier activity (such as items sold on a specific check number, how check was tendered, voids or discounts on check). Basically, any activity that a cashier rings into a workstation that can open the cash drawer, void out sales items, give customer refund, or tender a check.

2. Question: In the same section and elsewhere in the RFP you are talking about a central server with the workstations have to be connected to. Does this server have to be on site or would you consider a cloud based server solution with an offline running capability as well?

Answer: A cloud based server is acceptable. POS sales should be posted 'live' to server if networking is available. However, having the ability to run in an 'off-line' mode, and posting the transaction data to the server later is a benefit.

3. Question: In section D on page 18 you mentioned an onsite installation. Is this a necessary requirement you are looking for or is this optional? Our POS system is iPad based and easy to set up and run.

Answer: It is a requirement that the proposer be on-site to test all equipment in the production environment. Additionally, the proposer is required to provide on-site training, as well as, on-site support for several events after installation.

4. Question: On the same page you are mentioning the off-line operating capability. Does this off-line mode you are looking for apply for all types of transactions including credit card transactions?

Answer: Yes. All types of transactions are required to work off-line. We understand that credit card verification cannot take place until workstation connects back on-line.

5. Specs state POS system must use Wells Fargo for credit card processing. If Wells Fargo does not have EMV capability through my system, is another processor an option for you providing the rates/terms are the same as you have now? In addition, I would like to propose total encryption of your credit cards to protect you and take you beyond PCI compliancy, if you will. Would you consider the processor we work with to do that?

Answer: Wells Fargo is our merchant services provider. It uses First Data to process card payment transactions. We have seen in the past that systems may be written to connect to specific gateway providers, but have not come across one that had a concern for who the merchant services provider is.

6. I must have overlooked it, but cannot find the date. When are the bids due in your facility? I know opening is Sept 3rd, but as I said, I cannot find the date they need to be in your hands by.

Answer: The Proposals must be received in the Purchasing Department by **Thursday, September 3rd, 2015 3:00 PST**

7. Would UNLV be open to reusing any existing hardware we think would be appropriate?

Answer: No

8. Are there some locations that could function without the need for wireless connectivity?

Answer: UNLV would like wireless connectivity as a backup for all locations. However, all permanent concession stands will have ethernet drops for workstations.

9. Is the University interested in having a gift card or loyalty program included in this bid?

Answer: No

10. Is the University interested in exploring a ticketing interface system in this bid?

Answer: No

11. Is there an existing configuration of the POS system that we might use as a template in determining proper hardware allocation?

Answer: Yes. We will attach venue sheets that define requirements per location.

12. Can we confirm that you will be providing your own servers for this POS configuration?

Answer: No. The proposer will be providing all equipment and servers necessary for a complete 'turnkey' solution.

13. The live event support in the RFP is listed for 6 days. Can we clarify your expectations here? What would you think will be needed for resources on those days?

Answer: This support requirement is for 6 event days that may span a period of a few weeks. The expectation is that the proposer will have staff on-site to be available for troubleshooting and monitoring

POS / Server / System Configuration / Software issues that arise during initial system use. Immediate access to competent technical support and educated training staff is a must.

14. The RFP calls for a total of 8 manager workstations. Assuming these would be hard drive clients does the University intend provide the PC's or should they be quoted in the RFP?

Answer: The proposer will be providing all equipment and servers necessary for a complete 'turnkey' solution. If the management workstations require just software to be installed on a typical PC, UNLV will provide the PC. If the proposed solution requires specific hardware to be used as a management workstation, the proposer should include those components.

15. Where does UNLV prefer the proposers to state the time of proposed delivery?

Answer: Section B 2.f) 2 d) Implementation Schedule

16. For the small and local business concerns for reporting requirements, it states that if the purchase for goods and services exceeds $1M during the life of the contract, special documentation is required. What is the life of the contract in this scenario? Is it 1 year or 5 years?

Answer: 5 years

17. Nevada Business License – Is it okay to apply and obtain the Nevada Business License if we are awarded as the successful bidder? Or does it need to be in place to respond to the RFP?

Answer: Please visit the website (http://nvsos.gov/index.aspx?page=273) and refer to NRS 76.100 (1) to verify compliance. Contractor can perform the services while an application (if needed) is pending, but determining the need for a business license is the responsibility of the Contractor.

18. Do "Manager Workstations" refer to back office PC's?

Answer: See response to question #14

19. Do "Manager Workstations" have to have rear displays?

Answer: No

20. For the merchandise sale booths, are you looking for the ability to ring up merchandise menu items using the same system? Or are you looking for a full-blown retail solution to include scanning barcodes and something that contains a full retail merchandising back-end?

Answer: We are not looking for a full retail solution. We will not be scanning UPC codes. These booths will be selling special event related merchandise specific to that evening's performance. The stocked items for sale will change every event. We could have as few as 10 items for sale one night, and as many as 500 items for sale another night.

21. What kind of inventory management is required under the "Additional Capabilities" section? Is this "simple" inventory management for the purpose of tracking and managing stock levels during an event, or "full" inventory management includes handling of PO's for inventory receipt?

Answer: We do not use our inventory program to track PO's, however, inventory system will need to have the capabilityto receive in invoices from vendors and make product transfers from warehouse locations to concession stands. We will also need to be able to take a monthly physical inventory count in all concession stands and warehouses. See also question 20.

22. UNLV has a mature campus card program with RebelCard – is possible integration with RebelCard and access to the closed-loop funds of interest to the campus?

Answer: Yes as functionality, but not a requirement.

Questions 23-27 refer to Section D of the RFP:

23. "The Proposer is required to design, coordinate, supply, install and test the complete POS System for the project"

- Does this include the Proposer unboxing and physically moving POS terminals into location?

  Answer: YES

- What is UNLV's expectation in terms of on-site support for the system, including software & hardware, during go live and subsequent events?

  Answer: See question 13

24. "UNLV requires all network attached devices have a method for automating and maintaining operating system and software patches."

- Are the operating system and software patches maintained by UNLV or the Proposer?

  Answer: UNLV can provide a method for providing PC based operating system patches; however Proposer is responsible for all other software maintenance

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25. "UNLV requires all network attached devices to have anti-virus software installed and configured to update automatically."

- Is the anti-virus software maintained by UNLV or the Proposer?

  Answer: UNLV for PC based systems

26. "The POS system must be capable of processing transactions using UNLV's merchant services through Wells Fargo Bank."

- Would it be acceptable to use a processor such as FMDS or TSYS to connect to Wells Fargo as the merchant bank?

Answer: We believe that Wells Fargo actually uses First Data to process card payment transactions. Wells Fargo is UNLV's merchant services provider. We would not open a merchant account directly with First Data or TSYS.

27. "The Proposer shall be responsible for all site preparation and installation of all hardware and software in order to provide the full system functionality as described herein."

- Please describe further what is entailed in the requirement for site preparation. Does this include wiring, drilling, mounting, etc.?

  Answer: UNLV will provide counter space, networking, and power to all POS locations. Any other site prep to be provided by Proposer

- Is it the expectation of UNLV that all hardware will be unboxed and placed by the Proposer?

  Answer: YES

- Does this include creation of all menus and initial setup of software or will UNLV staff perform those duties once training is complete?

  Answer: Yes, creation of all menus and initial setup of software is to be included.

- Is it the expectation of UNLV that the Proposer continues to design and/or perform basic menu changes for the duration of the contract?

  Answer: No, once trained our staff will perform that function.

- Does UNLV have a network team that will be responsible for issuing IP addresses, maintaining firewalls, etc. required for the POS solution?

  Answer: YES

28. Can you please define the names/addresses required for the Certificate of Insurance Liability?

Answer: Board of Regents Nevada System of Higher Education
               4505 Maryland Parkway
               Las Vegas, NV 89154

ALL OTHER TERMS, CONDITIONS AND SPECIFICATIONS OF THIS REQUEST FOR PROPOSAL REMAIN THE SAME.