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BID # 15169 - ADDENDUM #1

Date: 10/30/15

RE: Little Rock Zoo POS Project

TO: PROSPECTIVE BIDDERS:

The following information is in response to bidder inquiries:

- 1) You say that you want little or no custom work in this project. If the web integration is around a \$10,000 custom one time mapping work effort but links to virtually any shopping card any hosting company would you still encourage us to submit our RFP? **We are looking for a fully functional system so all required integrations or options should be part of the proposal.**
- 2) Same basic question for integration to Donor Perfect. We have a very elegant deeper integration to Raisers Edge (Blackbaud) for our members that make up hundreds of zoo's and museums with member discount % etc. We also have a very basic exchange of customer information using our customer import export tool with Donor Perfect that we could build from through custom efforts. Would you still encourage us to submit? **We are looking for a fully functional system so all required integrations or options should be part of the proposal.**
- 3) Please outline the very specific locations with backroom needs as well as indicate which stations are POS registers and for what purpose (Retail POS, Membership sales, Ticketing, Food prep, Food sales etc. The same for the backroom stations. Backroom at main HQ for purchasing, receiving, reporting etc. This will help us place hardware in a formal proposal. Appreciated.
 - a. **Guest Services** – 3 Back of the house Work Stations (Retail POS, Membership Sales, Ticketing, Food Sales, Event Reservations, Backroom at main HQ for purchasing, receiving, reporting etc.)
 - b. **Ticket Booths** – 4 POS Cash Registers (Retail POS, Membership Sales, Ticketing, Events/Activities/Programs)
 - c. **Gift Shop** – 2 POS Cash Registers and 1 Back of the House Work Station (Retail POS, Membership Sales, Ticketing)
 - d. **Wagon & Stroller Kiosk** – 1 Mobil Unit (Retail POS)
 - e. **Carousel** – 1 Mobil Unit 1 Mobil Unit (Retail POS)
 - f. **Train** – 1 Mobil Unit (Retail POS)
 - g. **Café Africa** – 3 POS Cash Registers, 1 Back of the House Work Station, 2 Monitors/Kitchen Printers (Food Sales, Backroom at main HQ for purchasing, receiving, reporting etc.)
 - h. **Mosi Snack Shack** – 1 Mobil Unit (Retail POS, Food Sales)
 - i. **Lorikeet Landing Snack Shack** – 1 Mobil Unit (Retail POS, Food Sales)
 - j. **Remote Stations (Membership & Ticketing)** – 3 Mobil Units (Membership Sales, Ticketing)
 - k. **Events/Activities/Programs** – 2 Back of the House Work Stations (Event Reservations, Backroom at main HQ for purchasing, receiving, reporting etc.)

- 4) Do you need to be able to change out a tablet with survey that is captured and pulled into RPRO from a tablet like an iPad, or iPod and do you have a preference? **Yes, iPad**
 - 5) Is it expected that the survey information dump into the inventory control system for analytics of some kind or just gathered into a Queue for someone to group and organize for reporting? **Both**
 - 6) Could the surveys be a few questions and asked at POS with customers as an optional few questions while you are ringing their food, membership or t-shirt sale? **Yes**
 - 7) Is it expected that the ticket or member sales on-line tie in and scan at the admissions station of the zoo, and also tie to the POS area of the zoo? **Yes**
 - 8) What percentage of this overall bid is specialty retail, concessions, admissions and ticketing? **Refer to the Checklist in Section IV**
 - 9) Mobile – please give an example of what you need mobile to do and sell or survey and how you see it pushing back to your system and for what purpose. **Real time memberships and/or ticketing**
 - 10) Lawson – do you need a deep accounting integration here for AP, AR, GL and Payroll or something else? **Just reporting the day's business.** We have a universal accounting link and a Lawson payroll deduct module that we have done but would like to know if that would be of use, or just the accounting integration. **Accounting Integration**
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1. The RFP states 14 concurrent users but I am not 100% clear how many users should be assigned to each of the different locations at the zoo.
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2. Is there a separate warehouse where the merchandise goes to first and then gets transferred to the gift shop and to Café Africa? **Yes** Is there more than 1 gift shop? **No** Will online merchandise sales be fulfilled from the main Gift Shop? **Yes**
3. As I stated above, do you need our TAM POS software to keep track of the amount of food at Snack Shack, Flossie's Funnel Cakes and at Mosi's Snack Shack besides knowing the amount of food at Café Africa? **Yes, excluding Flossie's this belongs to a vendor.**

4. If the Snack Shack, Flossie's Funnel Cakes and Mosi's Snack Shack will be treated as separate food inventory locations, then what software capabilities do these seasonal snack shacks need? **N/A**
 5. Will the snack shacks need to sell an admission ticket and event ticket along with selling food? **No**
 6. Will Café Africa need to sell an admission ticket and event ticket? **No**
 7. Would it be ok for me to convert Section IV System Requirements in the Little Rock Zoo RFP into an Excel spreadsheet so that I can add a column for comments? **Yes**
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1. Are you interested in using the selected software for your education programs? **Yes, dependent upon price**
2. Can you provide a breakdown of the number of software licenses that you will need?

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3. I saw the workstation breakdown mentions 9 hardware units, but the price sheet calls for 14 concurrent licenses. **The 14 license include the mobile units**

4. How many licenses will you need for:

- Admissions
- Event/Program Registration
- Membership
- Group Sales
- Facility Rentals
- Retail
- Food
- Customer Surveys?
- Of these licenses how many will have a combination of functions and how many will be stand alone?

Please refer to Q#2 in this section

Our Admissions module comes with Group Sales, so wherever a staff member needs to process a group visit and take the group contact details, the workstation being used will have both admissions and group sales features.

5. There is a reference to wanting 8 handheld devices. Are these for authorizing tickets and memberships, or

are you also interested in conducting sales on these devices and using them for the surveys? **Both**

6. What is the credit card processor(s) are you using at the present time? **Elavon**
7. Can you explain the customizable pop-up reminders in retail (Page 23, Section F-Retail, #7)? **This alert's the employee of a VIP or a member's birthday or other pertinent information to a guest**
8. What is the hidden quantity inventory sheet (Page 23, Section F-Retail, #8)? **Inventory Count Sheets**
9. Can you explain page 22, Section C-Online Sales, #5? **Ability to send out email blast to specific groups or handle email invites**
10. Can you explain page 24, Section I-Membership Processing/Donor Perfect, #8? **If a person with a membership expiring in July renewed early (In May) the expiration would still be July the following year**
11. Can you explain page 25, Section J-Events, #21? A discount key e.g. **15% off for members**
12. Page 30-Technical Information-Part F #3.) Indicate whether a site license is available for the workstation software. What do you mean by site license? **A software license that allows the user to install a software package in several computers at a particular site or facility**

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1. Hardware on page 9 states 8 mobile units. Would these be a complete POS station (cash drawer, scanner, receipt printer and POS) on a mobile cart or a Windows tablet with a scanner and EMV credit card reader? **Windows or Apple tablet with a scanner and EMV credit card reader**
 2. Same for page 17 for the 2 mobile concession units **They need cash drawer, scanner, receipt printer and POS**
 3. Page 23: Retail item 8 Produce a hidden quantity inventory sheet. I believe this is a count sheet with the quantity not shown? Just validating. **Correct**

This Addendum consists of 4 page

Addendum #1

Signature: _____

Company: _____

END OF ADDENDUM