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**SOS Responses to Vendor Questions**

Request for Information

(Bid Number POS\_2102020\_1)

for

A Point of Sale System

February 25, 2020

1. What is the State currently using for its Accounting (Financial G/L) System?
	1. I/3 System and Microsoft Dynamics
2. What’s the current annual volume of credit card transactions and total dollars in credit card transactions processed annually?
	1. Sec of State’s office averages 105,000 online and POS credit card transactions per year. Total dollars in credit card transactions averages $4.1 million per year. POS system handles about 17,000 of those credit card transactions.
3. What is the State currently using for its Accounting (Financial A/R) System?
	1. Microsoft Dynamics
4. What printing capabilities is the State looking to achieve?  Can you provide use cases or examples?
	1. Endorsing a document (see sample - highlighted portion)



* 1. Endorsing a check
	2. Printing a receipt
	3. Printing a Packing List
	4. Printing reports used to reconcile cash/checks at close of business
	5. Printing Invoices
1. Under “System Functionality” in question #7 – Will the charge account information exist within a State provided system of record?
	1. Yes, customer records are maintained in another system but need to be available to POS system.
2. Given the pain points, is this considered to be an urgent need for the State? If there is to be an RFP that follows, is there any timeframe when it might be released? Or is there an anticipated project start or implementation date?
	1. There is a strong desire to replace this system in 2020, as it is old and difficult to support. Next steps are undecided – the State would prefer, if possible, to make a purchase decision after the RFI stage.
3. Could you provide information on the state’s accounting system that this POS system would need to interface with?
	1. Microsoft Dynamics.
		1. Point of Sale system would need to export transaction data to be imported daily into MS Dynamics.
		2. Point of Sale system must have a means to store inventory items, and customer information. Inventory and customer data is currently stored in Dynamics. It is assumed the data could be pulled (imported) from Dynamics to the POS system.
4. Approximately how many transactions are logged through the existing system? Is it expected to be similar for any replacement system?
	1. Point of sale systems handles, over the lats 2 years, 17,000 transactions per year totaling about $360,000 annually. That volume is expected to decline as more transactions move online.
5. Does the State have a preference for cloud hosted vs. on-premises hosting?
	1. No preference at this time. Will depend on cost, PCI compliance, etc.
6. Has funding been allocated for the new system? Will it be available in the current fiscal year, or possibly in the upcoming FY 2021?
	1. Funding is available in current or next fiscal year.
7. How do we go about being added to your vendor/bidder list for future needs?
	1. Iowa DAS procurement web site
8. Can you please send us a copy of this pending IT/TELCOM RELATED BID, or is there a web link you can provide?
	1. Unrelated to this bid.
9. Also, what about smaller non-bid items (p-card type purchases, refurbished parts, hard to find items, end of life band-aids, etc.)?
	1. Don’t understand question.
10. Does that go through the IT folks directly, or, does it funnel back around to the Procurement side???
	1. Don’t understand question.
11. How many POS workstations are required?
	1. Up 14 POS terminals may be required.
	2. Only 2 of the 14 POS terminals would require the ability to endorse documents or checks.
12. At how many locations are POS transactions processed?
	1. One location.
13. How many non-POS workstations are required for such as system administration, end of day procedures, audit and reconciliation processes, reports generation, etc.?
	1. Currently, two workstations are not POS but used for system administration/reports.
14. Are any transactions able to be processed online by your customers?    If so: How many on-line transactions are processed annually?
	1. Online filers pay online. In-person filers, or those who mail/fax/upload filings pay via the POS system.
	2. Online transactions: 220,000/year
	3. POS transactions: 50,000/year
15. Are those in addition to, or part of, the approx. 50,000 annual transactions cited in the RFI?
	1. The 50,000 transactions referenced are only for the POS system. Online transactions are handled with a different system.
16. How many charge accounts are managed in Great Plains; and what is the average number of statements delivered to customers monthly?
	1. There are 828 charge accounts
	2. Approximately 500-600 statements are created monthly and emailed to customers.
17. What is the existing accounting system?
	1. Microsoft Dynamics
18. Other than the accounting system and Great Plains Dynamics, are there other systems that need integration to point of sale?
	1. Not at this time
19. Monthly billing by Great Plains Dynamics stores and charges credit cards or just sends

statements?

* 1. MS Dynamics is only used for creating statements. Credit cards are charged at the POS system.
1. Can more details be provided on the Voter registration system?
	1. No. This is unrelated to this bid opportunity.
2. Would this be a suplementary solution to an existing one and needing integration, or a complete replacement?
	1. The State is open to many solutions. Current thought is to do full replacement of POS systems only.
3. Would this solution be for walk-in at the point of sale or is an online and mail component involved? What about phone?
	1. POS solution would be for walk-ins, postal mail transactions, fax transactions, uploaded transactions, and phone transactions.
4. Would ID validation be required?
	1. Not at this time.
5. Does SOS want integrated credit card processing, or stand alone?
	1. Best scenario is that POS system could handle all transaction types, but having a stand-alone system for credit cards is not ruled out as a possible option.
6. Who is the current payment processor?
	1. US Bank
7. Does SOS plan on re-using hardware or would new hardware be procured?
	1. Either is possible, depending on the solution the State chooses. New hardware preferred.
8. If re-using hardware, then what are the specs?
	1. Current hardware is Windows 10 computers, purchased in 2019.
9. What is the model number of the current Epson receipt printer and endorsement device?
	1. Epson TM-H6000IV
10. Would SOS be procuring hardware seperatelty or should a quote for hardware be included in this response?
	1. The State may go either way – procure hardware on its own or through POS vendor, depending on best pricing.
11. Of the 50k transaction, how many are credit? How many are debit?
	1. Approximately 17,000 are credit/debit card. It’s unknown how many are debit only. Most are credit.
12. Does SOS have a preference for an on-prem or hosted solution?
	1. No preference at this time.
13. Is this request for a single POS(Point of Sale) solution or multiple units?
	1. Single system with multiple terminals
14. Is the request for a solution at one location or multiple locations?
	1. One location.
15. How many workstations will be using the new Point of Sale (POS) Cashiering System?
	1. Up to 14.
16. Does the state currently have a budget for the new POS system?
	1. Budgeting not set at this time.
17. What other Accounting systems than great plains will the POS System be integrated with?
	1. Microsoft Dynamics only, at this time.
18. What types of payments does the Secretary of State POS System take currently?
	1. Check, cash, credit card, charge account
19. The RFI indicates that 50,000 transactions are taken annually; will this increase in the near future? Can you provide statistics that support this amount of payments?
	1. It is expected that the 50,000 transactions could decrease as more business will be done online. However, it is unknown how much it will decrease.
	2. POS system transactions for the last four years

2016: 72K

2017: 69K

2018: 59K

2019: 50K

1. Is there an estimated time that an RFP will be released for the POS System?
	1. There is not. An RFP may not be released.
2. How soon would the State of Iowa Secretary of State’s office like to implement a new POS system?
	1. In calendar year 2020.
3. Does the State prefer a vendor cloud hosted environment, or the State to host the solution themselves on premise?
	1. No preference at this time.
4. Who is your current credit card processor?
	1. US Bank
5. In section 5. Format of Response under “Executive Summary” it mentions to “briefly address the Respondent’s approach to a Statewide Voter Registration System”. Will the POS Cashiering System need to integrate into a voter registrations system? Could you please provide more details around this request?
	1. Some transactions will be for voter data, however, there will be no connection/integration/sharing of data between POS or voter registration system.
6. Will the POS Cashiering system need to have the ability to track inventory? Can you please provide more details about the inventory requirement?
	1. The system will need to track inventory codes and item prices, but not quantities in stock. For example, the system would need to know that item code “ARTI” is an “Articles of Incorporation” and a unit price is $50. Inventory data is currently stored in MS Dynamics and imported into the POS system.
7. What are the requirements for the integrations between the POS system and the following systems? Requirement include data that must be transmitted, data format requirements, and frequency of the integration.
	* Credit Card Processing Service
	* ACH Service
	* Bank (3rd Party operated Lockbox)
	* Microsoft Dynamics
	* Customer Database containing valid customer list and account receivable balances to which payments will be applied
	* I3
	1. The requirements for credit card processing services are undetermined for the future system. The State intends to understand this requirement better after the RFI responses.
	2. ACH services are not available through POS system (and are being phased out of online systems)
	3. No known requirements for bank integrations.
	4. Integrations with Microsoft Dynamics include: importing POS transactions daily, and importing data; currently Dynamics is the source for customer and inventory data for the POS system.
	5. Customer database is currently kept in MS Dynamics. POS system would need to pull data in from that source.
	6. There is no integration needed with I/3 system.
8. PCI compliance requirements are referenced in the RFI. What are the compliance requirements that are currently posing a challenge?
	1. The State prefers not to disclose PCI assessment results. However, the State would like the new system to read credit cards (chips or magnetic strip); and the State would prefer the POS system be separated from user workstations.
9. Should this system support tasks associated with processing checks received in the mail and from walk in payers?
	1. Yes, check in payment for individual services; and checks being paid against a monthly statement.
10. We would like to observe how the current system is being used. Who should we contact to schedule a demonstration?
	1. Kyle Phillips, Director of Information Technology, *after the RFI period closes*.
11. Will responses to the RFI be considered confidential up to the time that a contract may be awarded?
	1. No. Refer to Section 2.4
12. Can you please elaborate on the requirements for the “charge account” customers?
	1. A customer can charge fees if they have a “charge account”. These customers pay for all the charges at the end of the month (when they receive their statement). There are currently 800+ customer charge accounts.
13. Which payment gateway and credit card processor are currently being utilized?
	1. US Bank & Converge
14. Do you have a central data center?
	1. Yes.
15. If there is a central data center, are all POS terminals connected via fiber optic connectivity?
	1. Connections are a combination of fiber optic and copper
16. Do you support VMware?
	1. Yes
17. What information needs to be sent to Great Plains?
	1. All point of sale transactions are sent to Microsoft Great Plains Dynamics daily.
18. What is the current workflow for endorsing checks and documents via the Epson validation/receipt printer?
	1. Current POS is a Windows 10 computer. User enters customer info and the service item being purchased. The system prompts the user to endorse the document (filing) being submitted. The user then enters the amount paid and payment type. The system prompts the user to endorse the check (if the user indicated payment type is check); or the user is prompted to process the credit card (f the payment type is credit card)
19. What types of items need inventory tracking?
	1. Filings and services. For example, one inventory item might be “ARTI”, which represents “Articles of Incorporation” and has a $50 fee. Another inventory item might be “CC”, which represents “copies” that the office made at someone’s request.
20. Are you planning to schedule demonstrations with finalists?
	1. Undetermined, but likely.
21. What is the estimated timeline for selection and deployment?
	1. Would like to implement in 2020.

**Equipment**

1. How many POS terminals are needed?
	1. Up to 14.
2. What will be the maximum number of POS terminals that will be concurrently utilized at the same time?
	1. Not likely. Concurrent use might be 4 or 5 maximum.
3. Is there a preference for running the POS software on a multi-use Windows PC, tablet, or a dedicated POS terminal?
	1. No strong preferences at this time.
4. Is there interest in utilizing Kiosks?
	1. Yes, there is interest.
5. Can you please outline the peripherals that are needed?
	1. Cash Drawers
		1. Strong interest.
	2. Receipt Printers
		1. This is a requirement for 2 of the 14 terminals/workstations.
	3. Remote Printers
		1. Not sure what this is.
	4. Barcode Scanners
		1. Some interest, though no current use case for bar codes.
	5. Customer Displays
		1. Some interest
	6. Biometric fingerprint readers for employee login
		1. Strong interest