

Q & A

POS Hardware & Technology

Q. Under Section 1 Project Objectives, the third bullet point states: "integrate with Transact campus card system". Transact's current policy is to not allow any point-of-sale (POS) provider except for their own preferred POS to integrate to their campus card system, therefore the only POS provider that can meet this requirement is Transact themselves or their preferred partner MyVenue. Will Tennessee Tech accept proposals from a POS provider that instead of integrating into the Transact campus card provides a stand-alone terminal that can be used to process Transact campus card transactions?

A. Yes. Tennessee Tech would be open to considering this approach.

Q. What Transact flows must be supported at the POS?

A. Dining Dollars

Q. Is Transact support required for Suite Catering?

A. No

Q. Do you need support for inventory management?

A. No

Q. Who is your existing Food Service Management team?

A. Chartwells Higher Education

Q. Who is your current gateway and processor for payments?

A. Freedom Pay

Q. What is your annual credit transaction volume and amount?

A. N/A

Q. Is mobile ordering only used for suite catering?

A. Yes

Q. How many suite pantries do you have?

A. 15

Q. Who is your current AI checkout system?

A. Mashgin

Q. What FreedomPay devices does Tennessee Tech currently use for its concessions system?

A. We do not currently have a device/system in place for this location. The operation is subcontracted, and the subcontractor utilizes its own point-of-sale system. In all other dining locations, Chartwells Dining uses FreedomPay through Transact for payment processing.

Q. The Q & A states that TnTech would consider a "sidecar" solution to accept Dining Dollars at the registers. The RFP also mentions integrations with Mobile Ordering platforms. Are you asking bidders to propose their Mobile platforms, and if so, what is the expectation for integration to Transact, as "sidecars" would not be applicable in this scenario?

A. Yes, we would like their mobile platform to integrate with the university system – Transact so that students would be able to use their declining balance funds. Side car means that the transaction would run on the main POS and then a separate piece of equipment would have to be purchased by someone so that it would connect to Transact to take the funds out of the student account.

Q. The RFQ shows the desire for (3) AI self checkout systems, Mashgin or equivalent, but the Q & A states that your current self checkout system is Mashgin. Can you please clarify if you would consider replacing the current Mashgin self checkout with the bidder's solution and a Transact sidecar, or is the bidder's solution required to natively integrate with Mashgin?

A. The current system dining uses is Mashgin. If the bidder has a different system, we can entertain that BUT it has to interact with directly with transact if you want students to be able to use dining dollars. A side car is NOT an option for this type of register.

Q. In the RFQ, section 3.7, calls for "Legacy Stadium Integration" for 6 registers and "modified functionality." Can you please elaborate on this requirement?

A. Legacy is a tie with marketing that can happen with POS systems. Direct texting notification, etc. Dining services use Legacy, Athletics has signed with a different company. The Contractor will have to work with existing.

Q. Is there a POS in place at the stadium currently, and if so, what is it, and is it integrated with Transact?

A. No system currently.

Q. Regarding the ten Transact Side Cars listed on Attachment A: will the University procure these devices through its existing Transact agreement (with costs reflected accordingly), or does the University expect bidders to purchase them directly from Transact? If the latter, can the University facilitate an introduction to its Transact account representative?

A. Bidders are required to purchase their own Side Cars, and that should be reflected in the bid presented. They are not required to purchase those from Transact as long as the Side Cars they use can process Transact campus card transactions. If you choose to purchase directly from Transact.

Q. The published Q&A states that Transact support is not required for Suite Catering, and that mobile ordering is used only for suite catering. Can you confirm that credit/debit/mobile wallet acceptance is sufficient for the suite QR mobile ordering, and that Transact declining balance acceptance within the mobile ordering flow is preferred but not required?

A. Yes, to both questions.