

Mississippi State University
RF 23-11
Cheese Store POS, Inventory Management, and eCommerce

Questions and Answers

February 14, 2013

See below the questions and answers for RFP 23-11 and use this information to respond accordingly.

Q1. Does The Cheese Store expect the vendor to provide all aspects of shipping, to include selecting package sizes, packaging and shipping?

A1. Yes. The system should take an order and divide that order into a shipment / package based on the products ordered and then be able to print the shipping label(s). Shipping optimization for cheese and store products should be separated. After the label is created the tracking number should be sent to the customer and should be accessible on their order.

Q2. How many orders does the Cheese Store ship each year

A2. We shipped about 18,000 packages last year

Q3. Page 8, section 1.8.10 d, references a text messaging platform, can you elaborate on the expectations of that aspect of the RFP?

A3. Order reminders, tracking information, and customer communication

Q4. Page 8, section 1.8.10 c, specifies users be able to submit documents, as well as download documents and files, can you provide a use case example and/or an elaboration on the needs to be met.

A4. We are not sure how to answer this one.

Q5. How many payment devices does The Cheese Store require?

A5. We now have a total of 9. 2 POS and 7 used at desktop computers. We are anticipating needing more.

Q6. What are the estimated users count?

A6. At POS

We employ between 10 to 15 student workers and 4-5 full time staff. We have 2 POS stations now (anticipating more).

At Back office (including store users, finance users, supply chain users)

We have between 4-5 fulltime staff using 7 desktop computers

Q7. Where do you expect accounting entries to be posted for store and Ecom transactions. Is there any integration required between the proposed solution and any existing system.

A7. There is a defined structure for credit card transactions that must be used to create the entry that posts to the University's financial system (Banner). Ideally, without human interaction.

Q8. Please provide the list if integrations with third party/Open Source expected with this requirement.

A8. The vendor would need to determine what is needed within the scope of the response to the RFP.

Q9. What is the number of Point-of-sale devices and what is the total number of hardware required for Credit/Debit card payment processing.

A9. We now have a total of 9. 2 POS and 7 used at desktop computers. We are anticipating needing more.

Q10. Please share if there is any requirement related to special pricing, discounts and offers.

A10. We package individual items together for sale as a "party pack". The items in the pack are also sold individually in the store. The Sales Store does not currently or plan to offer discounts or special price offers.

Q11. The RFP mentions that there is no AP, but we are doing some forms of purchasing. Can you tell me what the entails? Would an inventory adjustment work here to just "add" inventory levels to the store? This would avoid purchasing and AP altogether while still increasing inventory levels at the store.

A11. Purchases need to be recorded so that they can affect inventory, but there are no checks written to vendors from this system. All payments are processed in Banner, our campus-wide enterprise system.

Q12. Would inventory counts also be required at the store level? At what frequency, daily, weekly, monthly, etc.?

A12. Inventory counts should be 'live', updated hourly from eCommerce orders, and 'as purchased' from POS.

Q13. It sounds like the Cheese Store has one POS system and one other workstation. What is the purpose of the workstation, does it act as an additional POS or to process orders that would be shipped later from the store or both?

A13. A: The POS system is for in store sales the other workstations are for full time staff to have a PC and to utilize the online store. We have a large majority of our customers that call in to place an order. We need a workstation to place these orders on their behalf.

Q14. For the information coming over from POS System – Would you like to see each individual order coming into NetSuite, or would you prefer an aggregation of all products and quantities sold from the prior day with no individual customer data?

A14. The POS system does not generate 'orders' or track transactions by person, so an aggregation of the sales for the day from POS to NetSuite would be adequate.

Q15. Whether companies from Outside USA can apply for this?

A15. Yes, companies from outside the USA can submit proposals.

Q16. Whether we need to come over there for meetings?

A16. This is an RFP and will be scored based on the responses. It would be reasonable to believe that firms offering on site services will be scored higher than those offering remote services.

Q17 Can we perform the tasks (related to RFP) outside USA, like, from India or Canada?

A17. Yes as long as all of the needs are met.

Q18. Can we submit the proposals via email?

A18. As stated in section 8 of the RFP, we require a hard copy as well as an electronic copy.