



CITY OF HOUSTON STRATEGIC PURCHASING DIVISION

S29-Q23549
NOTICE OF REQUEST FOR INFORMATION



POINT-OF-SALE SYSTEM

The City of Houston is considering soliciting proposals from Vendor(s) specializing in Point-of-Sale Systems. The objective is to investigate Point of Sale Solutions capable of handling a variety of retail-like payment transactions originating in numerous, diverse business operations within various City Departments. Prior to issuing an RFP, the Department would like to take into consideration all companies/organizations interested in participating in the procurement to provide information on Point-of Sale Solutions; to include all possibilities and considerations that could be utilized in the RFP when issued. All information provided and all other related expenses must be at "NO COST" to the City.

Please review the basic overview of the intended Scope of Services below. If you believe that your company/organization can provide recommendations to enhance the overall objective stated below and would be interested in conducting a presentation, please provide your companies/organizations contact information to include: Company/Organization Name, Contact Person, Address, Telephone No., Fax No. and E-mail Address. Please indicate your interest to this RFI requirement by submitting the requested information to Douglas Moore, Division Manager, via one of the following methods listed below by **5:00 p.m. CST, Friday, February 12, 2010:**

E-mail (Preferred Method): douglas.moore2@cityofhouston.net
Fax: (832) 393-8759
Mail: City of Houston
Strategic Purchasing Division
901 Bagby, Rm. B500 (Basement Level)
Houston, TX 77002

Overview

The City is seeking information about Point of Sale Solutions (POS) capable of handling a variety of retail-like payment transactions originating in numerous, diverse business operations. The City's goal is to understand the state of the market for POS systems prior to the development and publication of a request for proposal for an enterprise POS solution.

The ideal POS would:

- Process payments for permits, water bills, traffic & parking fines, inspections, etc.
- Accept payments at cash registers and kiosks, over the phone or IVR, via a web payment portal, etc.
- Handle any combination of cash, checks, credit and debit cards, e-checks and ACH/EFT transactions, escrow and advanced pay accounts, etc.



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- Update back office applications when payment is received
- Post accounting transactions to the City's SAP financial system
- Be governed by established cash management and audit standards
- Be centralized, but support geographically dispersed operations
- Minimize PCI compliance requirements
- Provide easy to use API that allows source system to provide POS with invoice data and return payment results to the source system

In one scenario, a customer might visit the City's Permitting Center, work with multiple business units, to buy the permits needed to build and operate a new facility (for example). At each stop, the customer would receive a bar-coded invoice detailing their transactions. At the last stop, the customer would present these invoices to a cashier at a POS station. The POS would read the bar code on each invoice, tally the total amount due, accept the customer's payment, and produce a receipt.

In another scenario, customers would transact business on-line using a web portal that would collect the invoices in an online shopping cart. At check out the POS would process the invoices in the shopping cart, accept the customer's online payment, and generate a printable receipt.

In all scenarios, independent, back office applications would record the original business transaction and would generate the invoices. The POS would notify each application, in near real time, when proper payment was received.

The POS should expose key functionality to external applications (specifically, the back office applications) through the City's Service Oriented Architecture. Further, the POS should consume services exposed by other applications.

Background

The City processes hundreds of thousands of transactions annually, ranging from permits to fines. Hitherto, these transactions were handled independently by a number of different departments using their own systems. The City has recently begun an initiative to support all cashiering operations with one solution.

Qualifications

Vendors should have well established POS products and have experience integrating their product with a wide range of business applications and legacy data systems including:

- Mainframe, AS400, Windows and Linux environments
- COBOL, Natural/ADABAS .Net- and Java-based software applications
- Oracle, SQL Server, and DB2 relational databases systems



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- Avaya contact management and interactive voice response systems

Vendors must have experience with and their products must conform to the Payment Card Industry (PCI) Data Security Standards. Ideal vendors will be adept at handling shifting timelines, change requests, and incomplete information while meeting deadlines as much as possible. Vendors must have previous experience developing POS solutions and services for governmental agencies. Vendors will be required to deliver a fully integrated system in a production environment.

Information Requested

Vendors are invited to provide the following information about how their product has been implemented:

- Literature describing features & benefits, system & administrative operations
- 4-Year product roadmap and lifecycle
- Current client references and/or case studies of other municipalities served
- System diagrams & technical specifications, including security module
- Process flowcharts detailing typical transactions
- Supported hardware and software platforms, including databases
- Basic training manuals, esp. cashier training materials or user manuals
- Maintenance/support policies and practices
- Sample reports
- PCI compliance documents
- Cost per transaction matrix
- Returned check and credit card dispute functions and processes
- Disaster recovery options and configurations
- Evaluation copy or Demo URL (with guest id/password)
- Corporate support structure and location of office (cities, states, etc.)

Time for Response

The City would like to review all submissions during the week of February 15-19 and may invite prospective vendors for presentations the week of February 22. The City's current target date for implementation of a contract is around October 1, 2010.

The goal of this effort is to guide the City in implementing a Point-of-Sale System citywide. Again, the City may choose to utilize information obtained from Vendors during this RFI process to develop an RFP toward the goal of implementing the City of Houston's Point-of-Sale system.

All recommendations and comments are welcomed and will be reviewed and considered. All recommendation(s) of good merit and clear business logic and methodology may be used and incorporated into the final RFP solicitation document.