**I. INTRODUCTION**

 **A.** Scope

Property XYZ is seeking a feature-rich point-of-sale (POS) system that will support the operational requirements for the food and beverage (F&B) outlets as defined in this request for proposal (RFP). This RFP provides the necessary information for you to prepare a proposal and also provides background information about XYZ. The purpose of the RFP is to effect the successful negotiation, execution, and consummation of a definitive agreement between property XYZ and appropriate bidder(s) to provide XYZ with a POS system.

 **B.** Objectives

To select a full-featured POS System that will address not only the standard POS requirements but also the many unique operational needs of a full-service resort like XYZ, at a minimum, the final solution must:

• Provide a quick, simple, and straightforward solution for entering and tendering guest checks using touch-screen technology.

• Be a user-friendly system that is easy to learn and requires minimal training.

• Provide management with effective controls for day-to-day management.

• Provide comprehensive, timely, and accurate information.

• Provide comprehensive and flexible reporting and inquiry capabilities.

• As much as possible, maintain a paperless system for record keeping.

• Function using handheld devices for all pool-side outlets.

• Interface with mobile app(s).

• Interface with applicable cloud applications and storage.

• Provide operational flexibility to meet the day-to-day challenges and procedural adjustments typical of a new opening.

• Be fully functional with all staff properly trained by opening day.

 Although price is an important factor in this process, XYZ places great importance on the quality and dependability of the products reviewed. To determine the quality of systems proposed, emphasis will be placed on the following factors:

• Stability and soundness of the programs (i.e., full-featured, robust, and proven reliability)

• System integrity and security

• The vendor’s reputation for quality hardware, software, and service with existing customers

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