



EXCHANGE

ARMY & AIR FORCE EXCHANGE SERVICE

P.O.BOX 660202

Dallas, Texas 75266-0202

214-312-2011

Dear Sir or Madam,

The Army & Air Force Exchange Service is currently in the process of reviewing its Retail POS Hardware/Software, Food POS Hardware/Software, Stand-Alone Payment Processors and Pin Pad options for its retail facilities worldwide. We are looking to improve efficiencies by implementing advance technical features for faster service. The Exchange currently has 1009 sites. Approximately 207 facilities set up in a Distributed environment (Dual Stand Alone Servers) and 802 Collapsed environments (Server/Register on one unit) with a total register count of 5600. Of these approximately 2000 have in-Counter Scanners, approximately 6000 stand-alone payment processors, and approximately 5600 pin pads. Currently our Food point of sales has 370 sites with 880 facilities. In Those facilities we have 29 different concepts including two theaters. We are looking at growing this by 1200 facilities in the next couple of years.

Currently this RFI covers:

- Retail POS Hardware
- In-Counter Scanners
- Pin-Pads
- Retail POS Software
- Food POS Hardware
- Food POS Software
- Stand-Alone Payment Processor

The Exchange is a joint non-appropriated fund instrumentality of the Department of Defense (DoD) and provides quality merchandise and services to active duty, Guard and Reserve members, military retirees and their families at competitively low prices. The Exchange is now in its 117th year. Shopping the Exchange offers an average overall savings of 25 percent compared to shopping the competition. The Exchange returned \$203 million to the military services in 2011. Shoppers can enjoy Exchange benefits in many ways, with the greatest value being the Exchange pledge "We go where you go," serving troops worldwide.

The Exchange is responsible for more than 3,700 facilities worldwide in more than 30 countries, 50 states and five U.S. territories. The Exchange operates 157 main stores, 182 Military Clothing facilities, over 1,000 specialty stores (gas stations, bookstores, Class Six, etc.) and more than 120 theaters. Plus the Exchange has more than 2,100 fast food restaurants, such as Taco Bell, Burger King and Subway. Concession operations overseen by the Exchange add nearly 6,000 more activities.

The desired requirements are outlined in attachment 1. Your responses may be used to further evaluate and/or refine our requirement.

If you are interested in this potential upcoming procurement, please provide:

1. Responses to the desired requirements and how you meet these.
2. Please provide a brief summary of your company including:
 - a. How long you have been providing this technology.
 - b. A white paper describing your technology.
 - c. List of major customers using this technology.
3. Is your company interested in receiving our Request for Proposal (RFP) should we issue one for this effort? If so, please provide contact information for your company.

Again, this is a Request for Information only. The Exchange is not seeking a firm price quote. However, the Exchange does want to understand how the industry prices these solutions. Please provide budgetary numbers with your response. Do not include a price quote. In the event the Exchange solicits, price quotes will be requested at that time.

Responses to this RFI are required by close of business 18 January 2013 via email to: olsonje@aafes.com. The solicitation will be issued only to those companies that respond to this request.

Regards,
Jennifer Olson
Contracting Officer
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Purpose

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Currently this RFI covers:

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- Pin-Pads
- Retail POS Software
- Food POS Hardware
- Food POS Software
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The Exchange Company Overview

The Exchange is a joint non-appropriated fund instrumentality of the Department of Defense (DoD) and provides quality merchandise and services to active duty, Guard and Reserve members, military retirees and their families at competitively low prices. The Exchange is now in its 117th year. Shopping the Exchange offers an average overall savings of 25 percent compared to shopping the competition. The Exchange returned \$203 million to the military services in 2011. Shoppers can enjoy Exchange benefits in many ways, with the greatest value being the Exchange pledge "We go where you go," serving troops worldwide.

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Service Provider Business Requirements:

Company Background and Experience:

1. Identify your firm, including legal name and address.
2. Briefly describe your company's background and history in the POS industry.
3. How many and list what clients you currently service. Is it both POS software and Hardware or just one?
4. If awarded the Exchange POS contract, where would the EXCHANGE rank in terms of volume for your company?
5. Please summarize your company's competitive advantage in the POS industry.
6. How will your firm ensure that the EXCHANGE is up to date on industry developments in the PCI environment?

Training and Implementation:

1. What would the Time frame from Testing through final implementation be for each item listed? (Estimated)
2. Describe your firm's process for working with the EXCHANGE after Implementation in improvements and enhancements to the POS equipment/Software.
3. What kind of implementation support will your firm provide?
 1. Specify initial setup support and ongoing support for OTB
 2. (Out of Box Failures).
 3. Please provide detail key elements and support resources for Exchange Global sites.
 4. Does your company provide a post –implementation review to ensure that expectations were met? If so, describe the process and details of this review.

RPOS Register Requirements:

(This is mostly for current POS Software we are using.)

- Function as a POS Workstation, Server and Workstation/Server
- Modular (Must have longer cables to support this) and Integrated Solution
- Must be a Small form factor unit
- Energy Efficient (ENERGY STAR® qualified)
- Must conform to all power requirements worldwide
- PXE network boot is required
- Integrated audio speakers register
- Volume adjustment for register

Environmental:

- Operating Temperature 32° to 122° F (0° to 50° C)
- Non-operating Temperature -4° to 140° F (-20° to 60° C)
- Operating Humidity 10% to 90% (non-condensing at ambient)
- Non-operating Humidity 20% to 80% (non-condensing at ambient)

It needs to be able to utilize the following peripherals: Preferably USB

- Cash drawer/Modular Cash drawer (Should support two cash drawers) (SHOULD BE INCLUDED WITH THE POS SYSTEM)
- Rear Display Pole mounted (not mounted to the cash drawer) (SHOULD BE INCLUDED WITH THE POS SYSTEM)
- Capacitive touch Screen Monitor with MSR (SHOULD BE INCLUDED WITH THE POS SYSTEM)
- Receipt Printer with Integrated MICR (Powered from Register) (SHOULD BE INCLUDED WITH THE POS SYSTEM)
- Pin Pad (Powered from Register)
- Keyboard with MSR (SHOULD BE INCLUDED WITH THE POS SYSTEM)
- Mouse(SHOULD BE INCLUDED WITH THE POS SYSTEM)
- In-Counter barcode scanner (Powered from Register)
- Hand held 2D/3D barcode scanner (Wireless) (Powered from Register)
- Ability to add 2nd monitor as rear display. (17"-21") (SHOULD BE INCLUDED WITH THE POS SYSTEM IF DESIRED)
- Optional Biometric keyboard (SHOULD BE INCLUDED WITH THE POS SYSTEM IF DESIRED)

These Features:

- 2 NICs (Two network ports) (10/100/1000)
- Wireless Capability with WPA2-AES (For Registers)
- RAID
- Tool-free access to internal components
- Front access Hard drives for quick support
- Secure Cabinet with lock
- Life-Cycle Management
- Minimum HDD size is 120G
- Minimum Memory is 4G
- Minimum Processor Dual Core 2.5GHz

Other Requirements:

- Minimum 5yr Warranty
- Option for coverage of hardware after 5 years in form of pay as you go
- World Wide Support 24/7(to include SLA defined for hardware replacement, for both stateside, overseas, and downrange)

- Optional Extended Warranty beyond initial period
- Ergonomically fit
- Provide End User manuals
- Provide Hardware Troubleshooting manuals
- Subject to “Buy American Act”
- Do you offer On Site repair?
- Dual Sided Customer Display capability
- Dual sided Monitor capability
- Provide Tools to troubleshoot hardware via USB
- Optional Battery Backup
- Ability to add additional memory
- Easily Readable Screen in varied internal light conditions

OS:

- Must Fully support SLES 11 Sp2 64bit
- Must Fully support SLED 11 Sp2 64Bit
- All Peripherals should have Linux Drivers supported by distributor

General Questions:

1. What type of printers do you offer? Color? Thermal?
2. What is the resolution of the touch screen for the register?
3. What are the dimensions of your registers?
4. What are the dimensions of your cash drawers?
5. Do you offer Cable management?
6. Is remote configuration available at a hardware layer?

FPOS Register Requirements:

(This is mostly for current POS Software we are using.)

1. System must be a self-hosted enterprise solution.
2. Must be able to support over 70 different concepts (ie..Burger King,Arbys..etc plus several in house concepts).
3. Must have the capability to support at a minimum 4000 clients (ie Workstations and Kitchen displays)
4. Must be able to provide software support 24/7 365 days a year worldwide.
5. POS software must not be hardware dependent.
6. Combo Meals - the ability to ring an item in and then turn it into a combo meal IE with fries and a drink.

7. Cash Management - the ability to assign tills by workstation. Assign employee by till. Then close count and deposit them at EOD. Also needs the ability to have a foreign currency amount used and deposited in a separate till.
8. Multiple Currencies - Ability to accept multiple currencies at a site.
9. Order Devices - features to include: EXPO Printers and Kitchen Displays.
10. GSS (Guest Services Solutions) - We use this to track customers in the Database. Also, to track order history and print delivery information on guest check.
11. Transfer Checks - ability to transfer checks to delivery drivers and track their orders until they are paid. Or in the case that they were paid by CC (Credit Card) track the order until the driver returns.
12. OCB - (Order Confirmation Board) support.
13. Menu Boards - the ability to set up and program menu boards. This should include ability to display rotating images or video; as well as rotating menus based on time of day.
14. Third Party Integration - ability to support third party integration with menu boards. This would allow prices to transfer from POS to menu Board. (understand some development will be required)
15. Third Party Integration - ability to support third party integration with online ordering software. To include the ability for the order to be directly transmitted and entered in the POS. (understand some development will be required)
16. T-Logs - ability to Generate T-Logs based on the current AAFES Detail Extract. (understand some development will be required)
17. Gift Cards - ability to take NBFF (Name Brand Fast Food) Gift Cards. Currently this includes the Starbucks Gift Card and the Burger King Gift Card. We are able to redeem, issue, reload, and run a balance inquiry. (understand some development will be required)
18. Military Star / CoBranded Card - ability to take the AAFES Military Star card. This would include the ability to recognize our cobranded cards. IE. Military Star/ MasterCard. Payment should automatically authorize to the Military Star. (understand some development will be required)
19. Reports - ability for management to generate AAFES custom reports.
20. Settlement - ability to process and create settlement files using the current AAFES credit driver specifications. (understand some development will be required)
21. Workstations - ability to support use of AAFES Dell workstations versus the custom workstations. (Currently Optiplex XE SFF)
22. Inventory Control System - ability to support an Inventory Control System that will track usage of food and non-food items at the sites.
23. Employee Timeclock - ability to have employees clock in and out, and support printing a report for payroll purposes on a bi-weekly basis.
24. Refunds – ability to refund customer returns.
25. Void – ability to item void within a sale and post void a transaction.
26. Size Up – ability to size up a combo meal.

27. Checks – ability to accept checks as a form or tender.
28. Bank Credit – ability to accept bank credit as a form of tender: Visa, Mastercard, Discover, American Express, and Debit. (understand some development will be required)
29. Network Printer – ability to support network printing to be used for printing backoffice reports.
30. Gift Cards - ability to take Exchange Gift Cards. We are able to redeem, issue, reload, and run a balance inquiry. (understand some development will be required)
31. Gift Card Reversals – ability to accept Exchange and NBFF Gift Cards in downtime. (understand some development will be required)
32. Multiple Employee Levels- ability to assign different levels of access for each manager and employee.
33. Condiment Groups- Ability to have at least 999,999 condiment groups.
34. Multiple Employee Levels- ability to assign different levels of access for each manager and employee.

In-Counter Scanners:

Technical Requirements:

- Requires Linear Imager Technology (1D/2D with image capture) and Digital Image
- Technology (1D/2D with digital Imager) with the following specifications:
 - **Symbologies:**
 - **1D:** UPC/EAN and with supplementals, Code 39 + Full ASCII & Tri-optic, RSS variants, UCC/EAN 128,
 - Code 128 + Full ASCII, Codabar (NW1), EAN-13, EAN-8, Code39, UPC-A, UPC-E, Interleaved/ Discrete 2 of 5, MSI, Codell, IATA, Bookland EAN, Code 32.
 - **2D:** PDF417 , QR Code (Model 1/2) ,
 - DataMatrix (ECC200 , ECC000 , 050 ,
 - 080,100,140), Aztec, Chinese-Sensible Code,
 - Maxicode, LP Code.

Power Requirements:

- What are your power requirements? We prefer powered over USB.

Dimensions:

- 6.0 x 6.0 x 3.4 in (This will fit our current buckets.)

Reading Indicators:

- Beeper (Adjustable Tone and Volume)
- Good Read LED

- Good Transmission

Scanner Range:

- What is the current range of your scanners?

Read Rate:

- What do you currently offer on your read rates?

Environmental:

- Operating Temperature 32° to 122° F (0° to 50° C)
- Non-operating Temperature -4° to 140° F (-20° to 60° C)
- Operating Humidity 10% to 90% (non-condensing at ambient)
- Non-operating Humidity 20% to 80% (non-condensing at ambient)

Other Requirements:

- Subject to “Buy American Act”
- Optional integration with EAS system
- Warranty/Support minimum of 5 yrs.
- Scanner ships Plug & Play.
- Remote Software included for image downloads and firm upgrades @ No cost.
- What kind of implementation could your firm provide?
- Provide detailed information on warranty, maintenance and support programs.
- Must work in a Linux environment.

General Questions:

1. What do you offer in the line of Scanner/Scales meeting the same about requirements besides the size?
2. What are the RMA processes, warranty lengths, and maintenance (depot, on site, and help desk support) including countries, hours, get well time procedures for such devices?
3. What are the lifecycle options for these devices?
4. Do you have an option for coverage of hardware after 5 years in form of pay as you go?

Pin Pad Requirements:**Display:**

- Color (Minimum 256 colors)
- Glare resistant
- Capacitive touchscreen

- Size of the display should be large enough for a qwerty keypad for customers to enter email

Power:

- Unit should be powered from the POS workstation, powered USB also optional powered RS232.

Connectivity:

- Multi-protocol support including RS232,USB, Powered USB
- Ethernet support (IP)

Security:

- DUKPT and Master Session key management
- PCI/PED approved
- 3DES Pin encryption

Smart Card Reader:

- EMV Levels 1 & 2 approved

Keypad:

- Keypad should have raised tactile symbols to enhance usability for the visually impaired

Magnetic Stripe Reader:

- Triple track bi-directional reader

Contactless Payment:

- Uses the industry standard four programmable LEDs to indicate power-on and successful read
- Read Proximity Range of 0 – 4 cm (1.57 in.)
- Power provided by the host terminal
- Support for Mobile Payment/NFC

General Questions:

1. To which versions of PCI-PED and PCI-EPP do your devices comply?
2. What hardware interfaces are supported by your devices?
3. What are the RMA processes, warranty lengths, and maintenance (depot, on site, and help desk support) including countries, hours, get well time procedures for such devices?
4. What are the lifecycle options for such devices?
5. Do the devices support key injection of both Master/Session and DUKPT methods?
6. Must support both Windows and Linux

7. Must have a durable mounting base w/Stand. Can you provide stress tests results for your mounts?
8. Do you have an option for coverage of hardware after 5 years in form of pay as you go?
9. What is the resolution of touch screen for pin pad?
10. Do you have the ability to display advertisements (catalog and flash flyers)?

POS software:

Requirements:

- Must be an enterprise solution
- Offer real-time reporting
- Offer Mobile capabilities (i.e. wireless registers, integrated Lane busting, tablet/smartphone capabilities)
- Maintain Customer information in a centralized database for returns/Layaways
- PLU Database with redundancy (Store should still operate if connection to the enterprise Database is lost)
- Must be PCI/PED/PII compliant
- Must provide Database software with product
- Must provide High Availability and redundancy.
- Email receipt capability
- Ability to display ads on register or customer display
- Ability to process QR codes

Functions for POS: (To give you an idea of our current software)

- Ring Items by UPC/PLU/Type
- Items include Retail/Auto and Grocery Merchandise
- Layaway (Fully Customizable)
- Domain authentication is required
- Local Cashier Login (Capable of Caching login for downtime)
- Ability to have Separate promotional setups by facility
- Ability to have capabilities of certain functions disabled at a site if they are not using it.
- Cash Management abilities
- Returns
- Lane Busting
- Gift Receipts
- Email Receipts
- Price Adjustments
- Price Overrides
- Price Verification
- Item Flagging
- No sale

- Item void
- Error correct
- Transaction void
- Trans. Cancel
- Item exchange
- Employee sale
- Rental functionality
- Rental returns
- Layaway sale
- Layaway statement
- Layaway payment
- Layaway pickup
- Layaway cancel
- Lywy pymt corr.
- Lywy adjustment
- Lywy force can./write off
- Layaway/customer database administration
- Lywy reactivate
- Layaway offline update
- Layaway re-entry
- Cashier loans
- Cashier till float
- Pick up
- Bank deposits
- Check cashing
- Check franking
- Cash in/out
- Register reconciliation
- Cashier reconciliation
- Open store
- Open terminal
- Open next day
- Close terminal
- 24 hour store functionality
- End of day
- Mil star payment
- Mil star inquiry
- Sales report
- Flash sales
- Tender report
- Salesperson

- Sales analysis
- Time analysis
- Department
- Dept by group
- Group summary
- Layaway report
- Deposit report
- Sku report
- Sku by dept
- Discount report
- Training mode
- Set date/time
- Backup files
- Restore files
- Delete files
- Rebuild totals
- Reset business day
- Exit software functionality
- Authority level security
- Reboot
- Special order
- Rain check
- Bagger
- User defined/configured transactions
- Void prepay fuel
- Auth pump
- Auth all
- Final pump
- Prepay pump
- Trans prepay
- Fuel sale
- Stop pump
- Emergency stop
- Pump inquire
- Pump reprint
- Gift card purchase
- Gift card reload
- Reload w/o giftcard
- Cashout giftcard
- Balance inquiry gift card
- Pump diagnostics

- Display/print software version
- Plu updates
- Ability to set departments
- Establish plu categories
- Establish plu groups
- Reprint receipts
- Electronic journal
- Transaction log file
- Set policy statements
- Customize reports (configuration)
- Transaction discounts (% & \$)
- Item discounts (% & \$)
- Manufacturer coupons
- Store coupons
- Configurable numbers of tenders
- Support up to xx registers and pumps
- Pump status audible tone
- Optional add-a-tech
- Plu maintenance
- Create & run macros
- Dual cash drawers
- Automatic sign off after configurable time
- Automatic lock after configurable time
- Sign off
- Quantity functionality
- Rain check
- Price inquiry
- Receipt logos
- Configurable print lines on check endorsement
- Remotely monitor terminal in real time
- Special order
- Complex promotions/discounts
- Mix match discounts
- Promotions by %, \$, specific price with start stop time/date
- Suspend transactions
- Resume transactions
- Resume transactions from any register
- Optional tax or surcharge
- Plu not on file functionality
- Override ability
- Store and forward functionality

- Cashier fund pickup
- Ability to add cashiers and set authority level
- Pin pad signature capture
- Set item hierarchy
- Handle downtime credit with floor limits
- Optional self-checkout
- Optional paper check conversion
- Reprint gas pump receipts
- Offer fuel discounts based on form of tender
- Offer car wash discounts based on fuel purchases
- Set fuel max volume
- Handle fuel in gallons or liters
- Sell financial gift cards
- Sell 3rd party non-financial gift cards
- Rebate functionality
- “you saved” on receipt
- Import gas configuration
- Apply fuel price changes
- Account masking on receipts and screens
- Credit auto-reversals

Ability to process the following through POS:

- Western Union
- Money Orders
- Stamps
- Cash Checks
- Faxes
- Box Office Video Rental
- Gas Sales
- Car Wash sales
- Hunting/Fishing Licenses
- Deposits
- MilStar Payments
- Petty Cash (Dept. and Facility numbers)
- Cash Advance (Dept. and Facility numbers)

Reports:

- Various reporting(Should be able to customize reporting to our needs, Few samples below)
- Layaway reports
- Fuel Reports

- Sales Reports
- Flash Sales Report
- Tender Report
- Department report
- Department by Group reports
- Discount Report
- Over/Short Report
- Void Reports
- Return Report
- Car Wash Report
- Sales Analysis
- Time Analysis
- Group Summary Reports
- Rain Check Reports
- Non-Merchandise Reports
- Salespersons Report
- Cashier/Sales reports

Methods of Payment: (All payment methods with the exception of Gift Cards and Debit should have downtime ability)

- Cash
- Check
- Debit
- Credit Card (...Visa, MasterCard, AMEX, Discover)
- Credit Card (MilStar (In-house Brand))
- Unit Charge
- Eagle Cash (Set up specifically for the Military)
- Charge to Facilities
- Foreign Currency
- Gift Cards (Internal Exchange Cards as well as IMCOM)
- Should be able to do split-tender payments as well
- WEX
- Voyager
- ESSO
- Wic
- Food Stamps
- Fuel Coupons

Interface with:

- Car Wash
- Gas Pumps (Currently using Allied Andi and NexGen)

- In-house Credit Server (All Credit traffic will process through our Credit Server)

Should be able to track/detect the following:

- Duplicate Terminal
- Connection status of all registers
- Store Open
- Store Close
- Credit Connection
- PLU Health
- Credit Transaction (Trace IDs)
- Maintenance on PLU
- Pin Pad Health
- Gas Pump Health/Stats
- Register Health/Stats
- Register Application Health check/Stats
- Car Wash health check

General Questions:

1. Please describe all features of your software and how customizable it is.
2. What types of hardware can your software run on?
3. What are the bandwidth requirements for your software?
4. How many Transactions in a 24 hour period can you support with your software?
5. Has your software been certified through PCI/when was the last certification?
6. Are upgrades included free with your software?
7. What type of security does your software utilize?
8. Can you offer 24/7 365 day a year support?
9. Do you support Hardware and Software?
10. Do you have any type of Loyalty software?
11. Is there a limit to your database in terms of the number of PLUs?
12. Is there a limit to your database in terms of the number of Customers?
13. Does your current database configuration support an Active/Active role?
14. If custom development is required do you have the staff to complete this in house or is it outsourced?
15. What OS does your software currently require?
16. How is your software maintenance scheduled? Is it Real time or does it take place during End of Day?
17. What OS does your software run on?
18. Do you provide developer guide, programming & configuration manual?
19. What is your software's capability to Interface with other software systems to "send" and "receive" software changes and updates?

Stand-Alone Payment Processing Device:

Requirements:

- System must be an Enterprise solution that will support a minimum of 6000 devices.
- Centralized/Remote Device Management (Ability to download, configure, monitor, install, update software & troubleshoot device from a central location)
- Secure downloading of new applications using local or remote download
- Ability to independently define/configure each device and uniquely identify it on the Exchange network
- Ability to configure device functionality without requiring application changes
- Ability to selectively add/remove individual elements of functionality (by device) without application changes
- SDK provided for in-house development
- Ability to attach Scanner to the device via USB
- Ability to attach external PinPad to the device
- Must support multiple Accounts
- Built in PinPad
- Minimum 12mb of Memory
- Integrated Thermal Printer
- Paper low indicator
- Paper out indicator
- Ability to reprint receipts
- Easy drop in paper replacement with no paper threading required
- Display screen
- Tamper evident
- Tamper resistant
- Cable Management

Security:

- DUKPT and Master Session key management
- PCI/PED approved/compliant
- Security Assessment Procedures Version 1.2 (PCI-DSS).
- 3DES Pin encryption
- SSL v3.0

Connectivity:

- Ethernet support (IP)
- Dial-Up
- 3G (Prefer service worldwide)
- Wireless using WPA2/AES

Smart Card Reader:

- EMV Levels 1 & 2 approved

Magnetic Stripe Reader:

- Triple track bi-directional reader

Environmental:

- Operating Temperature 32° to 122° F (0° to 50° C)
- Non-operating Temperature -4° to 140° F (-20° to 60° C)
- Operating Humidity 10% to 90% (non-condensing at ambient)
- Non-operating Humidity 20% to 80% (non-condensing at ambient)

Other Requirements:

- Subject to “Buy American Act”
- Warranty/Support minimum of 5 yrs.
- Terminal should ship Plug & Play.
- Retail hardened rugged design
- Environmental sealing
- Able to withstand multiple drops to concrete: 4 ft. (1.2m)
- Easily Readable Screen in varied internal light conditions
- Audible Tone
- Volume Adjustment
- ADA Compliant Keypads
- Function Keys
- 110 & 220 Volt (50/60Hz)
- USA & European/International Country specific Power Cords
- Toll Free Support Number
- Mon-Friday Help Desk Support
- Optional 24X7 Help Desk Support
- Settlement – Auto & Manual modes to transmit “End Of Period” (day, shift, business period) reporting to centralized location
- Settlement-“End Of Period” (day, shift, business period) reporting to receipt
- Settlement - Display of “End Of Period” (day, shift, business period) reporting
- Acceptance of credit, charge and debit cards, both domestic & foreign
- Pen or Pin Authorization by the Customer
- Key entry
- CVS Entry for Card Not Present
- Refund & Adjustment functionality

- Void functionality
- Pre-Authorizations

Contactless Payment Option:

- Uses the industry standard four programmable LEDs to indicate power-on and successful read
- Read Proximity Range of 0 – 4 cm (1.57 in.)
- Power provided by the host terminal
- Support for Mobile Payment/NFC

General Questions:

1. To which versions of PCI-PED and PCI-EPP do your devices comply?
2. What hardware interfaces are supported by your devices?
3. What are the RMA processes, warranty lengths, and maintenance (depot, on site, and help desk support) including countries, hours, get well time procedures for such devices?
4. What are the lifecycle options for such devices?
5. Do the devices support key injection of both Master/Session and DUKPT methods?
6. Do you have an option for coverage of hardware after 5 years in form of pay as you go?
7. What is the resolution of the devices screen?
8. What kind of implementation could your firm provide?
9. How many Payment Processing Terminals do you currently have deployed worldwide?
10. Please provide the names of 5 companies currently using your device(s).
11. Please provide names and contact information for 3 companies that can be used as a reference.
12. How much does your device weigh?
13. What are the dimensions of your device (footprint)?
14. Do you offer device modifications for the visually impaired? If yes, please explain.
15. Does your device have a sealed/spill proof design?
16. Please provide data for drop tests or other hardware resiliency testing.
17. Do you have any units that offer all weather operations?
18. Do you offer a unit that operates off battery? If yes, please explain to include maximum battery run time.
19. Provide mean time between failures for your device(s) and/or reliability data. Please provide calculation methodology.
20. What is the dimension of the display screen?
21. What is the resolution of the display screen?
22. Is the display backlit?
23. Is your display anti-glare?
24. Is the display font adjustable?
25. What is the maximum font size on the display?
26. Do you offer a stylus? If yes, is it tethered? If yes, is there a stylus holder?
27. Do you offer touchscreen devices? If yes, are they resistive or capacitive?

28. How many lines per second does the thermal printer print?
29. Does the printer offer graphic capabilities?
30. Do you offer color receipt printing?
31. Do you offer two-sided receipt printing?
32. How many columns for the printer?
33. What is the printer paper width?
34. What is the printer roll length?
35. Approximately how many tickets do you estimate per roll?
36. Do you offer a screensaver? If yes, please provide detail.
37. Is your device capable of supporting multiple merchants?
38. Describe any fraud prevention measures offered.
39. Does your software include tips & gratuities?
40. Do you offer a surcharge function?
41. Does your device accept fleet cards?
42. Please list all types of Major Credit cards and specialty retail cards your device accepts.
43. Does your device support gift cards? Redemption? Sale? Reload? Balance Inquiry?
44. Does your device support voids?
45. Does your device support multiple clerks on the same device with clerk specific identification numbers?
46. Is entry to the device software password protected? If yes, what are the parameters (min/max, alphanumeric, etc.) of the password and is it configurable?
47. Is there a password lockout feature for multiple invalid logon attempts? If yes, is the quantity configurable?
48. Do you offer an automatic sign off after a period of inactivity? If yes, is the duration configurable?
49. Do you offer an automatic device lock after a period of inactivity? If yes, is the duration configurable?
50. Does your device offer a "forced" or "manual" authorization mode when the host cannot be reached?
51. Does your device offer EBT (Electronic Benefits Transfer) functionality?
52. How does your device recognize invalid card types?
53. Do valid bin ranges exist on each device? If yes, how are they updated?
54. Please provide examples of all reports available on the device.
55. Does your device offer electronic check services?
56. Does your device offer foreign currency functionality?
57. Does your device support multiple languages? If yes, what languages?
58. Does your device offer an optional modem? If yes, explain.
59. Do you offer a tool for mass updates of software to remote devices?
60. How much memory does the device come with?
61. Is there optional memory available? If yes, how much?
62. Do you offer contactless option? If yes, explain.
63. What kind of mounting stands do you offer, if any?

64. What kind of repair service do you offer? Depot? Loaner? On Site?
65. Please provide documentation showing the format and information sent for the end of period batch.
66. Describe how settlement works on your device.
67. What End User Documentation do you offer for the device?
68. Do you offer a programming/developer manual?
69. What kind of Training do you offer?
70. Provide detailed information on the warranty, maintenance and support programs all Exchange locations worldwide. Include response times, fix times, coverage, severity levels and remedies.
71. Provide the Help Desk support, standard response times, and escalation procedures for resolution.
72. How do you handle Out Of Box Failure Replacement?
73. Explain software support services that are offered.
74. Would you allow the Exchange to make changes to your source code?
75. What OS runs on your devices? Do you offer other OS? If yes, please list.
76. What is your software update release schedule?
77. How do you decide what software updates or fixes are included in releases?
78. Can authority level be set by clerk ID?
79. What type of processor does your device contain?