1. **Introduction**

The University of Kentucky (UK) is seeking information to implement a Point of Sale (POS) retail software system that will be utilized for revenue capture of non-billable medical services that are not able to be billed through the standard medical billing which has resulted in custom charging technical and operational workflows. These services include but are not limited to retail sale of cosmetic products, hearing aids, and integrative medicine services. This POS software functionality is not available in most standard medical billing software and is not part of the future integrated system functionality.

2. **Purpose of Request for Information (RFI)**

This RFI is issued as a means of information gathering only. This RFI is for planning purposes only and should not be construed as a solicitation, a means of pre-qualifying vendors, or as an obligation on the part of the University to proceed with a Request for Proposal.

Not responding to this RFI does not preclude participation in any future Request for Proposal (RFP), if any is issued.

Following the review of the responses to the RFI, the University will analyze the information received and determine what is in the best interests of the University. If determined, the University will issue an RFP.

3. **Patient Experience**

A POS retail software will improve the patient experience by allowing for expansion of existing products, improve events for prepaid services by streamlining the patient payments, and allow for gift cards for services.

4. **Qualification**

How many companies use your product and out of those that use it how many are a hospital and/or clinic?
5. **Requirements**

Below are the requirements we must have in a POS system. Please explain how your product can meet these requirements and list any other recommended requirements that you would suggest.

A. A POS retail software system must be able to track inventory including barcode scanning of new inventory, as well as, barcode scan products that are sold.

B. The solution must be able to allow for charging of supplies and non-supply services.

C. The solution must be able to allow for processing gift cards or pre-paid services in person or purchased online.

D. The solution must be able to process credit card transactions securely via a certified compliant point-to-point-encryption (P2PE) solution.

E. The POS system must be able to process credit card transactions through the University’s credit card processor, Worldpay.

F. The solution must be able to capture revenue at the department, division, Provider, and location level.

G. The POS software must be certified PA DSS compliant and the overall system be installed to meet the compliance requirements of PCI DSS.

H. The solution must adhere to standard cash collection reconciliation requirements.

I. The solution must have audit logging of all transactions.

J. The solution must be able to track sold items such as hearing aids/batteries.

K. The solution must be able to provide reporting.

1. **Plastics/Cosmetics**

   - Ability to pre-sell services which are not covered by insurance (can be in a gift card format)
   - Ability to manage inventory and cost/revenues
   - Ability to sell gift cards
   - Ability to sell and manage inventory
   - Reporting options and analytics

2. **ENT**

   - Ability to manage inventory and cost/revenues

3. **Ophthalmology**

   - Ability to manage inventory and cost/revenues

4. **Integrative Medicine**

   - Ability to sell gift cards
- Ability to sell and manage inventory
- Schedule clinic appointments
- Allow customer to sign-up for appointments online
- Reporting options and analytics
- Ability to purchase and schedule “courses/classes” (i.e. yoga) Re-classes: specifically pay for series classes that would keep track of who paid and attendance
- Ability to have portable kiosk (could sell gift certificates at offsite health fair events for example)

6. **Optional Features**

Please provide any additional features the POS system has that would benefit the University.

7. **PCIDSS Compliance**

The University requires the following compliance with any POS system. Please state your ability to meet the areas listed below. If you are unable to meet these requirements, please state this in your response.

a. In the case of a payment processing system and/or equipment purchased from Vendor that is covered by PA DSS (Payment Application Data Security Standard), Vendor warrants and represents that its software and/or equipment shall not impede the University’s PCI DSS (Payment Card Industry Data Security Standard) compliance efforts. In the event that vendor’s software and/or equipment does impede such efforts, the University may, in its sole discretion, upon thirty (30) days’ notice and opportunity to cure, terminate the Agreement, with any prepaid amounts refunded to University on a pro-rata basis.

b. For cloud-based or hosted solutions, the vendor warrants and represents that, as of the effective date of the Agreement, it has complied with all applicable requirements for validation and compliance with the PCI DSS (Payment Card Industry Data Security Standard), as appropriate for its Service Provider level. Vendor agrees to supply the current status of its PCI DSS compliance, and evidence of its most recent validation of compliance, upon execution of the Agreement. Further, Vendor must supply to the University a new status report and evidence of validation of compliance at least annually and upon request by the University. Vendor will immediately notify the University if it learns that it is no longer PCI DSS compliant and will immediately report to the University the steps being taken to remediate the non-compliance status. In no event should Vendor’s notification to the University be later than seven (7) calendar days after Vendor learns it is no longer PCI DSS compliant. Failure to maintain PCI DSS compliance shall be a breach of contract and the University may, at its sole discretion, terminate the Agreement if Vendor does not become compliant within thirty (30) days, with any prepaid amounts refunded to University on a pro-rata basis.
c. (c) Vendor warrants and represents that, as of the effective date of the Agreement, it has complied with all applicable requirements for validation with the PA DSS (Payment Application Data Security Standard) for its payment processing system. Vendor agrees to supply evidence of its most recent validation upon execution of the Agreement. Further, Vendor agrees to maintain PA DSS validation for the installed payment processing system version throughout the term of any maintenance agreement with the University. If the PA DSS validation deadline for the payment system lapses, Vendor acknowledges that it shall be in breach of the Agreement and the University may, at its sole discretion, terminate the Agreement if Vendor does not become compliant within thirty (30) days, with any prepaid amounts refunded to University on a pro-rata basis.

8. Instructions for Respondents

Respondents are requested to submit two (2) complete hard copies and two (2) electronic copies on compact disks of Respondent's entire response.

Responses may be submitted in person, by U.S. mail or by express delivery service to Mrs. Joyce French, Contracting Officer, 322 Peterson Service Building, Lexington, Kentucky 40506-0005.

The deadline for the submittal of responses is 05/14/19 at 3:00 P.M. Lexington, KY time. Respondents may submit their responses at any time prior to the above stated deadline.

Responses should be prepared simply and economically, providing a straightforward, concise description of the Respondent's capability to satisfy the requirements of the RFI. Special bindings, color displays, promotional materials, etc. are not desired. Legibility, clarity and succinctness are essential.

9. RFI Schedule

Issue Date ............................................................................................................................................. 04/29/19

Due Date and Time .............................................................................. 05/14/19: by 3:00 P.M. Lexington, KY Time

10. Pricing

Please provide a quote with your response to this RFI of the cost associated with the POS system you are proposing. Please add any additional fees/costs for a complete turnkey system.

a. Software/License
b. Hardware
c. Training
d. Support & Maintenance