

Model Document: Request for Proposal

Cookson's Retail Stores, Inc.
101 Longuer Street
Savannah, Georgia 31499
Phone (912) 949-4200 Fax (912) 949-1277
Cooksons.com

July 26, 20--

Janet A. Curtain
Executive Account Manager
General Merchandise Systems
The Waters Corporation

Dear Ms. Curtain:

I am pleased to send you the enclosed Request for Proposal for Cookson's Retail Stores' project to upgrade its point-of-sale retail processing system. We look forward to your proposal on this system upgrade.

Please submit the proposal no later than 4 p.m. Eastern Daylight Time on September 10, 20--, to the following contact:

Ms. Myesha Lowe
Cookson's Retail Stores, Inc.
101 Longuer Street
Savannah, GA 31499

Sincerely Yours,

John Yeung, General Manager
Cookson's Retail Stores, Inc.
101 Longuer Street
Savannah, GA 31499

Encl: Request for Proposal for Point-of-Sale Retail Processing System

Request for Proposal

About Cookson's

The Cookson's Retail Store's Inc., is a family-focused, value-oriented specialty department store offering national brand merchandise to the customer in a clear, friendly, and convenient environment. Cookson's operates in Georgia and South Carolina and, as of 20--, serves customers in four stores.

Cookson's enjoys a financially strong position, with sales per square foot among the highest in the industry. Based on extensive customer research, we plan to expand and renovate our four retail locations in late 20-- and early 20--. This expansion necessitates that Cookson's upgrade and in some areas replace its existing retail processing system to accommodate a growing customer base and to expand into other customer-convenience functions.

We plan the system enhancement as part of our research-based strategy for profitable expansion that is grounded on a solid foundation of productivity tools to help drive business in our regional market. A copy of Cookson's 20-- Annual Report is available from Mr. John Yeung at the following address: John Yeung, General Manager/Cookson's Retail Stores, Inc./101 Longuer St./Savannah, GA 31499. He may also be reached at jy1@cooksons.com, by phone at 912-949-4200, or by fax at 912-949-1277. For technical questions, please contact Mr. Arnold Becklight at the same business address and at arb@cooksons.com, by phone at 912-949-4212, or fax at 912-949-1278.

Project Description

Cookson's Retail Stores, Inc. (the Company) is seeking a supplier to provide an interactive terminal/retail processor system for point-of-sale transactions at four Company retail stores in Georgia and South Carolina.

The system will upgrade the Company's existing retail point-of-sale networked terminals and servers at these four stores. Each store is scheduled for expansion and renovation (see renovation schedule availability information in the Appendix). The new system would be installed in each store near completion of its renovation and prior to its opening for retail business. The Company anticipates that it will require approximately 70 point-of-sale terminals for the new system at its four locations.

Technical Requirements

The interactive terminal/retail processor system shall meet the following technical and operational requirements.

- It shall be compatible with the Company's current networked architecture and equipment. (See the "Appendix" for information about access to sample architecture diagrams.)
- It shall be scalable, with a modular design for upgradability and expansion on an as-needed basis.
- It shall be installed in the four stores specified upon their renovation. (See the "Appendix" for access to the revised floor plans.)
- In addition to point-of-sale transactions, the system shall include an expandable capability to permit specialized functions, such as tie-ins to local concert and theater ticket sales.
- It shall provide a payroll application that automates the current manual practice of recording and reconciling employee overtime and weekend work schedules.
- It should include the capability to permit point-of-sale access to customer credit authorization data at the Company's retail processing server.
- The vendor shall simulate the proposed equipment configuration and software applications and provide system performance estimates based on the projected volume of retail growth rates at the four stores.

- The vendor shall provide documentation for all installed equipment and software.
- The vendor shall provide the company with software application upgrades at no charge for two years from the date of acceptance testing and system turnover.
- The system should include a software backup capability (e.g., memory pack) for all system transactions.
- The vendor shall successfully conduct operational tests on the installed software and demonstrate system functionality before the Company accepts the system.

Training

The vendor shall provide point-of-sale operational training on the use and operation of the system for 20 company floor managers and approximately 200 sales personnel. The vendor shall specify the length and costs of all training modules.

Cost Analysis

The vendor shall provide a detailed cost analysis of the system, to include a breakdown of costs for the hardware, software, system maintenance for 5 years following Company acceptance of the system, and training for each store and for the Company's central server. The vendor shall also note any cost savings associated with the new system. Current system costs for operation and maintenance are available from Mr. Arnold Becklight, Director of Management Information Systems. (See "About Cookson's" for contact information.)

Delivery Schedule

The vendor shall specify a delivery schedule for installation based on the date of the signed contract between the vendor and the Company. The delivery and installation will be scheduled to coincide with renovation

plans for each of the four stores. Final plans and schedules are available to prospective vendors from Mr. John Yeung (See “About Cookson’s” for contact information.)

Site Preparation

The vendor shall provide site preparation requirements that specify equipment weight and dimensions. The vendor shall also specify environmental and power requirements for the system and, as necessary, wiring diagrams and outlet specifications.

Division of Responsibilities

The vendor shall itemize the division of responsibilities between itself and the Company for site preparation, installation, and operational testing.

Description of Vendor

The proposal shall include a description of the vendor’s background and experience in the successful development and installation of retail point-of-sales systems and, as appropriate, include information about any prior business relationship with the Company. The vendor shall name a contact for the proposal and make its technical staff available to respond to queries in writing from Company personnel.

Confidentiality

All information provided to prospective vendors in this RFP is confidential and all vendors reviewing or responding to the RFP shall sign the Company’s non-disclosure agreement. (See the “Appendix” for availability of this agreement.)

Proposal Evaluation Criteria

The Company will evaluate all proposals on a point system as follows:

Points

700	Technical Qualifications (experience with requested system development and installation)
150	Management Experience (customer references and any prior relationship with the Company)
100	Price (including projected cost savings/cost avoidance data)
50	<u>Presentation (thoroughness, clarity, and accuracy)</u>
1,000	

Proposal Submittal

The proposal should include an introductory transmittal letter, a description of the proposed system and all application modules, a cost analysis, site preparation plans, training costs and duration, detailed information the division of responsibilities between the vendor and the Company, a description of the vendor, and any ancillary information the vendor deems necessary to be responsive to the RFP.

Submit an original and four copies of the proposal to—

Ms. Myesha Lowe
 Cookson's Retail Stores, Inc.
 101 Longuer Street
 Savannah, GA 31499

Also enclose a Word, WordPerfect, or PDF file (or CD-ROM) of the proposal with the paper copies. The proposal is due to Cookson's by 4 p.m. Eastern Daylight Time September 10, 20--.

Appendixes

Vendors planning to submit proposals can obtain copies of appendix information cited throughout this RFP by writing or e-mailing their request to Myesha Lowe/Cookson's Retail Stores, Inc./101 Longuer St./Savannah, GA 31499. She may also be reached at

ML1@cooksons.com, by phone at 912-949-4201, or by fax at 912-949-1277.