
Greensboro ABC Board - Executive Office

115 N. Cedar St
Greensboro, NC 27401
336-274-6304

Admin Office, Retail Store, and Warehouse Information Technology
Infrastructure and Managed Services

REQUEST FOR PROPOSAL

January 16, 2024

RFP #718-2024-001



Greensboro ABC Board

Submit Proposals to:

Heather Dilldine
Greensboro ABC Board, Finance Director
hdilldine@gsoabc.com

Refer ALL inquiries:

*Heather Dilldine - Project Leader
Consultant*

hdilldine@gsoabc.com

Andrae Middleton - IT

andrae@the-difference.io



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Section 1 - OVERVIEW

The Greensboro ABC Board (the “Board”) is appointed by the Greensboro City Council as a local independent political subdivision of the State. The Board operates as a separate entity establishing its own policies and procedures. In addition, the Board retains authority to set policy and adopt rules in conformity with state ABC laws and state commission rules.

The Board is comprised of an one (1) admin office, sixteen (16) retail stores (six (6) of which provide sales to “Permittee” establishments including bars, clubs, restaurants and hotel/convention facilities), and one (1) warehouse. The Board manages the sale of distilled spirits through its central mission of (i) promoting excellence in customer service, (ii) administering state and local regulatory provisions, and (iii) instilling financial accountability to benefit those the Board serves.

The purpose of this Request for Proposal (“RFP”) is to identify a qualified service provider of Information Technology Infrastructure and Managed Services to support the Board’s ongoing operations. The Board is looking to partner with a service provider that will provide the information technology infrastructure and managed services to support the aforementioned locations by facilitating, managing, and providing technical support for the following business elements:

- Point of Sale (POS) Systems;
- Online Ordering capabilities;
- Inventory Management for warehouse orders, receiving, and store distribution;
- Accounting Solutions including but not limited to financial reporting, bank reconciliation, general ledger, accounts payable, and accounts receivable;
- Endpoint (scanners/wands, laptops, servers, ipads/stations);
- Network Hardware and Software (Cloud and on premise);
- Training and Documentation of all deployed systems/solutions;
- Hardware and Software Inventory of all assets/resources; and
- Reporting Capabilities for business insights and analytics including sales forecasting;

The contract term for such infrastructure and services is expected to be three (3) years from the date of execution of a contract with options to renew at the Board’s discretion. The successful Submitter will be expected to meet all of the requirements addressed in this RFP.



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Section 2 - SUBMISSION INFORMATION AND RFP REQUIREMENTS

1. Submission Requirements/Offer and Acceptance/Execution:

Prospective submitters should submit proposals electronically to Heather Dilldine, Finance Director and Project Leader via email at hdilldine@gsoabc.com no later than 5:00 PM on the submission deadline outlined below. Responses may also be submitted through the North Carolina electronic Vendor Portal (eVP) website. Questions about this RFP can be submitted to hdilldine@gsoabc.com prior to the question submission deadline.

All materials and documents submitted in response to this RFP become the property of the Board and will not be returned. All submittals will be subject to public disclosure, after the RFP submission deadline, consistent with applicable laws and regulations.

It is the intent of the Board to negotiate a service agreement with the successful contractor following the Board’s decision. The service agreement shall outline the terms and conditions upon which submitter shall provide services to the Board pursuant to the scope outlined in this RFP.

RFP Schedule

RFP Issuance	January 16, 2024
RFP Question Deadline	January 31, 2024
RFP Question Responses	February 7, 2024
RFP Submissions Due (by 5:00 PM)	February 16, 2024
Final Decision Date	March 15, 2024

2. Questions and Inquiries

Requests for clarification and questions to this RFP must be received by the Board no later than the date set out in the RFP Schedule above. Failure to request clarification or submit questions by the date in the RFP Schedule above shall be considered to be the applying firm’s acceptance of the Board’s terms and conditions and requirements as set out in this RFP. The Board shall issue addenda reflecting answers and questions to this RFP, if any, and shall post any such addenda to the North Carolina electronic Vendor Portal (eVP) website and the Greensboro ABC Board’s website. Interested firms should periodically check the eVP website for any addenda. It is the applying firms’ responsibility to ensure that all addenda have been reviewed.

No questions should be submitted to the Board or any of its agents or representatives about the RFP orally or telephonically. No information, instruction, or advice provided orally or finally by any Board personnel, whether made in response to a question or otherwise in connection with this RFP shall be considered authoritative or binding; *only* written material contained in an Addendum to this RFP may be considered.

All questions related to this RFP must be submitted in writing (via email) to the following:

Heather Dilldine (Project Leader) - hdilldine@gsoabc.com

Andrae Middleton (IT Consultant) - andrae@the-difference.io



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3. RFP Requirements

General

- Prospective submitters must have experience supporting facilities and organizations of similar size and scope with prior North Carolina ABC facilities preferred.
- Prospective submitters must be able to accommodate a multi-store environment.
- Prospective submitters must have the financial ability to undertake the work outlined in this RFP and assume the liability. The selected submitter will be required to furnish proof of insurance coverage to meet the following insurance requirements:
 - Workers’ Compensation Insurance as required by North Carolina law and regulations applicable thereto and covering employees of submitter engaged in the performance of the work under an agreement issued pursuant to this RFP;
 - Employer’s Liability Insurance protecting submitter against common law liability, in the absence of statutory liability, for employee bodily injury arising out of the employment relationship with a limit of not less than \$1,000,000;
 - Comprehensive General Liability Insurance with limits of liability of not less than: Bodily Injury \$1,000,000 per each person, \$1,000,000 per each occurrence/aggregate; Property Damage \$1,000,000 per each occurrence; and
 - Excess Liability Insurance above coverage’s afforded by the policies above, with the minimum limits of \$1,000,000 excess of specified limits

RFP Submittal Format

RFP submittals shall include the following components:

Section	Title
1	Statement of Organization
2	Key Personnel
3	Experience and Performance History
4	References
5	Exception to RFP
6	Cost Proposal
7	Address Additional Requirements (if needed)

Statement of Organization - Submitter is permitted to supply additional information that will assist the Board in understanding the submitter’s organization. This should include the submitter’s full legal name, the year submitter’s business was established, and the number of people employed by Submitter.

Key Personnel - Submitter shall provide a list of qualifications of the Submitter and/or the staff of the Submitter’s organization who will be involved in the provision of services to the Board contemplated by this RFP. The listing shall include the number of technicians and levels of experience that submitter expects to use in connection with the services under this RFP and state how many miles they are located from Greensboro, North Carolina.

Experience and Performance History – Submitter is advised to submit any information, which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP. This should include information on current clients of Submitter



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including the total number of current clients, a list of clients with similar needs to those outlined by the Board in this RFP, and evidence of successful completion of a project of similar size and complexity.

References - Submitter shall provide a minimum of two (2) references from businesses served by the submitter with information technology infrastructure and managed services of the type specified herein performed in the last twelve (12) month period. References should include company name, contact person, address and telephone numbers. Information obtained from references may be a consideration in award of contract.

Exception to RFP - Submitters who wish to propose modifications to the RFP, including the standard terms and conditions, must clearly identify the proposed deviation and proposed language. The provision of the RFP, including the standard terms and conditions, cannot be modified without the express written approval of the Board.

Cost Proposal – See Section 5 below.

Section 3 - SELECTION PROCESS

The sections to follow outline the selection process details for all proposals received by the Board:

A. Best Value Procurement

The intent of Best Value Procurement is to enable Submitters to offer and the Board to select the most appropriate solution to meet the business objectives defined in this RFP and to keep all parties focused on the desired outcome of a procurement. In determining “Best Value”, the Board desires to make its award decision based on the following factors:

- Total Cost of Ownership (TCO) – The cost of acquiring, operating, maintaining, and supporting the product or service over its projected lifetime;
- Technical capabilities, applicability, and outcome;
- Submitter’s past performance including Customer base and Customer Satisfaction (CSAT);
- Submitter’s Timeline to Objective (Ability to deliver solution by “go live” date); and
- Business Value Assessment (BVA)

As it relates to this RFP, Best Value is defined as the Submitter’s solution’s ability to address the Board’s core requirements (as stated in the SCOPE OF WORK AND SPECIFICATIONS section below), in addition to the core tenants outlined in the previous section. Submitter’s solution should enable the Board business to accelerate with a data driven focus (providing visibility and metrics on the business) while sustaining a scalable and efficient technology ecosystem.

B. Selection

A scoring/ranking method, taking into account many factors, will be utilized in this procurement to allow the Board to award a contract to the Submitter providing the most qualified “Best Value”. **Note that value accounts for many elements beyond “price”.**

The Board’s evaluation committee will request clarifications, interviews and presentations from all finalist Submitters prior to making a final decision. As such, Submitters should be prepared to send qualified personnel to Greensboro, North Carolina to discuss technical and contractual elements of the proposal if requested by the Board.



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C. Best and Final Offers (BAFO)

If negotiations or subsequent offers are solicited, the Submitters shall provide BAFOs in response. The Board may establish a competitive range based upon evaluations of proposals, and request BAFOs from the “Finalist” Submitters.

D. Proposal Scoring and Criteria

Proposal Selection

The Board reserves the right to consider proposals based on their relative merit, risk, and values to the organization, and reserves the right to negotiate with all service providers. Evaluation offers will be based upon the responsiveness to the RFP and the total price quoted for all items covered by the RFP. The successful submitter may be asked to participate in negotiations and may be asked to make revisions to their proposals based on those negotiations. In submitting a proposal, each submitter acknowledges that they have read and understood these requirements.

Selection criteria applies to all Submitters. Submitter qualifications, response details, and any interactions/engagements during the RFP process will be evaluated and scored. Submitters will also be scored on their ability to provide value-based solutions which address the following:

- Submitter Expertise/Maturity in Retail (specifically food and beverage industry)
- Submitter Install/Customer base and Customer Satisfaction (CSAT)
- POS Systems (solutions and operations)
- Inventory Management solutions (including scanners/wands and warehousing)
- Accounting Solution (enabling business accounting functions)
- Security Compliance (PCI and Industry standard practices including audit controls)
- Support Services (Troubleshooting and resolution for hardware/software issues)
- Hardware/software/Cloud - Deployments and management
- Simplicity
- Visibility (Reporting/Dashboarding/data driven insights)
- Cloud based offerings
- Cost (Hardware/software/Cloud/Support Services/Maintenance)
- Ability to execute Project (Ability to move forward with engagement beginning in early April so as to accomplish successful “go live” 6/1/2024.)

Proposal Scoring Criteria and Weights

<u>Criteria</u>	<u>Weight</u>
<u>Qualifications – Submitter’s experience in supplying and installing hardware and software in a retail setting of similar size, complexity, and scope as described in this RFP (Industry certifications, CSAT score info, Industry awards, and any other pertinent qualifications related accolades)</u>	<u>10%</u>



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<u>Experience</u> – Experience in information technology infrastructure and managed services including years and pertinent history. This encompasses the experience of the key personnel identified by Submitter.	<u>20%</u>
<u>References</u> – Submitters shall provide a minimum of two (2) references for information technology infrastructure and managed services of the type specified herein performed in the last twelve (12) month period.	<u>10%</u>
<u>Fee Schedule / Cost of Services</u> - Submitters shall provide total costs of services, hardware/software solutions, cloud subscription/fees, deployment, and support services	<u>35%</u>
<u>Project / Service Approach</u> - Submitters shall provide details and examples of previous project/service model engagements to include project management, roadmaps, and results of execution	<u>10%</u>
<u>Support Model</u> - Submitters shall adequately demo/depict their support model including SLAs, and how they intend to fully support the presented solution(s)	<u>15%</u>

In its evaluation of the foregoing factors, the Board shall look at the following:

- Adequacy of the proposed methodology of the Submitter;
- Skill and experience of key personnel;
- Capability of the Submitter to provide the IT solutions contemplated by this RFP including hardware solutions;
- Demonstrated company experience;
- Compliance with administrative requirements of the RFP (due date, format, etc.);
- Submitter’s financial stability;
- Submitter’s ability to demonstrate timeline and implementation strategy for the proposed solution;
- Capability of Submitter to provide administrative and/or end user training;
- Submitter’s reputation in the community/industry;
- Results of communications with references supplied by Submitter;
- Ability/commitment to meeting deadlines;
- Cost effectiveness of the solution and associated hardware; and
- Other relevant information.

Rejection of Proposals

The Board reserves the right to accept or reject proposals and to waive any minor discrepancies or technicalities in the proposal or specifications, which are required to complete this project, or when deemed to be in the best interest of the Board.



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Section 4 - SCOPE AND SPECIFICATIONS

A. Proposal Guidance

- i. **Read and Review:** It is the Submitter’s responsibility to read this entire document, review all enclosures and attachments, and comply with all the requirements and the Board’s intent as specified herein. If a submitter discovers an inconsistency, error, or omission in this document, the Submitter should request a clarification from the Board contacts listed on the front page of this document. Questions and clarifications must be submitted in writing via e-mail within the time period outlined above.
- ii. **Submitter Responsibility:** The Submitter is responsible for providing and recommending technical solutions which support and enable the following core tenants of the Board’s business, in the most effective and efficient manner:

- Interoperability (with existing hardware and vendors/partners);
- High availability;
- Security;
- Simplicity;
- Scalability;
- Autonomy (to accelerate the business);
- Data driven insights (for visibility, understanding the business, and decision making); and
- Support Services

Submitters should focus on ensuring platform (hardware and software) stability, ease of use, enablement (training), support, and most important the reality that the Board is a transformational business. Technical validation such as the following is expected:

- Success stories and Testimonials and/or interactions from existing customers
- Outlined best practices/recommendations supporting the architectural decisions,
- Proof of concept/value demonstrations
- Details highlighting/explaining the benefits, value, and impact the solution is expected to have on the Board’s business.

B. Background and Infrastructure Details:

The Board’s information technology infrastructure supports the Board’s business via 128 employees (includes Administrative, retail store, and warehouse staff), 16 store locations (operating 9am-9pm ET), and one warehouse (operating 5:30am - 2pm ET). The locations are as follows:

- a. Admin Office - 115 N. Cedar Street
- b. Warehouse - 601 Diamond Hill Court
- c. Retail Stores at the following locations:



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Retail Location Address	Supporting Hours of Operation
3716-A Battleground Avenue, Greensboro, NC 27410	Mon-Sat: 8:30am-9:30pm
1101 Rotherwood Rd, Greensboro, NC 27401	Mon-Sat: 8:30am-9:30pm
3100 E Market St, Greensboro, NC 27405	Mon-Sat: 8:30am-9:30pm
3923 Gate City Blvd., Greensboro, NC 27407	Mon-Sat: 8:30am-9:30pm
4633 West Market Street, Greensboro, NC 2741...	Mon-Sat: 8:30am-9:30pm
403 Pisgah Church Rd, Greensboro, NC 27405	Mon-Sat: 8:30am-9:30pm
115-C North Cedar St, Greensboro, NC 27401	Mon-Sat: 8:30am-9:30pm
2701 Randleman Rd, Greensboro, NC 27406	Mon-Sat: 8:30am-9:30pm
115-B North Cedar St, Greensboro, NC 27401 (MXB)	Mon-Fri: 8:30am-9:30pm
500 Hickory Branch Dr, Greensboro, NC 27409	Mon-Sat: 8:30am-9:30pm
3919 Burlington Rd, Greensboro, NC 27405	Mon-Sat: 8:30am-9:30pm
2309 Fleming Road, Greensboro, NC 27410	Mon-Sat: 8:30am-9:30pm
2731 Ring Road, Greensboro, NC 27405	Mon-Sat: 8:30am-9:30pm
2417 Lawndale Drive, Greensboro, NC 27408	Mon-Sat: 8:30am-9:30pm
4411 West Wendover Ave, Greensboro, NC 27407	Mon-Sat: 8:30am-9:30pm
4548 US Hwy 220 N, Summerfield, NC 27358	Mon-Sat: 8:30am-9:30pm

Note: Administration staff operate 7:30am-5pm ET in office, in addition to requiring 24/7 remote (VPN) access.

The Board’s IT infrastructure consists of the following hardware, software, network resources, services, and partner ecosystem integrations to sustain the Board’s business systems and operations.

1. Hardware

- a. Lenovo ThinkSystem Core Server for MS Navision (Windows Server 2019)
- b. Lenovo ThinkCentre servers (store based/Back Office server for registers)
- c. HP RP7 Retail System 7800s (POS systems) - ~3 hosts
- d. HP RP9 G1 All in One (POS systems) - ~13 hosts
- e. HP Engage One Pro All in One (POS systems) - ~28 hosts
- f. Lenovo Thinkpad X1 Carbon Laptops (Admin staff) - ~12 Laptops
- g. Lenovo servers (store based/BO)
- h. HP Pro Tablet 608 G1 (store mobile POS device)
- i. Scanners/Wands (Iphone SE 3rd Generation running IOS 14.6) - ~54 devices
- j. Office monitors



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Note:

Laptop and Desktop systems are running Windows 10 Pro x64 edition or Windows 11 Pro x64 edition

Servers are running Windows Server 2019 Server Standard

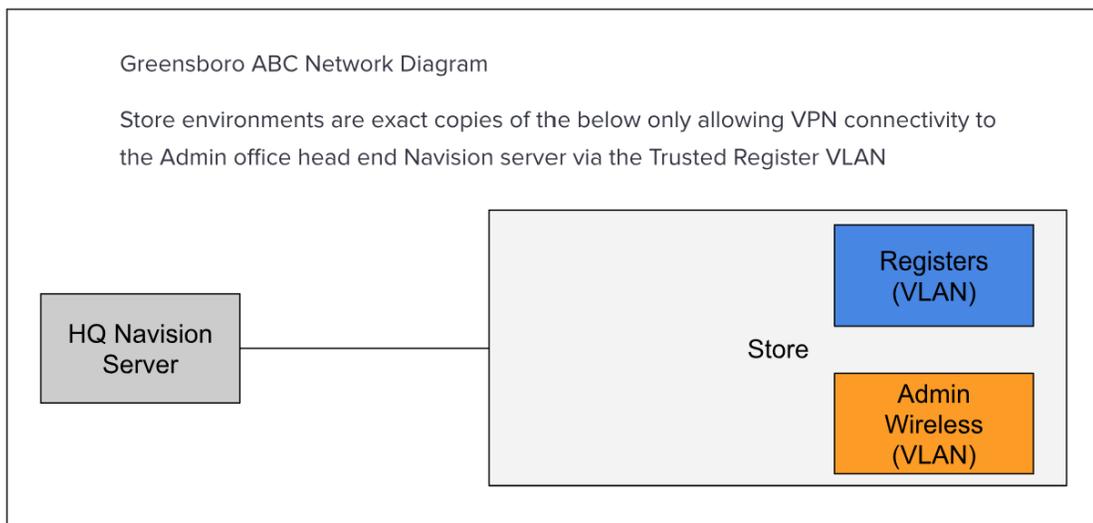
Note: The Board owns all the above listed hardware

2. Software

- Microsoft Navision Business Central 365 on premise (Provides accounting functionality and backend for POS and inventory systems). Note: Navision data is stored in SQL.
- TAG Retail Systems Suite of Applications for Scanners/wands
- Microsoft Teams for collaboration/conferencing
- Microsoft Office 365 suite for productivity tools (ie.. Excel, Word, PPT)

3. Infrastructure

Network:



As seen above, the Board's network is relatively flat, leveraging only two VLANs. All stores follow this same architecture.

Note: Submitters need to provide infrastructure/architecture for the network footprint above to include switches, routers, firewalls, and VPN solution. Currently a Sonicwall Firewall provides Firewall and VPN capabilities.

Phone:

Spectrum is the phone provider for all phone systems across the Board's Admin, retail, and warehouse locations

Internet:

Spectrum is the local provider providing connectivity and fiber at each store location.



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4. Interoperability/Partners

As the Board's business has continues to evolve and scale, it is vital that the successful Submitter be able to adequately and efficiently support additional partner integrations and scale.

Note: As the Board operates a transformative business, the Board seeks mature solutions which feature built-in integrations. This is key as the business seeks to limit a constant flow of adhoc development efforts in order to accelerate the business.

The proposed solution must provide native integrations with the following partner solutions:

- LB&B/DSD Link (Can leverage API)
- POS Devices as outlined in the hardware/software list above

5. Key Services and Requirements

The list below outlines the key services and requirements to address the expanding needs of the Board's business:

- Cloud based – The Board is looking at leveraging the Cloud to accelerate its business and provide flexibility and scalability for continued growth.
- Software solution that integrates and enables the below listed capabilities for POS, Inventory management and Warehousing, and Accounting functions.
- POS - The ability to integrate the existing store POS stations, as listed in the hardware section above, with the recommended Backend Software solution (Does not have to be Navision)
- Inventory Management and Warehousing - The ability to track and understand inventory levels (including scanner/wand functions), pricing, changes, moving product from warehouse to address store availability, and additional inventory management tasks.
- Accounting Functions - The ability to track and audit sales, including such elements as post voids, cancellations, and item sale changes in addition to processing credit memos, and clearing.
- High Availability (HA) - As the software solution provided is core to the Board's business, HA is key and therefore an additional reason for the cloud requirement.
- Backup/Redundancy - The cloud infrastructure should also enable the ability to have running and accessible backup copies of all Board data (including sales data, email, accounting, inventory and warehouse data, in addition to any additional business processing data) with agreed upon Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO).
- Scalability - The ability to grow as our store counts are continuing to rise which also increases inventory management tasks/evolution, in addition to accounting and audit controls
- Security - All systems must be deployed in a secure manner with security in depth as a core function of the infrastructure addressing the following:
 - Internet/Web filtering
 - Email filtering
 - SQL/Data security (applicable to whatever format the data is stored in). This includes encryption and rest and in transit.
 - PCI Compliant (infrastructure, including credit card processing across all stores/locations).



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- Role based access controls (RBAC) must be prevalent throughout the entire solution.
- Simplicity - At its core, built in integrations, mature software and hardware solutions, and the ability to constantly train and evolve the training with the technology solutions lends itself to ensuring simplicity is top of mind across the suite of solutions.
- Reporting/Dashboarding/Data Driven Insights - The ability to have autonomy in questioning the business data for forecasting, auditing, better understanding of how items are moving, and ultimately what is or is not working for the business.
- Training and Documentation - The ability to provide training for Admin staff and store employees for the solutions, upgrades and changes. In addition, maintain a list of all technology assets/resources and infrastructure wide architecture diagram.
- Services and Support - The ability to deploy, maintain, and operate the hardware and software solutions provided as part of the technology infrastructure. In addition, provide tiered support for hardware, software, and business-related challenges as impacted by the technology infrastructure. This includes diagnosing endpoints/desktop and application challenges, deploying new hardware resources (i.e. PCs/laptops, store POS devices, screens, scanners/wands, printers, and all other resources deployed by Submitter).
- Preventative Maintenance including upgrades, patching, and configuration changes is to be effectively maintained and communicated to the Board administrative staff.
- Industry Insight and Guidance - Monthly and/or Quarterly business reviews to understand the state of the business, partnership, and also provide insight and guidance as to what additional technology/solutions are available to continue to meet the Board’s business needs, continued growth, and evolution based on the Board’s business goals and initiatives.

All Technical solutions (Hardware/Software/Cloud) should abide by industry standards and best practices. “Golden Rules” and best practices documents should be presented alongside Submitter recommendations for technology solutions. In addition, functional, performance, and design requirements should also be presented. Compliance with security standards is mandatory.

6. Recommended Outputs

Submitters should have the following details prepared in depth:

- Proposed POS system architecture and layout (demonstrate functionality and use cases)
- Proposed system architecture
- Proposed system network/cloud architecture
- Network bandwidth requirements
- Proposed HA/Backup functionality
- Items and Services to be covered under maintenance
- Proposed system transaction processing capabilities for standard food and beverage transactions, i.e. item sales, post voids, item voids, price changes, etc.
- System auditing capabilities
- System Security provisions
- System reporting/dashboarding/data insight capabilities
- Support for Chip and PIN technology

Section 5 - COST PROPOSAL

Submitters must outline and detail all proposed contract costs which may include, but not be limited to, the following:



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- Hardware costs (Endpoints – i.e. laptops, desktops, servers, POS, scanners/wands, etc.)
- Software costs
- Cloud provider costs
- Network infrastructure hardware costs
- Licensing costs
- Deployment Services costs
- Technical Services and Support cost structure
- 3rd party software costs
- 3rd party vendor/partnership costs
- Training and materials (Established and ongoing updates)
- Development/customization costs
- Travel/consulting costs
- Any additional ancillary costs - Describe and provide details on any such costs

Note: All costs should be outlined and rolled into an annual cost for contract purposes.

Contract Term: A contract awarded pursuant to this RFP should have an effective date as provided in the Notice of Award. The term shall be three (3) years and will expire upon the anniversary date of the effective date unless otherwise stated in the Notice of Award, or unless terminated earlier. The Board retains the option to extend this at its sole discretion. Note: The expected “go live” date for the awarded solution is June 1, 2024 as to provide a 30-day window of overlap before final transition from the previous infrastructure solution.

Pricing: Pricing shall be firm for the term of the contract without increase from the effective date of the contract (intended to be July 1, 2024). Pricing should include architecture (hardware and software) deployment (on premise and cloud), training, support, and any additionally defined services. Prior to the commencement of subsequent renewals, the Board may allow a request for evaluation in accordance with industry standard practices to evaluate then-current levels of pricing and whether price increases are justified.

Section 6 - OTHER REQUIREMENTS AND SPECIAL TERMS

A. Acceptance Testing

The Board reserves the right to perform post-delivery and post-training acceptance testing for a period beginning at installation and lasting two weeks. The Board also reserves the right to have an independent firm conduct assurance testing pertaining to the functions, auditability, and related matters. At any time before the end of the test and assurance period the Board may require any or all of the following:

1. Have the Submitter modify the installed software to eliminate the deficiency to the Board’s satisfaction.
2. Have the Submitter re-install a new copy of the software product(s). Extend the acceptance testing period for a period of three days to allow time for Submitter to remedy the problems.
3. Remove the application software, cancel the contract contemplated by this RFP, and recover payments extended from Board funds.

B. Disclosure Required for RFP



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Submitter's failure to fully and timely comply with the terms of this section, including providing reasonable assurances satisfactory to the Board shall place the Submitter in a position on non-compliance with the requirements of this RFP. Submitter shall notify the Board in its bid proposal if it or any of its subcontractors, or their officers, directors, or key personnel who may provide services under any contract awarded pursuant to this solicitation, have ever been convicted of a felony, or any crime involving moral turpitude, including, but not limited to, fraud, misappropriation or deception. Submitter shall promptly notify the Board of any civil or criminal litigation, investigations, or proceedings involving Submitter or any subcontractor of Submitter, or any of the foregoing entities' then current officers or directors during the term of this RFP and the term of any contract awarded pursuant to this RFP.

C. CONFIDENTIALITY OF BOARD DATA AND INFORMATION:

All financial, statistical, personnel, technical and other data and information relating to the Board's operation which are designated confidential by the Board and made available to the Submitter in order to respond to this RFP, or which become available to Submitter in carrying out work pursuant to a contract awarded pursuant to this RFP, shall be protected by Submitter from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to the Board. The identification of all such confidential data and information as well as the Board's procedural requirements for protection of such data and information from unauthorized use and disclosure shall be provided by the Board in writing to Submitter. If the methods and procedures employed by Submitter for the protection of Submitter's data and information are deemed by the Board to be adequate for the protection of the Board's confidential information, such methods and procedures may be used.

D. CONFIDENTIALITY OF RFP

All information presented in this RFP including information subsequently disclosed to or by the Board during the submittal and evaluation process shall be considered confidential and shall not be communicated, released, or transmitted to outside parties. This document represents a RFP only and in no way shall be construed as a contract for services or letter of intent.

E. Project Deliverables

All recommendations identified during this engagement will be documented and reviewed with the Board. All deliverables produced during the engagement are for the sole use of the Board. All workpapers, analyses, and final reports will remain the property of the Board.

F. Requirements

Any variance in any item must be specified clearly under the Exceptions to Proposer's Proposal section by the Submitter in order to have a valid proposal. Any exceptions taken may be just cause for disqualification.

G. Audit

Submitter shall provide the Board a line item report of quantities and expenditures at any time during the term of a contract awarded pursuant to this RFP for materials, commodities, or services rendered as requested by the Board.

H. Obligation of the Board

The Board's award of a contract does not obligate the Board to order or purchase any equipment from Submitter.



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I. Cost of Proposals

Submitter shall bear all costs associated with attending any meetings under this RFP as well as for preparation and submission of proposals, and the Board shall in no case be responsible or liable for these costs, regardless of the conduct or outcome of the solicitation.

J. Compliance with Laws

The successful Submitter shall comply with all federal and state laws and city ordinances and codes applicable to the Submitter's operation under a contract issued pursuant to this RFP. These specifications and the contract resulting from the same shall be fully governed by the laws of the State of North Carolina.

K. Non-Discrimination

The Board prohibits discrimination in any manner against any person based on actual or perceived age, race, color, creed, national origin, sex, mental or physical disability, sexual orientation, gender identity or expression, familial or marital status, religion, economic status, or veteran status.

L. Silence of Specification

The apparent silence of specifications as to any detail, or the apparent omission from it of a detailed description concerning any point, shall be regarded as meaning that only the best commercial practice is to prevail and that only material and workmanship of the finest quality shall be used. All interpretations of specifications shall be made on the basis of this statement.

M. Assignment

The successful Submitter may not assign, sell or otherwise transfer a contract issued pursuant to this RFP without prior written consent of the Board.