

The background of the central section is a solid orange color. It features a faint, stylized illustration of several kiosks. One kiosk on the left has the "EMERSON" logo. Another kiosk in the center has a "BAY" logo. To the right, two more kiosks are visible, one with "HARVARD UNIVERSITY" and another with "UNIVERSITY OF THE PACIFIC" logos. Overlaid on the left side of this illustration is a white icon of a document with a magnifying glass over it, containing an equals sign.

RFP/RFQ CHECKLIST

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OUR MISSION

To help people and businesses bring their services to those who need them through the art of engineering, quality craftsmanship, and the innovative nature of self-service technology.

A word from Advanced Kiosks President Howard Horn II

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It has been over 16 years since we began our journey in the self-service industry, and even now there are still plenty of things that can surprise us as this field continues to grow. That being said, it would be easy to understand how someone new can have a hard time making sense of it all. Between the varying terminology, hardware, software, and differing degrees of support, anybody who is just hunting for a solution can become rather disoriented in the mix of it all.

So, in response to the ever increasingly dynamic environment of customer interactive devices and service, myself and the Advanced Kiosks team have decided to put our decade and a half of experience to good use beyond our typical operations to help readers such as yourself, to better understand what is going on out there. To help break down and consolidate the information you need to know to find out if self-service is right for you and your organization, how it works, what its value is, and what it takes to keep it running the way it should.

It is in hopes that through materials such as this document that we can educate (and on occasion maybe entertain) potential self-service buyers on the correct terminology and services in which to better find what they need.

Thank you for your interest, and please feel free to enjoy our available resources as you'd like. We look forward to helping you and your business succeed, and hearing back from our customers!

Best Wishes,

H.H.

RFP/RFQ CHECKLIST



ABOUT THIS DOCUMENT

Over the last 15 years Advanced Kiosks has been helping organizations all over the world with moving forward with self-service technology. However, sometimes we see great projects come to a halt, or worse, stuck with an inferior solution because of issues in the RFP/RFQ process.

There is no point in lying, we hate to see our clients go. But that doesn't mean we would step between them and what is best for their organization and the people they serve. *It is when our clients are forced to work with solutions that are going to cause more problems than solve that stings the most.* All because of seemingly small details in the RFP or RFQ.

THAT IS WHY WE HAVE WRITTEN THIS CHECKLIST

To help people like yourself make sure that they get what is best for their project, and not a cheaper or inferior product that may cause bigger problems in the long run.

Enjoy!



Request For Proposal (RFP)

A document that solicits proposal, often made through a bidding process, by an agency or company interested in procurement of a commodity, service or valuable asset, to potential suppliers to submit business proposals.

Request For Quote (RFQ)

A standard business process whose purpose is to invite suppliers into a bidding process to bid on specific products or services. An RFQ typically involves more than the price per item. Information like payment terms, quality level per item or contract length may be requested during the bidding process.

RFP/RFQ SELF-SERVICE TECHNOLOGY CHECKLIST

Feel free to print this page out and use it as a resource when you begin writing a kiosk, software application, or other self-service solution RFP/RFQ. The items on this list are some of the things that we believe are the most important when it comes to the success of a project.

REMEMBER: The more specific the better. Broad descriptions and vagueness are what lead to procurement nightmares.

HARDWARE

The kiosk design should be...

- ☐ visually appealing *(Describe in detail wanted appearance)*
- ☐ specific to its planned location *(Describe the following factors)*
 - ☐ Outdoors/indoors *(Determine the environment of the solution)*
 - ☐ Weather & temperature resistant *(Explain the minimum rating requirements)*
 - ☐ Tamper proof
 - ☐ Secure physically and virtually *(Explain and describe specific requirements)*
- ☐ Adaptable for future changes
- ☐ Able to accommodate needed features *(Describe the following w/ reason & model)*
 - ☐ Printers/scanners *(Explain purpose & requirements)*
 - ☐ Card readers *(Explain card type & requirements)*
 - ☐ Phone handsets for VoIP *(Explain type & requirements)*
 - ☐ Cameras *(Explain type & requirements)*
 - ☐ Privacy screens *(Explain type & requirements)*
 - ☐ (list other add-ons that are required)

SOFTWARE

The kiosk software should be...

- ☐ Included. *(Ensure the included software can do the following)*
 - ☐ Power management
 - ☐ System back-up
 - ☐ Prevent unauthorized use & lockdown to certain pages or sites
 - ☐ Have an on-screen keyboard that prevents unwanted key combinations.

WARRANTY & SUPPORT

The warranty should...

- ☐ Last 3 years as standard. *(NOT an extended warranty on consumer grade product)*
- ☐ Covers **BOTH** the solution hardware & software. *(Very important!)*

Tech support for the solution hardware & software should...

- ☐ Come from the same solution provider.

NEED MORE INFO?

Check out these links and resources for more info on each subject.

Hardware

KIOSK BUYERS GUIDE POST

<http://advancedkiosks.com/2016/08/kiosk-buyers-guide/>

OUTDOOR KIOSKS PURPOSES

<http://advancedkiosks.com/2016/07/interactive-outdoor-kiosk-purposes/>

PERIPHERAL HARDWARE & KIOSK OPTIONS POST

<http://advancedkiosks.com/2016/03/peripheral-hardware-kiosk-options/>

Software

FREE KIOSK SOFTWARE: WHAT YOU SHOULD LOOK FOR

<http://advancedkiosks.com/2016/11/free-kiosk-software/>

TYPES OF KIOSK SOFTWARE AND HOW IT HELPS YOUR KIOSK

<http://advancedkiosks.com/2016/10/kiosk-software-helps-kiosk/>

KIOSK SOFTWARE 101: LOCKDOWN KIOSK SOFTWARE

<http://advancedkiosks.com/2016/06/lockdown-kiosk-software/>

KIOSK SOFTWARE 101: GREENTIMER & THE UOP

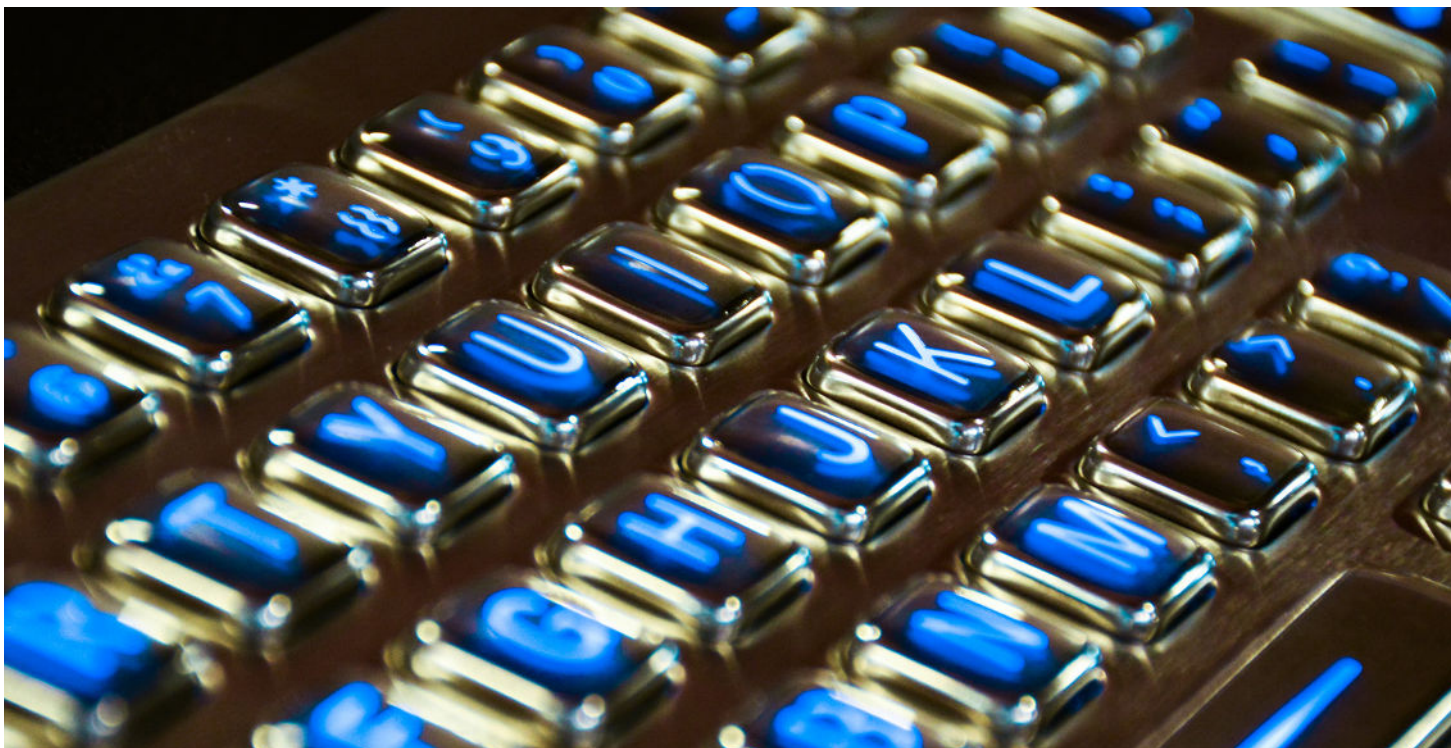
<http://advancedkiosks.com/2016/03/greentimer-kiosk-software/>

Warranty

THE TRUE COST OF YOUR WARRANTY

<http://advancedkiosks.com/2016/08/true-warranty-costs/>





Interactive kiosks are engaging, attractive solutions for nearly every aspect of modern life from promoting and wayfinding, to check-in and standard HR functions.

Self-service kiosks are ideal for business & organizations looking to bring useful services and info that much closer to those who need it.



GIVE US A CALL

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