

## **NHLC 2024-11-Electronic Shelf Labels: Inquiries and Responses**

**1. Is Digital Signage in scope of this RFI?**

No.

**2. Will Electronic Shelf Labels be used as part of your inventory management system?**

No.

**3. Do you have a preferred format for the response (Word, Excel, etc.)?**

Microsoft Word or .pdf would be preferred.

**4. Do you have a wireless infrastructure in each of the stores? If so, what is the make/model of your wireless access points (WiFi AP)? Do you have a set format for how many AP's you have installed at each location (based on sq. ft., store layout, etc.)?**

Each store has Cisco Meraki equipment with one Meraki firewall and one or more Meraki wireless access points, based on store size and layout.

**5. Is your product pricing controlled by a central pricing host?**

Yes.

**6. Are all prices for all items the same at all locations?**

Yes.

**7. Are shelving and fixtures consistent across all locations, or are there significant variances?**

There are variances.

**8. RFI Question 2.3: Could you describe the type of shelving and coolers currently used in your stores, including any specific manufacturers, features, and configurations? Are the shelving systems consistent across all locations, or do they vary by store? Are you currently working with any specific fixture providers for your current paper price tags? If so, could you please share the name of the company?**

At this time, there are multiple types of shelving. The shelving is usually consistent within one store, but there are variations between stores.

**9. RFI Question 2.4: What are the most common types of accidental damage to your current Electronic Shelf Labels? Are there any specific protective measures you are looking for?**

The most common accidental damage is due to the lower shelving being hit by carts. While we are not looking for specific protective measures, any features to make the labels resilient would be a positive.

**10. RFI Question 2.12: Could you provide more details on the specific implementation services you would need? For example, hardware and/or software implantation services?**

We would expect support for:

- The development and implementation of the required interface to Dynamics 365 for pricing information
- Configuration of central server hosting vendor software
- Training/assistance for the first two store implementations, but the NHLC would expect to use staff to implement subsequent stores
- Ongoing problem resolution through the life of the contract

**11. RFI Question 2.15: Can you share details about the access points (APs) currently in use across your stores, like the brand and model? Are access points standardized across all your stores, or do they vary by locations? How many access points do you have per store for the three locations mentioned in 2.15.1 through 2.15.3?**

Each store has Cisco Meraki equipment with one Meraki firewall and one or more Meraki wireless access points, based on store size and layout.

**12. RFI Question 2.16: Can you please elaborate on which services you would like to have fixed pricing for? Implementation, cloud fees, etc.?**

We would like cost model information and estimated pricing for the following services:

- The development and implementation of the required interface to Dynamics 365 for pricing information
- Configuration of central server hosting vendor software
- Training/assistance for the first two store implementations, but the NHLC would expect to use staff to implement subsequent stores.
- Ongoing problem resolution through the life of the contract
- Ongoing product licensing
- If a hosted solution, any associated initial and recurring fees