

Statement of Objective (SOO)
Customer Operated Touch Screen Ordering Kiosk
Request for Information
27 May 2016

- 1 **INTRODUCTION.** The Air Force Services Activity, based in San Antonio, Texas, operates Food and Beverage outlets at Air Force bases worldwide. We want to enhance the service provided at numerous locations by adding a customer operated touch screen ordering kiosk. This will allow the customer to place an order for food items without assistance and receive printed confirmation of their order at the same time the order is sent to the kitchen. No payment will be taken when the order is placed.
- 2 **SCOPE OF WORK.** The Air Force Services Activity will need the ability to build and manage the database from the headquarters level.
 - 2.1 The system should display menu choices as well as, modifiers, and sub modifiers as needed. Before completing an order the customer must choose “Dine in or Carry out”
 - 2.2 Headquarters will need a method to electronically distribute the database to each store location.
 - 2.3 Due to restrictions on Personally Identifiable Information (PII), the customer should not be required to enter any personal information and be able to identify their order based on a generated ticket number. This will allow the customer orders to be filled in the sequence they are entered in the system.
 - 2.4 The solution should be flexible enough to grow to multiple entry terminals at a store if required.
 - 2.5 Due to space limitations in the kitchens the order should print in the kitchen although a video display solution would be a desirable alternative option.
 - 2.6 Once an order is prepared and packaged a receipt would need to be generated that can be attached to the order, which will identify the product to the cashier for entry into the existing point of sale system.