

## STATEMENT OF OBJECTIVES (SOO) Online Ordering



### I. Purpose:

The Air Force Service Center (AFSVC) needs an online ordering website/mobile application, capability that can be quickly deployed at approx. 60 operations at our food & beverage activities on Air Force bases around the world.

### II. Scope or Mission:

The Air Force Services Center (AFSVC), headquartered at Joint Base SanAntonio-Lackland, Texas, delivers Services programs and activities to build and sustain ready and resilient Airmen, Guardians, and families. AFSVC supports the bases, major commands, and air staff by providing technical assistance, new initiatives, developing programs and procedures and managing central support functions. AFSVC ensures successful operation of essential food, fitness, childcare, lodging and recreation opportunities for military members and their families. The Center's responsibilities include preparing responses to high-level inquiries, providing technical assistance to the field and developing new programs that support major command and installation activities.

### III. Period and Place of Performance;

Period of performance would commence upon award and continue for 5 years with an additional 5 one-year extensions.

### IV. Background:

Air Force ran a successful pilot of online ordering and pay from phone technology at select installations, but the technology partner involved went out of business.

### V. Performance Objectives:

1. Create and maintain a website that is easily accessible via personal computer (pc) and native mobile and offer a URL to each location on the base where the customer can order online. (Bowling Center, Golf Course, Club, etc.) The customer should have the ability to select the time of pickup, and the pickup time shown should default to the next available time slot based on other customer orders placed in the queue. This is to provide the customer with a realistic pickup time.
2. The website must provide the customer a choice of submenu categories (Beverages, Breakfast, Burgers/Sandwich, Soup/Salad etc.) that display the items available in the category. The items must bring up modifiers if

required to customize the order. (i.e. Breakfast Special includes one-meat, bacon, sausage, or ham then two eggs, over easy, over medium, over hard, scrambled and finally a choice of bread, white, wheat, biscuit, or English muffin).

3. Once the customer completes the order the website will direct the customer to complete the check out by entering a name and phone number before processing a credit card using the Merchant ID (MID) provided by the current Air Force Services Center payment processor (Chase Paymentech). The order should then print on a kitchen printer or printers based on the configuration of the Point of Sale System (POS) at the store. If a kitchen display system is in use, then the order should populate the kitchen video screens.

VI. Operating Constraints:

System must integrate with existing Point of Sale systems (POS). Current POS systems include: NCR Aloha, Qubica, Club Prophet, & Rectrac. Primary POS for Food & Beverage is NCR Aloha but integration with all POS is desired.

Credit Card payments must process using the Merchant ID (MID) provided by the Air Force. Current required processor is Chase.