

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**Recreation Management Facility Software**

**for the**



**Cosumnes Community Services District (CSD)**  
**Parks & Recreation Department**

**Release Date: Tuesday, December 1, 2015**

**Proposal Deadline: Friday, January 29, 2016, 4:00 p.m.**

*Proposals must be received in hand at the address below by deadline*

Cosumnes Community Services District  
Parks & Recreation Department  
9355 E. Stockton Blvd., Suite #185  
Elk Grove, CA 95624

## CONTENTS

<b>1.0 PURPOSE .....</b>	<b>3</b>
<b>2.0 ABOUT THE CSD.....</b>	<b>3</b>
<b>3.0 EXISITING TECHNOLOGY ENVIRONMENT .....</b>	<b>4</b>
<b>4.0 SCOPE OF SERVICES.....</b>	<b>5</b>
<b>5.0 PROPOSAL FORMAT AND REQUIREMENTS .....</b>	<b>12</b>
<b>6.0 PROPOSAL SUBMISSION.....</b>	<b>14</b>
<b>7.0 RFP SCHEDULE .....</b>	<b>15</b>
<b>8.0 PROPOSAL EVALUATION AND SELECTION CRITERIA.....</b>	<b>15</b>
<b>9.0 GENERAL INFORMATION.....</b>	<b>16</b>
<b>ATTACHMENT A: INSURANCE REQUIREMENTS .....</b>	<b>18</b>
<b>ATTACHMENT B: RESPONSES TO REQUIREMENTS .....</b>	<b>20</b>

## 1.0 PURPOSE

The Cosumnes Community Services District (CSD) Parks and Recreation Department (“Department”) is accepting proposals for a comprehensive Recreation Management Facility Software Solution (“Solution”) from qualified Vendors to support the processes and activities managed by the Department, including, but not limited to, program and facility reservations, league and special event registration and scheduling, point of sale (POS), gift cards, ID cards and membership management, online and mobile payment processing, and customized reporting. The selected Vendor(s) must be able to provide, install, implement and train staff in the use of the Solution and corresponding software. Such Solution must meet minimum performance requirements specified in this RFP and should be capable of expansion to meet the CSD’s future needs.

It is the CSD’s preference to select a single Vendor that is capable of meeting all of the expectations outlined in this RFP and that any Solution proposed is already operational in comparable parks and recreation environments. However, the CSD reserves the right to reject any or all proposals, or any part thereof, or to accept any proposal or any part thereof, or to waive informalities in any proposal, if deemed to be in the best interest of the CSD.

The Solution shall provide for easy management, allow for future growth, and deploy easily to the many functional areas of the Department. The Department wants to automate and incorporate as many processes as possible, including, but not limited to:

- Child Care Management (Required)
- Facility Reservations (Required)
- Integration with District Accounting software (Desired)
- League Scheduling (Required)
- Membership (Required)
- Remote Activity Registration with Payment Processing (Desired)
- Online Activity Registration (Required)
- Onsite Activity Registration (Required)
- Payment Processing (Required)
- PCI DSS Compliance (Required)
- Point of Sale (Required)
- Standard Reports in different formats (Required)
- Subsidiary Modified Accrual Account System for Scholarships (Required)

### 1.1 Objectives

Through the implementation of the Solution, the Department hopes to:

- Upgrade from current software solution(s) to one that will meet Department’s objectives and future needs.
- Improve operational efficiencies throughout the Department.
- Increase online registration use.
- Automate and improve our ability to provide excellent customer service and increase customer utilization of our services.
- Automate and improve our ability to market and promote our programs and activities.

## 2.0 ABOUT THE CSD

### 2.1 Cosumnes Community Services District (CSD)

The CSD is one of the largest employers in the local community, employing 259 full-time employees and, on average, 399 part-time employees annually. The CSD provides essential quality of life services including fire protection, emergency medical services and parks and recreation services. The Fire

Department serves Elk Grove and Galt, while the Parks and Recreation Department serves exclusively the Elk Grove area of the District. The CSD encompasses roughly 157 square miles and serves an estimated population of 183,333 people.

## **2.2 Parks and Recreation Department**

The Parks and Recreation Department make lives better by designing and maintaining parks and facilities that meet current and future needs; offering recreation programs that promote health, fun and lifelong learning; and providing exceptional service to our customers. The Department is comprised of four divisions: Park Planning, Recreation, Community Services and Park Operations.

Within the Recreation and Community Services Divisions, the following activities are offered: swim lessons, aquatic courses, recreation swim, lap swim, drop-in classes, youth and adult sport leagues, sport camps and clinics, preschool, before & after school programs, off-track / summer camps, contracted and non-contracted courses and camps for all ages.

Staff manages special events in the District and the rental of five facilities, 23 picnic sites, over 90 sport fields, and two aquatic complexes. In addition, staff runs three concession stands during CSD programming and manages a 9-hole golf course.

Currently, there are two physical locations where customers may register for programs and events, rent facilities, or purchase membership cards. Customers may register for select programs online. The average number of activities and events scheduled per year is 500 with approximately 40,000 registrations. Revenue processed from the CSD's current software is over \$5 million with \$3.6 million earned from credit card transactions. The average number of transactions is 85,000: 47,000 cash, 3,000 check, and 35,000 credit card. Of these transactions, approximately 6,000 are from online registrations.

## **3.0 EXISITING TECHNOLOGY ENVIRONMENT**

### **3.1 Current Registration Management Facility Software**

The following is current Registration Management Facility Software used by the Department:

- TeamSideline (Adult Sport Leagues)
- GolfNow (Golf Course tee times and point of sale), and
- CLASS by Active Network (remaining programs, rentals and activities).

This RFP is not soliciting software to replace GolfNow. The CSD is open to replacing TeamSideline if a better alternative software for adult league registration is included in proposed Solutions, but an alternative software is not required.

### **3.2 Existing Technology**

The Cosumnes CSD utilizes a TCP/IP Metro Ethernet network with 20 MB/s links between buildings and a 100 MB/s fiber connection to the internet. A Verizon LTE connection provides internet redundancy.

#### Servers

Dell PowerEdge servers operate on a Microsoft platform and currently run Windows Server 2012 R2. Servers are virtualized using Hyper-V wherever possible. Exchange 2010 is hosted internally for email, IIS for Internet/Intranet and several SQL 2008 Servers are maintained for various database applications.

#### Workstations

Dell Optiplex series desktops run 64 bit Windows 7 Professional. Core i5 CPU with 4 GB RAM minimum. Microsoft Office 2010 Standard is the CSD's basic productivity software.

### Information Systems (IS) Staff

The IS team consists of one full-time manager, one full-time analyst and two part-time technicians.

### Users

User accounts and Exchange mailboxes are centrally managed via Microsoft Active Directory.

### Website

The CSD's main website was designed and is hosted by CivicPlus. The current Active online registration site is self-hosted on an IIS-based Windows server.

### Backup

Primary backup is performed locally to disk by Carbonite Server Backup software. Critical data is also uploaded to the cloud at regular intervals.

## **4.0 SCOPE OF SERVICES**

This RFP is a solicitation of a Recreation Management Facility Software Solution to meet the CSD's current and future needs, which include facility reservations, league management, activity registration, child care management, point of sale (POS), gift cards, ID cards/membership management, and reporting.

At a high level, the Vendor will be required to provide the following deliverables responsive to this RFP and these items must be addressed in the RFP response.

- Recommended hardware, software, and architecture to support proposed Solution.
- Detailed, phased implementation and deployment plan.
- Detailed design of software configuration.
- Strategy to provide a complete range of system testing to verify performance.
- Detailed training plan and training materials.
- Complete set of software documentation.
- Software licensing plan, including costs and licensing options.

### **4.1 General Services**

The following items are required or desired and are expected to be addressed in the proposed Solution for this RFP. The Vendor must specify in the proposal if each of these items are included:

#### 4.1.1 Mobile and Online Registration / Access

It is the goal of the CSD to provide an improved interface for public access to the CSD Parks and Recreation services.

The following functions are required:

- Single, online point of access for users to register for activities, events or to rent a facility.
- Ability for users to access password reset, tax receipts, schedules for themselves and other family members, and league information at a minimum.
- App or mobile friendly interface for use on a smartphone or tablet.
- All modules within software are available for online registration / viewing.

The following functions are desired:

- Mobile solution for staff to process credit card payments and registration remotely.
- Ability for users to interact with social media during online registration process.

#### 4.1.2 Training (Required)

The CSD requires staff be trained in the use of the Vendor's Solution. Within the proposal the Vendor must address:

- The estimated total number of hours of training required and in which format it will be conducted (in person, webinar, etc.) prior to and during implementation.
- How new staff will be trained after the implementation of the Solution.
- Types of training materials included in the cost of the Solution.
- Whether the software has a "trainer" version/database for staff to utilize at any time.

The estimated number of staff to be trained is:

- 30 Power Users. Power User training should cover the entire system with in-depth sessions for each functional area of the Solution.
- 30 End Users. End User training focused on specific functional positions and workflow processes; and training in the use of all report and query functions for staff who will be creating and modifying reports. This number may decrease depending upon the time of year training will occur.
- Additional foreseeable training includes training a System Administrator and one backup who will be responsible for all system functions.

#### 4.1.3 Hosted Payment Processing and PCI Compliance (Required)

The Vendor must have a hosted payment processing system that works with the Vendor's software Solution. The system must comply with the Payment Card Industry (PCI) standards including current Data Security Standards (DSS). The CSD shall not manage or host any credit card data internally on its system. Within the proposal the Vendor must:

- Specify the hosted payment processing system that will host the CSD's credit card data.
- Define all fees associated with credit card transactions and processing fees. For example, if fees are charged on a "Per Transaction" basis.
- Outline the fee structure, how credit and revenue is deposited into the CSD's bank account, and the frequency of payments.

#### 4.1.4 Third Party Applications (Desired)

Currently, the CSD's accounting staff manually enters monthly revenue data into the accounting software Great Plains. Staff would like the ability to have such data imported electronically with the proposed software Solution. CSD is currently searching for a new enterprise resource planning (ERP) software, not included as part of this RFP. Please indicate if the proposed Solution is capable or incapable of importing data into specific ERP software.

#### 4.1.5 Data Migration and Session Management (Required)

The Vendor shall provide recommendation(s) on how data from the current CSD system should be migrated, if any, to the new software and how long that process may take. For purposes of estimating, the current CSD database has more than 69,000 accounts (170,000 people), 181 Complexes, over 500 Facilities, 50,000 Activities and 78,000 Courses.

Vendor must provide a specific solution for how to handle registration in the Summer 2017 session during the implementation phase and/or data migration period of the new Solution. Launch of the new software is not anticipated to occur until August 2017 at the start of the Fall 2017 registration session. Please refer to Section 7.0 for further details regarding the RFP schedule.

#### 4.1.6 User Management (Required)

The Solution provided must allow appropriate access and security restrictions based on the differing security level of users. The CSD requires the ability to manage user access.

#### 4.1.7 Public Profiles (Required)

Profiles are to be maintained for public users completing a transaction in the system including basic contact information and history. Within the proposal the Vendor must:

- Explain setup of the public users in the proposed Solution.
- Provide a list of required and optional fields for staff to configure for user account.
- Provide information on how divorced or multi-generational families, businesses with multiple users, and team managers are set up in the software solution.

#### 4.1.8 Implementation: Project Management and Support (Required)

Vendor must describe the anticipated implementation process and support (approach, resources, timeline, etc.). Vendor should also explain the pros and cons of performing a phased or non-phased implementation process and the Vendor's ability to do either with the proposed Solution.

The successful Vendor must provide a designated project manager to act as a single point of contact during the implementation stage. This person must be authorized to act on behalf of and the Vendor and will be expected to lead supervision, inspection, and status reporting of the project, as specified.

The CSD will also designate a project manager for this implementation period. This individual will provide a single point of contact for the Vendor and will assist in coordinating work between the CSD and the Vendor.

The Vendor's project manager must coordinate with the CSD's project manager. Status reports shall be given by the Vendor's project manager in writing when major deliverables are completed and verbally whenever requested by the CSD project manager. These status reports must summarize work completed and ongoing and must notify the CSD of anything that may cause a delay in completing implementation on schedule. The CSD may specify additional reporting requirements as necessary.

#### 4.1.9 Acceptance Testing (Required)

A full acceptance test plan will be required before implementation. Testing shall include pre and post implementation procedures. Any problems raised from the testing must be resolved by the Vendor at no expense to the CSD. The Vendor must include in its proposal an anticipated plan, scope, time and resources needed for testing the Solution.

#### 4.1.10 Service Level Agreements and Support (Required)

Vendor must clearly state what is included in any standard annual maintenance agreements for proposed software, and what if any additional support services are included. Within the proposal the Vendor must:

- Include the resolution process for technical issues.
- Include frequency of new releases.
- Indicate if there is any cost associated with new releases and upgrades or if they are covered by the annual maintenance agreement.

#### 4.1.11 Hardware and Software Requirements (Required)

Vendors must describe any hardware or software that is required for the installation of the Solution, and whether existing CSD technology is compatible and adequate. The Solution must support industry open standard touch screen computers, bar code scanners, cash drawers,

programmable keyboards or keypads, magnetic stripe readers, mobile smart phones, tablets and other peripheral hardware.

#### 4.1.12 Third-party Alliances (Required)

Vendor must identify any third-party partners or vendors, if any, included or necessary for the Solution and describe how they enhance the proposed product(s) and service(s). The Vendor shall be fully liable for all work performed under a contract with the CSD, regardless of third parties or subcontracts, and is responsible for obtaining all required licenses, permits, or other authorizations for third party components.

#### 4.1.13 Communication via Email / Text

The CSD staff must be able to send mass emails by selected criteria to various program participants (Required). Acquiring and sending email to participants should involve minimal steps for CSD staff. In addition, the ability to send text messages to participants for urgent notifications is highly desirable (Desired).

#### 4.1.14 Online Custom Catalog and Brochures (Required)

The software solution must include the ability to create custom catalog and brochures based on program and activity data. The ideal software will provide an online catalog and brochure builder that facilitates custom page layouts based on program and activity data, and have the ability to style, publish and print activity brochures, export data into Adobe In Design software, and will be adaptive to the changing needs of the organization and its customers.

### **4.2 Modules**

The CSD requests the following “modules” to be available in the software Solution. Included below is an overview of the CSD’s current use and practice for managing the programs and facilities of the Department, and specific requirements the CSD needs for each module. The CSD is aware that each software solution may use a different term for each module, and the below titles are not intended to limit a particular Vendor’s proposal:

#### 4.2.1 Reporting (Required)

Software should include the ability to generate custom and robust reports on all data entry fields in multiple formats including (but not limited to) rich text format, excel, comma separated values, XML, HTML, PDF, etc. A custom reporting engine should provide administrators with the ability to choose custom fields, select from multiple formats, merge fields, and select variables when exporting data to a report. The ideal Vendor will provide software development support for exporting data reports to third party software modules.

#### 4.2.2 Facility Reservations (Required)

Each type of facility has different reservation requirements, availability, fees, and fee structures which must be supported by the Vendor’s Solution. The following abilities are required features within the Facility Reservation module:

- Ability to add on extra pre-determined preferences to reservations. For example, customer bringing in tents, bounce houses, etc. This would include notation on the permit, calendar and charging of extra fees.
- Bookings can be made in varying time intervals on a sliding fee scale or block time fees.
- Rooms may be split up for use. For example, from 9 am to 10 am Poppy Room A has Beginning Karate booked while Poopy Room B has Advanced Karate booked. Then, at 11 am the entire Poppy Room is used for a rental birthday party.

- Rooms have relationships to other rooms where if one room is booked, the other cannot be booked. For example, kitchen and ballroom.

The CSD programs and reserves several types of complexes and facilities, as outlined below.

#### 4.2.2.1 Athletic Fields

The CSD reserves athletic field spaces to internal and external customers. There are approximately 1,000 field reservations per year. Field spaces are used for multiple sports including baseball, softball, soccer, and football. Reservations are based on priority, season, field dimension and activity. In addition, the CSD has a joint-use agreement with a local youth sports association for priority field use.

#### 4.2.2.2 Picnic Sites

The CSD offers 23 reservable picnic locations at three parks. There are approximately 450 picnic rentals per year.

#### 4.2.2.3 Reception Facilities

Currently, five facilities may be reserved for various reception functions. There are approximately 750 rentals per year.

#### 4.2.2.4 Pools

The CSD currently manages two Aquatic Complexes: Jerry Fox Swim Center (JFSC) and Wackford Community and Aquatic Complex (WCAC). The JFSC has one pool for rent and the WCAC has three pools for rent, which can be rented individually or in group packages. There are approximately 70 rentals per year.

#### 4.2.2.5 Courts

The CSD manages one indoor gymnasium and over 30 outdoor tennis courts. The gymnasium can be rented in its entirety or broken out by quarter or half court rentals. There are approximately over 500 gymnasium rentals per year.

### 4.2.3 League Management (Required)

The CSD manages leagues for a variety of sports including t-ball, soccer, softball, basketball, volleyball and football. Currently, the CSD uses TeamSideline for Adult Leagues and CLASS for Youth Leagues. The following abilities are required features within the League Management module:

- Ability to register as a team or individual who will be assigned to a team.
- Search for leagues online based on key registration information.
- Scheduling of leagues includes length of season, days of play, game sites, number of games, sport and level, team roster, officials assigned, rain date, and scheduling.
- Automate the creation of teams, schedules, standings, rosters, and tournament brackets.
- Interface with field reservations and provide a schedule based on availability. Setting up a league should temporarily hold the required field or facility space.
- Ability to e-mail managers and participants.

The CSD programs and reserves the types of leagues, as outlined below.

#### 4.2.3.1 Adult Leagues

The CSD offers adult leagues in four sports. Annually, approximately 500 teams register.

#### 4.2.3.2 Youth Leagues

The CSD offers four youth sport leagues. Annually 300 teams and approximately 5,000 participants are served. Currently, participants cannot register online.

### 4.2.4 Activity / Program Registration (Required)

#### 4.2.4.1 Program Registration

Programs are posted three times a year in a seasonal activity guide and average between 160 and 200 programs per season. Peak registration volume occurs with summer registration, which begins in April.

#### 4.2.4.2 Special Event Registration

The CSD currently provides approximately 75 events each year at various sites within the District. Some events require pre-registration while others may allow on-site registration.

- The ability for wireless scanner interface as proof of purchase is desired e.g., receipt on customer smartphone with barcode for staff to scan.

#### 4.2.4.3 Field Trips and Events

Field trips and events are associated with our Kid Central program and Teen Center activities. Currently, staff program separate courses for these trips and events which may be during the same time of the Kid Central or teen program.

- Ability to have these trip/event courses linked to a program without giving any conflicting schedule notices upon registration is desired.
- Ability to upload pdf forms is desired.

### 4.2.5 Child Care Management (Required)

#### 4.2.5.1 Kid Central

Kid Central is a recreation program for children that offers before and after school care on or near elementary school campuses, off-track camp for students who are off track from their school year, and summer camp during the peak summer months. There are eight different locations throughout Elk Grove serving approximately 9,000 children.

The following are specialties required for the software for this program area:

- Daily, weekly, monthly payment options
- Same day registration fee and drop-in punch cards.
- Student rosters and daily sign in sheets.
- Ability to add fees to user accounts, e.g. late fee.
- Late payment reports.
- Flexible (“Flex Reg”) registration for multiple weeks.
- Ability to distribute fees among more than one guardian.
- Tax Receipt which includes agency name, address, date range, parent name, child name, CSD Tax ID Number, and total of all fees.
- Itemized receipts.

The following are desired:

- Online payment for all types of payment options.
- Automatic reoccurring payments.
- Ability to import pdf files as updated, e.g. emergency form, registration contract and signed parent handbook.

#### 4.2.5.2 Tiny Tot Preschool

Tiny Tot Preschool is a year-round program for children ages 3 to 5. There are seven sites with over 7,000 participants each year.

The following are specialties required for the software for this program area:

- Automatic monthly payment plans and recurring payments.
- Ability to add fees to user accounts, e.g. late fee.
- Ability to distribute fees among more than one guardian.
- Itemized receipts for each monthly payment.

The following are desired:

- Ability to import pdf files as updated, e.g. emergency form, registration contract, cancelation form, and signed parent handbook.

#### 4.2.6 ID Cards/Membership Management (Required)

The CSD is currently using passes for recreation swim, teen center membership, pee wee open gym, drop in volleyball, and lap swim membership with approximately 3,000 passes sold. Users are issued a hard-card photo ID that is required to enter the site. The management and tracking software allow for quick and accurate data gathering. The CSD currently uses Honeywell Orbit USB barcode scanners or equivalent.

Staff also use Program Membership module to track documentation of paperwork. For example, Kid Central program has a \$50 annual fee. Staff will register a child for a Kid Central \$50 membership once paperwork is received. This membership is linked to the Kid Central courses as a pre-requisite.

The ability to have wireless scanners is desired. The CSD would expect that existing cards should continue to work in a new system.

#### 4.2.7 Monthly Payment Processing (Required)

Currently, Tiny Tot Preschool allows customers to pay tuition in full or in equal monthly payments. Monthly payments are applied to customer's account each month by staff authorizing a batch query. Customers may choose to set up their account with a credit card. At the time of each month's batch, the credit card on file is charged the monthly fee. This is a required feature staff will need. We currently process approximately 275 preschool automatic credit card payments each month.

Currently, the lap swim membership allows customers to pay for a single month membership or a recurring monthly membership at a lower fee. The recurring membership plan requires a credit card on file which is charged monthly upon staff authorizing a batch query. This is a required feature staff will need. We currently process approximately 50 automatic lap swim credit card payments each month.

#### 4.2.8 Gift Cards (Desired)

The CSD currently does not offer gift cards. Gift cards is a feature highly desired by the CSD. Ideally, patrons of the CSD would have the ability to purchase gift cards. Monies collected from gift card sales will be held in reserve until redemption. Once redeemed, monies held in reserve will be distributed to the proper budget as revenue. The only condition of gift cards should be that they are valid to pay fees charged for any program or service offered by the CSD. Gift cards should not expire. The ability to run reports on quantity of gift cards sold, amount used and not used, and which programs they were utilized for is desired.

#### 4.2.9 Scholarships (Required)

The CSD currently rewards annual scholarships to 50 families in the amount of \$150. If the family does not use their \$150 within the year, they lose the unused amount. Scholarships are given based upon criteria and are allowed to be used by any individual in the family. Staff currently uses a module that tracks monies used per family and allows staff to use the scholarship funds to be applied to a variety of programs upon registration. Each activity has the option of allowing scholarship funds to be used for payment. Within the current system, families cannot register online using their scholarship funds. The ability for online registration with these funds is highly desired.

#### 4.2.10 Point of Sale (POS) (Required)

The CSD currently uses Point of Sale (POS) for concessions, drop-in activities, and one-time miscellaneous payments. Staff uses both touch screen and non-touch screen monitors.

### **4.3 Responses to Requirements**

Responses to the requirements listed in Attachment B must be provided in Section #5 of the Proposal. Vendors must use the format provided and add explanatory details as necessary in a separate spreadsheet using the requirement number as a reference. The following answer key must be used when responding to the requirements.

<b>Response</b>	<b>Definition</b>
YES	This requirement currently exists and can be demonstrated.
PENDING	This requirement is scheduled for future release and will be incorporated at no additional charge prior to system implementation. Please state the estimated release date.
NO	This requirement is not supported and/or is not provided as part of this proposal.

## **5.0 PROPOSAL FORMAT AND REQUIREMENTS**

Proposals must include all the sections listed below and must be indexed and numbered in the order outlined below. To assist in the evaluation of the responses, please utilize the section titles listed below. Additional relevant information may be inserted into the Exception to Specifications section.

### **#1: Cover Letter**

1. Legal name and address of company.
2. Address where contract will be housed.
3. Website address of the provider.
4. Signature of the individual who is authorized to bind the company contractually.
5. Confirmation of the receipt of the RFP and all the addenda thereto.

6. Statement that the proposal is valid for a 6 month period from the proposal due date.
7. Name, title, address, telephone number, and e-mail address of the individual to whom correspondences and other contacts should be directed during the selection process.

#### #2: Company Information

A profile of the Vendor's company, including size, structure, history, length of time in recreation management software industry, as well as a comprehensive listing of all services. Provide a copy of the two most recent annual audited financial statements. These may be sealed in an envelope and marked "Confidential." Discuss any relationships with any and all subcontractors and other related companies. You may include any information you deem useful for the CSD's evaluation of the Vendor's qualifications.

#### #3: References

Provide a minimum of three and a maximum of five references, preferably located in California, that have contracted with your organization for the same or similar services. References that are similar in size, scope and complexity to the CSD are preferred. The CSD may contact these references, and if geographically feasible, visit these sites to view the product. Include the following information for each reference:

1. Company name and address.
2. Contact name and title.
3. Contact telephone number and email address.
4. Implementation Date.
5. Description of the software solution(s) implemented.

#### #4: Project Plan

A description of how the Vendor will fulfill the deliverables and requirements within the Scope of Services of this RFP. At a minimum, this should include:

- Description of project phases and tasks.
- A project schedule that meets the timeline in Section 7.0. If the timeline cannot be met by your project schedule, indicate recommended changes.
- A list of deliverables, including (at a minimum) those identified in this RFP.
- Proposed modules, required hardware and operating systems.
- Recommendation for data migration.
- Software implementation, transition plan and staff training.

#### #5: Response to Requirements

Submit a completed Response to Requirements document (Attachment B). This document must also be emailed to [carolynbaptista@csdparks.com](mailto:carolynbaptista@csdparks.com) in excel format.

#### #6: Exception to Specifications

Other features not mentioned within this RFP which the Vendor recommends. If items of this nature are included, Vendor must include separate costs within #9 Costs and Payment Section. It is extremely important that Vendors make very clear where an exception is taken to the specifications and how alternatives will be provided. If the Vendor does not make it clear that an exception is taken, the CSD will assume the proposal is responding to and will meet the specification as written.

#### #7: Service and Support

The Vendor must provide a high level of technical and business support. Some of the criteria to be included in this section, at a minimum, are as follows:

- Support services – hours, types, availability of assistance, etc.
- Business Continuity – data archiving and management, redundant data centers, power outages, sabotage, and notification policy when any problems occur.
- Training - Access to training tools, training databases and user support groups.
- Upgrade support and timeliness of upgrades including the determination process for upgrades and future releases.
- What is covered in your annual service and support (maintenance) contract.

#### **#8: Proposed Team**

List the project team members' roles and responsibilities, including names, titles, project service descriptions, and bios that include experience on projects of similar size and scope for which the team members played the same or a similar role as proposed for the CSD project.

#### **#9: Costs and Payment**

Cost must include all fees and expenses associated with the Vendor's solution including hosted payment processing, upgrades, user/license fees, on-going maintenance, and support. Include any costs associated with implementation, initial training and software/hardware purchases. Costs should be broken according to each year for up to a maximum of ten years.

If any components of the proposal are "optional" and not included in the summary or total price, those features must be clearly labeled as "optional" in the proposal. All "optional" items not included in the total price must identify a price separately. If your company has any discounts in terms of number of users or licenses, this should also be stated.

#### **#10: Agreements and Warranties**

Provide all standard contracts, including licensing, annual maintenance, and installation support services agreements typically used, included or required by the proposed Solution, to be provided by Vendor and the associated costs, if any, to the CSD.

### **6.0 PROPOSAL SUBMISSION**

#### **6.1 Format**

Submit one signed original and five copies of the proposal. Mark the original "MASTER COPY." If discrepancies between two or more copies of the proposal are noted, the Master Copy shall be used as the basis for resolving any discrepancies. All proposals, whether accepted or rejected, shall become the property of the District upon submission.

#### **6.2 RFP and Attachments**

This Request for Proposal (RFP) in its entirety is available on the CSD website at <http://www.yourcsd.com/152/Doing-Business-with-CSD>. It is the Vendor's responsibility to check back on the website for any addenda that may be issued prior to the proposal due date.

#### **6.3 Inquiry Contact Information**

All inquiries concerning this RFP must be directed in writing to Carolyn Baptista, at carolynbaptista@csdparks.com. **All inquiries must be received by 4:00 p.m. Wednesday, January 20, 2016.** Inquiries will be answered via e-mail no later than January 22, 2016. In addition, responses to all questions from all Vendors will be posted on the CSD website.

#### 6.4 Proposal Submission

**Proposals must be received in hand no later than 4:00 P.M., Friday, January 29, 2016.** Proposals received after this time and date will not be considered. **Faxed or electronic proposals will not be accepted.** Proposals must be submitted to:

Carolyn Baptista, Management Analyst  
Cosumnes Community Services District  
Parks & Recreation Department  
9355 E. Stockton Blvd., Suite 185  
Elk Grove, Ca. 95624

#### 7.0 RFP SCHEDULE

The District will endeavor to administer the proposal process in accordance with the terms and dates outlined below; however, the District reserves the right to modify the activities, timeline, or any other aspect of the process at any time, as deemed necessary.

Milestone	Due Dates
Request for Proposal Issued	December 1, 2015
Closing Date for Written Questions	January 20, 2016
Responses to Questions Sent	January 22, 2016
Proposals Due by 4:00 pm	January 29, 2016
Finalists Notified	February 11, 2016
Vendor Demonstrations	March 1, 2016 - March 10, 2016
Follow-up Questions sent to Finalists (if necessary)	March 29, 2016
Follow-up Questions answered by Finalists (if necessary)	April 5, 2016
Proposer Selection & Contract Negotiations	April 2016
Request of Board Approval & Contract Signed	May 2016
Work Begins	July 1, 2016
All data entered into new software *	March 1, 2017
Go Live Date – Fall 2017 Registration Date	August 2, 2017

\* Date allows time for the export of data for Graphics staff to design the Fall 2017 Activity Guide in order to meet review, printing and distribution deadlines.

#### 8.0 PROPOSAL EVALUATION AND SELECTION CRITERIA

The CSD will conduct a comprehensive, fair, and impartial evaluation of all proposals received in response to this RFP received by the proposal due date and time specified in this request.

##### 8.1 Proposal Review and Evaluation

A committee will review and evaluate all submitted proposals. During the evaluation process, the committee may request additional information or clarification from Vendors responding to this RFP. Evaluation and determination of the best value to the CSD will be based on, but not limited to: Vendor's qualifications, the Solution's overall responsiveness to the RFP, technical solutions and capabilities, and cost proposals.

## **8.2 Proposal Demonstration**

At the completion of the proposal review, top ranking Vendors will be asked to provide a presentation and demonstration of their product between **March 1, 2016 and March 10, 2016**. The information provided in the presentation will be used, in addition to the information provided by the Vendor in the proposal, to evaluate the product fit, completeness of the solution, and the vendor qualifications. The Vendor will receive an Agenda prior to the presentation demonstration.

## **8.3 Selection Criteria**

Overall responsiveness to the RFP is an essential factor. The committee will select the Vendor which best fulfills the CSD's requirements and represents the best value to the CSD. No single factor will determine the final award decision. Determination of best value to the District shall be based upon, but not limited to, the following (in no particular order or weight):

1. Quality of the proposal and demonstration.
2. Quality of the total solution and its ability to meet the requirements of the RFP.
3. Experience and technical expertise of the staff implementing the solution.
4. Reputation and financial stability of the Vendor responding to the RFP.
5. Economic feasibility and justification of all costs.
6. Amount and quality of initial and ongoing training and support the CSD will receive.
7. Successful experience with satisfied customers similar in size, scope and complexity to the CSD.

## **8.4 General Information about Proposal Submission, Evaluation and Selection**

The CSD reserves and may exercise the following rights and options with respect to the proposal submission, evaluation, and selection process under this RFP.

The right to:

- Reject any or all of the proposals and re-issue the RFP at any time prior to execution of a final contract, if, in the CSD's sole discretion, it is in the CSD's best interest to do so;
- To waive any informalities, defects, non-responsiveness or irregularities that, in the CSD's sole judgment, is not material to the proposal;
- Reject any proposal that does not address the requirements of this RFP, or that is incomplete or not in conformity with applicable law as non-compliant;
- Supplement, amend, substitute, or otherwise modify this RFP at any time prior to selection of one or more Vendors for negotiation, and to cancel this RFP with or without issuing another RFP;
- Accept or reject any or all of the items in any proposal and award the contract(s) in whole, or in part, if it is deemed in the CSD's best interest to do so;
- Request that some or all of the Vendors modify proposals based upon the CSD's review and evaluation;
- Conduct such investigations with respect to the financial, technical, and other qualifications of each Vendor as the CSD, in its sole discretion, deems necessary or appropriate.

## **9.0 GENERAL INFORMATION**

### **9.1 Notice to Proposer**

This RFP does not constitute a contract or an offer of employment and does not commit the CSD to award a contract. The CSD may enter into negotiations for an agreement, on terms and conditions satisfactory to the CSD, with one or more selected Vendor(s); however, the CSD reserves the right to terminate any negotiations at any time.

## **9.2 Protest of Bid Process**

Any Vendor who wishes to file a complaint about the bid process, selection process or method of award may do so in writing. Protest letters must be submitted to the contact person for this RFP within ten days of awarding the contract.

## **9.3 Discrepancy or Other Errors in RFP**

If a Vendor perceives a discrepancy, conflict, omission or error amongst terms within the RFP or between the RFP and any other relevant documents, the Vendor shall immediately and timely notify the CSD in writing of the specific problem(s) perceived. Notice of any modification made by the CSD to relevant documents at issue will be sent to all parties who were sent an RFP and of which the CSD is aware.

If a Vendor fails to timely notify the CSD of the perceived error prior to the date and time stated for submission of proposals, the proposal shall be submitted at the Vendor's own risk, and if awarded the contract, the Contractor shall not be entitled to additional compensation, damages or time by reason of any and all perceived errors or their later correction.

## **9.4 Expenses**

Any costs incurred by Vendor in preparing and providing a response to this RFP are solely the responsibility of the Vendor. In addition, should the Vendor be chosen as one of the finalists asked to provide a webinar or onsite demonstration, the costs associated with that process will similarly be the sole responsibility of the Vendor.

## **9.5 Confidential Information**

Proposer acknowledges and agrees that, in the performance of the work under this RFP or in the contemplation thereof, Vendor may have access to private or confidential information which may be owned or controlled by the CSD and that such information may contain proprietary or confidential details, the disclosure of which to third parties may be damaging to the CSD. Vendor agrees that all information disclosed by the CSD to, or discovered by, Vendor shall be held in strict confidence and used only in performance of the RFP. Vendor shall exercise the same standard of care to protect such information as a reasonably prudent company would use to protect its own proprietary data. Vendor agrees to notify the CSD immediately in writing if it is requested to disclose any information made known to, or discovered by, the Vendor during the performance or in connection with this RFP.

## **9.6 Terms of Agreement**

- When a Vendor has been selected by the CSD, the CSD and Vendor shall negotiate a Contract. If the terms of the Contract cannot be agreed upon for any reason, another Vendor may be selected.
- After successful negotiations of a contract with a Vendor, CSD will bring forth a staff report to the District Board of Directors for approval. Once accepted, the Vendor will be notified by phone and email.
- Vendors will be required to obtain, and during the term of the contract maintain, insurance policies as detailed in Attachment A – Insurance Requirements.
- Vendors that employ any person or persons to fulfill this contract will be required to have a policy of Worker's Compensation Insurance as required by the Labor Code of the State of California. .
- The successful Vendor shall commence work after the transmittal of a fully executed contract.

## ATTACHMENT A: INSURANCE REQUIREMENTS

### Minimum Insurance

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property that may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, or employees.

Contractor shall maintain limits no less than:

1. General Liability including operations, products and completed operations, as applicable

\$1,000,000 per occurrence for bodily injury, personal injury, and property damage. If Commercial General Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.

2. Errors and Omissions Liability

\$1,000,000 per occurrence or per claim. If protection is accomplished through a "claims made" policy, a 36-month extended reporting period shall be provided.

3. Automobile Liability

\$1,000,000 per accident for bodily injury and property damage.

### Deductibles and Self-Insured Retention

Any deductibles or self-insured retention must be declared to and approved by the District. At the option of the District - Either: the insurer shall reduce or eliminate such deductibles or self-insured retention as respects the District, its officers, officials, employees, and volunteers; or, the Contractor shall provide a financial guarantee satisfactory to the District guaranteeing payment of losses and related investigations, claim administration, and defense expenses.

### Other Insurance Provisions

The general liability is to contain, or be endorsed to contain, the following provisions:

1. The District, its officers, officials, employees, and volunteers are to be covered as additional insured as respects: liability arising out of activities performed by or on behalf of the Contractor; or automobiles owned, leased, hired or borrowed by the Contractor. The coverage shall contain no special limitations on the scope of protection afforded to the District, its officers, officials, employees, or volunteers.
2. For any claims related to the services provided by the Contractor, the Contractor's insurance coverage shall be primary insurance as respects the District, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the District, its officers, officials, employees or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.

3. Any failure to comply with reporting or other provisions of any policies required by this clause, including breaches of warranties, shall not affect coverage provided to the District, its officers, officials, employees, or volunteers.
4. The Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
5. Each insurance policy required by this clause shall be endorsed to state that coverage shall not be canceled, except for non-payment of premium, by either party, except after thirty (30) days' prior written notice by certified mail, return receipt requested, has been given to the District. In the event the policy is cancelled for non-payment of premium, ten (10) days' prior written notice, as stated above, will be given.

#### **Acceptability of Insurers**

The insurance company providing coverage must be licensed to do business in the State of California, with an A.M. Best rating of not less than A:VII.

#### **Verification of Coverage**

Contractor shall furnish the District original certificates of insurance and endorsement(s) affecting coverage to the District for approval. The Commercial General Liability endorsement shall be a form CG 20 10 11 85, and shall have the required wording. All certificates and endorsements are to be received and approved by the District before work commences. The District reserves the right to require complete, certified copies of all insurance policies required by this section.

## ATTACHMENT B: RESPONSES TO REQUIREMENTS

In order to provide a direct comparison between the various Vendors, a questionnaire grid has been provided. The questionnaire further conveys the CSD's interest and features for a system functionality.

**Vendors must email this excel spreadsheet to [carolynbaptista@csdparks.com](mailto:carolynbaptista@csdparks.com) in addition to providing it in hardcopy within Section #5 of the Proposal.**

Vendors must respond to each requirement using the following codes. Vendors are welcome to add any details as necessary in a separate spreadsheet using the requirement number as a reference.

Response	Definition
YES	This requirement currently exists and can be demonstrated.
PENDING	This requirement is scheduled for future release and will be incorporated at no additional charge once released. Please state the estimated release date.
NO	This requirement is not supported and/or is not provided as part of this proposal.

<b>Section A</b>	<b>General System Requirements</b>	<b>Response</b>
A1	Web based application?	
A2	If web based application, does it work with all web applications; i.e.: Explorer, Mozilla Firefox, Safari, Google Chrome.	
A3	Proposed application is ODBC (Open Database connectivity) Compliant and allows for third party access to database.	
A4	Generally, the system must be hardware and operating system independent, thus compatible with most platforms.	
A5	System integrates computer with a full range of optional POS peripherals including but not limited to touch screens, programmable keyboards or keypads, cash drawers, 40 column receipt and 80 column report printers, laser bar code readers, magnetic stripe readers, Tablets and PDA handle devices.	
A6	More than one operator may update the database at the same time, in the same program. A record locking feature must prevent the loss of data when two or more users are updating the same record.	
A7	System allows for creation of user-defined menus and/or dashboards, enabling each operator to have a custom view. This feature is tied to the user and not the computer or terminal.	
A8	Within one window, the system allows for the completion of transactions in multiple modules or functions resulting in one receipt. Example: Complete a program registration, pass registration, room reservation, POS item in a single transaction, processed through a single payment screen resulting in a single receipt.	
A9	Ability to setup workstations and terminals.	
A10	System allows for single users to be in multiple modules at one time.	
A11	Users can log in from multiple workstations at the same time.	
A12	Compatible with Microsoft Office including Outlook.	
A13	Ability for CSD to migrate data from current system to Vendor's solution.	
A14	All modules of the system share customer, facility, program, membership, and financial information (e.g. customers only have to be entered into the system once in order to register for a program, book a facility, or purchase a membership, etc.).	
<b>Section B</b>	<b>Maintenance, Support and Training</b>	<b>Response</b>
B1	24x7 Technical Support.	
B2	Online interface to open/track support issues and availability of knowledge database.	
B3	Provide fixes and patches for problems encountered between software releases.	
B4	Various levels of training for CSD staff.	
B5	Vendor must provide complete documentation for software being proposed in bid. Electronic versions of the manuals must be available and can be downloaded.	
B6	Help Feature is available from all modules.	
B7	Training Videos.	
B8	Training "database" for staff to use anytime.	
<b>Section C</b>	<b>Data Integrity and Availability</b>	<b>Response</b>
C1	Provide full back up and restore functions.	
C2	Provide high availability on 24x7 schedule.	
C3	Provide 99.9% uptime after exclusion of scheduled maintenance and hardware failure.	
C4	Provide full system recovery capabilities.	
C5	System will not display or print passwords.	
C6	Ability to purge select data based upon retention schedule.	

<b>Section D</b>	<b>PCI DSS Compliance</b>	<b>Response</b>
D1	Solution must meet PCI DSS / CISP credit card industry Payment Applicator Best Practices.	
D2	Vendor will provide proof of PCI compliance annually - PCI DSS Certificate of Compliance.	
D3	Vulnerability scans to be performed by PCI Security Standards Council Approved Scanning Vendor and it's results will be available for CSD on request.	
D4	Vendor will notify in writing and voice immediately if any data breach has been detected on any hosted system and will provide detailed assurance/information on what CSD information has been compromised during this breach.	
<b>Section E</b>	<b>User Security</b>	<b>Response</b>
E1	Software must be designed as a multi-user system, and allow for an unlimited number of users.	
E2	Ability to limit the features and functions allowed for each employee that utilizes the software. Must include a comprehensive method for controlling employee access.	
E3	Operators are required to log-in once and have access to all areas assigned to them based on their access rights.	
E4	Easy to setup and manage multiple levels of user groups and permissions.	
E5	Ability to create, copy and modify user groups.	
E6	Ability to retire and archive users.	
E7	Ability to make staff inactive and active.	
E8	Ability to setup Manager/Supervisor override for specific actions.	
E9	Unique usernames.	
E10	Required strong password management.	
E11	Passwords expire 90 days.	
E12	User access denied and password must be reset after 6 consecutive failed attempts.	
E13	Admin has ability to reset password for user to change password on first login.	
E14	Program locks workstation after designated amount of inactivity.	
E15	History of all changes on customer account with date, time and user that made change.	
E16	History of all changes on facility/complex with date, time and user that made change.	
E17	History of all changes on reservation/rental with date, time and user that made change.	
<b>Section F</b>	<b>Accounting</b>	<b>Response</b>
F1	Export financials.	
F2	Link revenue to GL Accounts.	
F3	Fees to be linked to multiple GL Accounts.	
F4	GL Account number structure allows for up to 6 segments of 8 alphanumeric characters.	
F5	Ability to create multiple (limitless) GL Accounts.	
F6	Journal Entries.	
F7	Ability to track customer balances.	
F8	Ability to make customer account adjustments.	
F9	View previous payments and receipts.	
F10	Track internet registration and revenue separately.	
F11	Ability to include sales tax in price of product.	
F12	Sends sales tax and revenue to appropriate GL account.	
F13	System allows customers the option of either keeping a credit balance (and applying any credits to future registrations, bookings, POS purchases, and membership purchases) or receiving a refund.	

F14	Ability to generate an account balance statement upon customer's request.	
F15	Accrual Accounting Settings - Ability to set Deferred Revenue to Fiscal Year End, Monthly, Course Start Date, etc. within the different modules.	
<b>Section G</b>	<b>Payment Processing</b>	<b>Response</b>
G1	System offers option for integrated credit card validation processing.	
G2	Payment Method Options (Cash, Check, Visa, MasterCard, Discover).	
G3	Display amount tendered and change to be returned when staff is completing payment.	
G4	Require check number on check payments.	
G5	Require name on credit card payment.	
G6	Ability to handle a single payment for multiple transactions (e.g., 2 program registrations, 1 room rental contract and one pool rental contract).	
G7	Payment Plans (User created plans assigned to courses, memberships, rentals, etc.).	
G8	Post-dated Payments (Automatic Credit Card billing).	
G9	Ability for an alert system that notifies staff of customer payments due.	
G10	Ability to sign up for Post-dated Payments online when registering for course that has the option.	
G11	Refunds defaults can be assigned to each type of original payment.	
G12	Ability to handle combined payment types (e.g. customer wants to put part of the fee on a credit card and pay the rest in cash).	
G13	Ability to handle and calculate pro-rated refunds based on number of classes (registration) / months (membership) remaining.	
G14	Ability to customize pro-rated amount.	
G15	Ability to charge administrative fees for cancellations, withdrawals etc.	
G16	Ability to apply adjustments, discounts and coupons.	
G17	Allow Third Party Bill.	
G18	Ability to search credit card transactions.	
G19	Ability to void transactions.	
G20	Same day credit card voids.	
G21	Same day cash and check payment cancelation.	
G22	Ability to cancel check payment days after transaction.	
G23	Does Vendor have an unique solution for managing/tracking NSF charges or accounts who have given a NSF check?	
G24	Ability to link payments to specific receivables (e.g., customer has booked three facilities for a total of \$300. Customer wants to pay for the first booking and the last booking but not the second because they only have \$200 available. The system correctly links the payment to the appropriate receivables).	
G25	After transaction, ability to unlink payments and relink payments.	
G26	System allows for Gift Card sales that are reloadable and can be redeemed as part of the payment option.	
G27	Ability to have mobile credit card payment processing on a tablet or phone. Example: smartphone with plug in play device to accept credit card payments (adhering to PCI requirements).	
G28	System has it's own mobile device for processing registration and POS items in addition of a mobile credit card payment processing device.	
<b>Section H</b>	<b>Marketing</b>	<b>Response</b>
H1	Returning customer incentive marketing ideas?	
H2	Repeat customer incentive marketing ideas?	
H3	Reward point system tracking. Customer can accumulate points towards rewards. Points have expiration date. Points can be assigned to classes or dollar value.	
H4	Ability to email coupon/promo codes that can be applied to payment via online or with staff.	
<b>Section I</b>	<b>Scholarships</b>	<b>Response</b>

I1	Software has a subsidy or scholarship tracking system.	
I2	System can have money assigned to family or individual.	
I3	System can have date span of when money can be used.	
I4	System allows for activities, memberships, rentals, etc. to not allow scholarship funds to be used for payment.	
I5	Show available scholarship dollars and credit/balance on customer account.	
<b>Section J</b>	<b>Customer Database - Registration by Staff</b>	<b>Response</b>
J1	Ability to search by partial entry of the sought value (e.g. search for "SM" returns Smith, Smythe, etc.).	
J2	Ability to quickly retrieve clients by name, phone number, address or organization name, Membership ID number, etc.	
J3	System automatically checks for existence of duplicate database entries when adding new records and, if found, displays an appropriate warning message (e.g. "John Doe already exists. Would you like to create this record anyway?").	
J4	System has customizable alert messages that appear when certain individuals, families, organizations, facilities, programs, etc. are accessed.	
J5	Ability to group individuals into families and organizations (e.g. John Doe is a resident living at 123 Main Street; John also belongs to the Karate Club as well, etc.).	
J6	System allows people to belong to more than one family or organization, e.g. child of divorced parents belongs to mother's account and the father's account.	
J7	If child belongs to more than one family relationship (divorced parents), does the system have a permission/approval alert before a relationship link is created.	
J8	Ability to designate (or modify) one individual as primary contact for a family or organization (this person is the one responsible for the account).	
J9	Ability to view individual, family, or organization's entire registration, booking, membership, and payment history on one screen.	
J10	Ability to merge information from duplicate records (e.g. the same person has been accidentally entered into the database twice).	
J11	Ability to flag customers. (e.g. Freeze customers or add informative pop-up message such as "Has had 2 NSF checks")	
J12	Ability to quickly determine all customers with a credit or debit balance.	
J13	Tracks date customer added to the database.	
J14	Tracks date customer had any activity.	
J15	Allow for user-defined, additional fields to be created to track customer information.	
J16	Ability to attach scanned documents (such as proof of residency, proof of insurance, etc.) to each customer record.	
J17	Ability to remove attached scanned documents from customer record.	
J18	Documentation can be linked as a pre-requisite to a course (e.g., Kid Central application form must be uploaded before registration into courses).	
J19	Store photo/image of family member.	
J20	Automatically figures resident or non-resident from zip code.	
J21	Customer Status - Active and Inactive.	
J22	Customer Status - Suspended / Frozen.	
J23	Customer Status - Deceased.	
J24	Show restricted payment methods.	
J25	Notes (customer can see).	
J26	Notes (customer cannot see).	
<b>Section K</b>	<b>Online Access by Customer</b>	<b>Response</b>
K1	Ability for customer to create and/or modify their own account online if permitted by the CSD. Required fields for account set up are indicated.	

K2	Access to customer information, view all account activity, enter transactions, make reservations, view history, make payments, update account information, build family database, printing.	
K3	Each customer has an username which can be modified by customer.	
K4	Allow for customers to have strong passwords which can be changed.	
K5	Customer can see balance due and make credit card payment.	
K6	Customer can attach documents.	
K7	Customer can update profile photo.	
K8	Interface suggests similar classes to customer after adding class to cart and/or registering for class.	
K9	Interface allows customer to use Social Media to see who else is in the class or to post that they just registered for a class.	
K10	Customer has capability to retrieve password.	
<b>Section L</b>	<b>E-Commerce</b>	<b>Response</b>
L1	Ability to customize the "look and feel" of the website. The site can be configured by the CSD to have the same color, fonts, backgrounds, and header as main website.	
L2	Ability to have images, graphics, and/or movies play on website.	
L3	Mobile friendly user interface for registration and account access from smartphone and tablet.	
L4	Registration App available from Google Play and iTunes	
L5	System controls which membership/activities/rentals/leagues are allowed for online registration.	
L6	System is scalable to accommodate multiple Internet customers performing transactions simultaneously.	
L7	Ability for customer to place a credit card on account for use to use towards quick payment on future registrations.	
L8	Ability to renew or sell memberships online.	
L9	Ability to view facilities online by time and date and run query searches to see what is available.	
L10	Ability to book facilities online.	
L11	Warn if registration doesn't meet requirements and then will not allow registration.	
L12	Warn if registration conflicts with another item in cart or already registered for.	
L13	Ability to sign (enter initials or full name) waiver /hold harmless online. If customer fails to sign their registration does not process.	
L14	Ability to search for programs by date, time, level, location, etc.	
L15	Ability for customer to save programs to cart and register for them at a later date (if there is still availability in that course).	
L16	Pay by Gift Card, coupon code or promo code.	
L17	Ability for customer to automatically export a custom file to be imported into Outlook automatically adding dates to their calendar of all programs they registered for.	
L18	Ability for directions to facility to be printed/viewed by customer.	
L19	Detailed information available to customer for all activities, leagues, memberships and rentals: instructor name, location, comments, notes, fees, dates, times, age, min/max, equipment, late fees, etc.	
L20	CSD can control dates/time for online registration.	
L21	Custom questions for membership/activity/rental can be answered by customer when registering online (t-shirt size, location preference, etc.).	
L22	System must allow for the posting of league scores.	
L23	System warns customer if account is already in system (to avoid duplicate account creation).	

Section M	Program Registration & Maintenance	Response
M1	Ability to track classes by various fields within program maintenance (class dates, location, capacity, start/end times, min/max class sizes, instructor, prerequisites, etc.)	
M2	System has table-driven course fees (if a course fee changes, the administrator can simply change the fee in one place without having to change the fee in multiple places).	
M3	Ability to quickly duplicate existing courses - so that courses with similar details do not have to be entered from scratch.	
M4	Ability to restrict certain activities to only those customers that have a particular membership.	
M5	Ability to enforce minimum & maximum ages required for course registration. Min. & max. age fields are optional in course set-up (e.g. they are not mandatory).	
M6	The system calculates age based on the start date of course rather than the date of registration.	
M7	Ability to easily roll over course info from one session to another to facilitate the creation of upcoming sessions. Staff do not need to re-create the course each session.	
M8	Ability to have dates incremented when rolling activities forward (i.e. a block of programs will automatically have their dates adjusted to a given start date).	
M9	Ability to block dates off for statutory holidays and have the system adjust program dates. Holidays should be adjustable by location.	
M10	Facilities can be automatically booked from within the registration module while setting up programs (e.g. without having to launch the facilities scheduling module).	
M11	Facilities can be automatically unbooked from within the registration module when cancelling programs (e.g. without having to launch the facilities scheduling module).	
M12	Ability to block the time daily, weekly, bi-weekly, monthly, first week of month, and last week of month type of flexibility; Every "Sunday" for 6 months; every first "Sunday" for six months.	
M13	Ability to identify holidays dates and exclusion dates and specify these dates on the receipt.	
M14	System prevents duplicate registrations.	
M15	Ability to track prerequisites for a particular course (including displaying an automatic alert message if a prerequisite has not been met).	
M16	Prerequisites can be tracked based on course groups. For example, Introductory Pilates is a prerequisite for Advanced Pilates. Introductory Pilates is available as four different courses (different days/times/locations). Any one of these courses would meet prerequisite requirements.	
M17	Ability to track emergency contact info including name, address, phone, fax of the contact person.	
M18	Ability to handle anonymous group registrations (e.g. John Doe reserves 10 spots for the members of a group but does not know the name of the people who will be attending at the time of registration).	
M19	System does not require one session/season to be closed before starting another.	
M20	System allows registration of customers into programs offered in more than one session at the same time (e.g. registration in both fall and winter programs at the same time).	
M21	Ability to warn operator of conflicting registrant activities for individual.	
M22	Ability to warn operator of conflicting registrant activities with another family member.	
M23	Ability to track special requirements on an individual user basis (e.g. "Note: this customer is a diabetic", etc.).	

M24	Ability to do any advanced course search by a number of criteria including date ranges, specific dates, am/pm, ages, facilities, topics, etc.	
M25	Ability to handle all aspects of withdrawing customers (a single customer or all participants of a class) from courses including tracking of withdrawal reasons (table driven), withdrawal confirmation, admin fees, refunds, etc.	
M26	Ability to do a global discount or adjustment for an entire course or program area. (e.g. Give a \$5 credit to everyone registered in Flag Football, because one night was cancelled due to lawn maintenance).	
M27	System supports waitlisting of program requests.	
M28	Ability to put customers on multiple waitlists simultaneously.	
M29	If a class size is increased or an opening becomes available due to cancellation, waitlisted registrants will be dropped into the queue before any new registrants.	
M30	Ability to track course attendance on a per class basis.	
M31	Ability to track instructors.	
M32	Ability to generate contracts for instructors.	
M33	System allows multiple instructors to be assigned to a single activity.	
M34	Ability to assign one instructor to more than one activity.	
M35	System includes ability to calculate instructor pay. Feature allows designating only certain program fees to be included in instructor pay processing calculation.	
M36	Ability to use multiple GL accounts for one course and assign a percent of revenue received to each.	
M37	Text may be entered for activities including a description of the activity, which will appear in the brochure/program guide.	
M38	Brochure Sync can be performed to export course information entered into system for import into main Brochure creation application.	
M39	System must allow for a customer receipt note/comment to be associated with each class. Comment must be reusable (assigned to multiple programs), unlimited in length and be able to print out on custom receipt.	
M40	System must allow for multiple prerequisite activities (e.g., must take session A and B before enrollment into session C is allowed).	
M41	System must allow Linking of courses. Enrollment in a linked course is only allowed if the client is first enrolled in the primary course to which the desired course is linked. The primary course can have several linked courses.	
M42	Program keywords may be associated for each program session, allowing for program search functions by keywords.	
M43	Allow for the transfer of enrollees from one activity to another (and properly handle the financial data, even when the fees are not the same.)	
M44	Provide the ability to override or adjust class fees, with proper rights.	
M45	Receipt print options must include standard, direct email and mailer (windows envelope) formats.	
M46	Interface has the capability to suggest similar classes for staff to recommend to customer. This would be a feature that can be activated by CSD if wanted.	
M47	Ability to have more than one customer window on screen. (e.g., making sure siblings are registered for same time frame)	
M48	Ability to view multiple classes on screen at once. Searching for Beginning Karate in one screen while searching for Intermediate Karate in another screen in order to quickly match up times for two siblings.	
M49	Email specific users items related to course (cancellation, new equipment list, promo coupon, new location, etc.).	
M50	Text specific users items related to course (cancellation, new equipment list, promo coupon, new location, etc.).	
M51	Ability to attach documents to course for customer to access online (map, waiver, handbook)	
M52	Ability to retire sessions.	

M53	Non-resident fee automatically applied based upon zip code of customer.	
M54	Custom questions and tracking of answers (shirt size, closest school, etc.)	
M55	Different registration dates for non-resident and resident customers.	
M56	Show activities online without allowing registration.	
M57	Flexible Registration for Child Care related programs (e.g., ability to register for different days of each week for a 4 week block).	
M58	Ability within Maintenance to search for class by Instructor.	
M59	Ability within Maintenance to search for class by Age.	
M60	Allow for user-defined, additional fields to be created.	
<b>Section N</b>	<b>Instructor Payments</b>	<b>Response</b>
N1	Instructor can have access online to view classes they teach, see how many are enrolled, print rosters, etc.	
N2	Calculation of payment owed.	
N3	Ability to do multiple pay rates (percentage, flat fee, per enrollee).	
N4	Input Instructors into software. Ability to make active or inactive.	
N5	Put in percentage so it links to all classes they teach.	
<b>Section O</b>	<b>Facility &amp; Field Specifications</b>	<b>Response</b>
O1	Ability to issue complicated queries on any combination of fields on the screen including non-keyed fields (e.g. display every small meeting room available at 10 a.m. - 12 noon on Thursday mornings with a capacity of 20 to 30 people)	
O2	Ability to set up facilities and bookable areas inside these facilities (e.g. a recreation center facility may be comprised of multiple bookable areas like meeting rooms, pools, courts, classrooms, ice rinks, etc.).	
O3	Ability to have facilities partitioned for rental (e.g. Poppy Room can be booked in half as Room A and Room B). If Poppy Room A is booked, Poppy Room B can be available. If Poppy Room is booked, neither Poppy Room A or Poppy Room B can be available.	
O4	Bookable areas are able to have a relationship with other facilities whereby if one is booked the other automatically becomes unavailable to avoid double bookings. For example, a field where a baseball diamond overlaps with a soccer pitch.	
O5	Ability to categorize bookable areas by type, capacity, facility, etc.	
O6	Ability to record facility location.	
O7	Ability to record available hours with prime and non-prime hours for each bookable area.	
O8	Ability to track available equipment and amenities for each facility/bookable area.	
O9	Ability to send reminders to CSD that equipment is due from renter (e.g., bases from a field renter are due back from customer).	
O10	Ability to track function (e.g. what type of event) and specify by facility the types of functions that can take place there.	
O11	System can handle various time increments from different bookable areas.	
O12	System can have multiple fees (half hour, hourly, block).	
O13	Ability to schedule all indoor and outdoor facilities including classrooms, meeting rooms, auditoriums, swimming pools, fitness, sports fields, boardrooms, etc.	
O14	Ability to block off times for administrative purpose, including repeating. These should not require all the information needed for a public rental such as fees, description, contracts, etc.	
O15	Ability to perform availability search by complex, facility type, facility, bookable area type, bookable area, capacity, amenities, field type, field location, etc.	
O16	Ability to handle cross-day bookings (e.g. starting at 9:00 pm and finishing at 2:00 am the next day).	
O17	Ability to put facilities on short-term ("tentative") hold without payment.	

O18	Ability to prompt and track any forms or special requirements related to the activity held (e.g. alcohol permit, insurance waiver is required).	
O19	Ability to automatically determine set-up and take-down times related to function. There is no need to book set-up and take-down times separately. These can be modified by staff.	
O20	Ability to schedule payments as due immediately, first of month, last of month, on day of booking, and X number of days before the event.	
O21	Ability to print updated contracts, amendments only, or both, without loss of initial booking information.	
O22	Ability to assign surcharges – lifeguard fees, detailed costs, etc.	
O23	Ability to schedule multiple time periods and enter the relevant information once.	
O24	Ability to view payments – how much, what kind of transaction, who took payment.	
O25	Ability to include comments on contract giving customer additional information, specific rules or policy.	
O26	Ability to locate contracts by contract number, customer name or group name.	
O27	Ability to view pop-up screens giving staff information about specific policies or rules.	
O28	Ability to automatically “roll-over” contracts for the next year. Staff do not need to re-key booking information.	
O29	Ability to integrate with the Program Registration and the League Scheduling module so that when an activity or league is linked to a facility, it automatically reserves/cancels that facility into the overall booking schedule.	
O30	Ability to assign a unique transaction number for each booking. This number should be printed on the contract and all booking related screens and reports.	
O31	Ability to display and print facility schedules in a variety of formats including daily, weekly, and monthly calendars.	
O32	Bookings are made in a graphical manner using a date/time grid/calendar with mouse drags to select time periods. User does not have to manually type any time periods.	
O33	Ability to easily display & create custom display formats for graphical booking.	
O34	Ability to prevent a bookable area from being double booked.	
O35	Ability to repeat bookings daily, weekly, bi-weekly, and monthly.	
O36	Ability to create a wait list when the desired time block is not available. This list should not require payment or full rental detail. It should only record name, phone number, date/time, and facility.	
O37	Ability to repeat modifications. (e.g. A clerk needs to modify a rental from ending at 7 p.m. to 8 p.m. If the rental has 20 days booked the clerk should have the option to modify the first entry and repeat the changes to all other days.)	
O38	Cancellation reasons are table driven (for statistical tracking).	
O39	Contracts or permits can be emailed to the client.	
O40	Ability to generate a report to highlight confirmed bookings for which a deposit has not been received in excess of XX days.	
O41	Ability to pull up and use client information on those who have made previous reservations.	
O42	Ability to track contracts due for payment.	
O43	Ability to assign more than one GL account to a facility.	
O44	Ability to handle more than one rental rate with different effective date.	
O45	Ability to print mailing list (labels).	
O46	Ability to generate email distribution list.	
O47	Ability to track security/damage deposits received/refunded.	
O48	Transfer payments from individual to company and vice versa.	

O49	Allow credit card (encrypted) to be on account for use for damages.	
O50	Auto fill in lines for questions (security, bounce house, equipment brought in).	
O51	Tracking of all edits and updates.	
O52	Ability to search for available spaces by Field Type.	
O53	Ability to create a calendar of fields with bookings.	
<b>Section P</b>	<b>Membership Pass</b>	<b>Response</b>
P1	Ability to set up parameters for each pass type/plan (expiration date, fee, time of day use, location use, entry points, term period, description, notes, etc.)	
P2	System handles date based (e.g. valid for 30 days) and punch card style (e.g. Valid for 10 visits) membership passes.	
P3	Punch card has the ability to add more punches.	
P4	Ability to restrict validity to certain days, times, etc. (e.g. prime-time, non prime-time, weekends only, etc.).	
P5	Ability to restrict validity to a certain facility or group of facilities.	
P6	Ability to handle a number of validity options including a fixed number of days (e.g. valid for the next 90 days) as well as fixed date ranges (e.g. Sept. 1 to Dec. 31).	
P7	Ability to restrict use to customers within certain age ranges (e.g. between 13 and 18, over 18, etc.).	
P8	Ability to assign memberships and passes to individuals, families, and organizations.	
P9	Ability for system-enabled automatic membership renewal and automatic credit card debit.	
P10	Ability to track membership cancellation reasons. Cancellation reasons are table driven to facilitate gathering of statistics.	
P11	Ability to assign multiple memberships to a single customer.	
P12	Ability to generate membership pass usage statistics – daily, monthly, quarterly, yearly breakdowns.	
P13	System has full barcoding / magnetic stripe scanning capability.	
P14	Barcode / magnetic stripe scanning retrieves customer information instantly. No manual search is required.	
P15	System handles, if desired, all aspects of the card production process including maintaining customer data, capturing digital images, encoding magnetic stripes and/or smart cards, and physical printing of the cards themselves on site.	
P16	Ability to assess extra fees to memberships (e.g. towel service charge, locker rental charge, etc.).	
P17	Ability to allow discounts (e.g. summer specials, etc.) on memberships.	
P18	Ability to use multiple GL accounts for one membership plan and assign a percent of revenue received to each.	
P19	Assignment of valid and invalid visit sound files for each pass type. Sound files must play at time of entry (when ID is swiped) to alert attendant.	
P20	Ability for customer to purchase membership pass online.	
P21	Ability to create custom color card layouts with staff photo, information and CSD logos/graphics.	
P22	Ability to link a membership to a course as a prerequisite. Customer cannot register for course without the required membership registration.	AN
<b>Section Q</b>	<b>League</b>	<b>Response</b>
Q1	System provides for the scheduling of any number of leagues with normal regular season, and single and double elimination tournament league types.	
Q2	League data contains: beginning/ending dates, extension play date(s) used for scheduling cancelled games, beginning/ending times, and days of the week, restrictions for gender, age, residency, etc., number of rounds to be played, number of teams, number of games each team will play, team standing (with scoring capability).	
Q3	Actual times of league are printed on receipt.	

Q4	Allow for unlimited schedule exceptions by team, by facility and for the entire league. Exemptions are times when either the team, the facility, or the entire league will not be able to play. The schedule for the league needs to be adjusted to meet the exception when creating the game slots.	
Q5	Multiple facilities with unique times for each may be linked to each league. Ability to rotate the times and locations is ideal. Example: three different fields are used for the men's softball league.	
Q6	Provides for league schedule template import and customization (user-defined schedule templates).	
Q7	System provides for the import of league and team data from the program registration function in the software. Enrollments may take place in the programs registration module, then automatically feed the league scheduling module the information creating team rosters without having to duplicate data entry.	
Q8	Balance home/away, location and time slots when creating the schedule.	
Q9	Allow manual adjustment to a league schedule to meet any special requirements.	
Q10	Allows for adjustments to any game in the schedule.	
Q11	Ability to cancel game, then reschedule.	
Q12	Identifies any facility conflicts during the scheduling process.	
Q13	Ability to enter/post scores of games/contests which automatically updates league standing programs and reports.	
Q14	Allows for creation of tournament brackets at the end of the regular season based on league standings.	
Q15	Allows for team registration for leagues. Team players must also be tracked.	
Q16	Allows for league payments and reversals.	
Q17	Allows deleting of one or more teams from a league, and then automatically regenerate a new schedule.	
<b>Section R Point of Sale (POS)</b>		<b>Response</b>
R1	During transaction, time periods can be created for how long the last transaction stays on the screen.	
R2	Reprinting recent transaction receipt is easy.	
R3	Point of Sale (POS) module provides full cash register/point of sale functionality (e.g. system can fully replace cash register).	
R4	POS and other modules have access to the same account balance. (e.g. Parent can put a \$200 credit on account and the registrant can use that credit through POS.)	
R5	Ability to record and track a variety of sales transactions including snack bar sales, retail sales (e.g. t-shirt, sports equipment, etc.), membership sales, rental charges, etc.	
R6	Items can be set-up as a specific price (PLU) or as an open price (Department)	
R7	A pop-up prompt can be assigned to a POS individual item to ask a specific question and record the response.	
R8	Look Up Lists	
R9	PLU Item can have more than one GL Account	
R10	PLU / Department linked to specific terminal, Group, and payment options.	
R11	Ability for Supervisor Override	
R12	A drop in item (e.g. adult swim) can be tagged as an attendance item. This attendance can be reported on individually or as a consolidated attendance report for programs, rentals, memberships and drop ins.	
R13	Ability to record and calculate taxes by commodity.	
R14	Ability to supply customers with itemized receipts.	
R15	Ability to display cash transactions including balance owing and change to be returned.	

R16	Cashiers have the ability to use different terminals in a given day and the transactions specific to a user are accumulated as one total for the day. Similarly, the number of users on a single register is not limited.	
R17	Ability to update programming centrally (e.g. for pricing changes, tax changes, changes to product mix, etc.).	
R18	System accommodates reporting on a centralized basis (e.g. system-wide totals) as well as on a local basis (e.g. totals for a particular station only).	
R19	Ability to track non-revenue admissions.	
R20	POS module accommodates multiple payment methods including cash, checks, and credit cards.	
R21	System includes locking cash drawers including automatically opening them when a particular transaction is completed.	
R22	System can print UPC/SKU/barcode labels for items.	
R23	Touch screen functionality available.	
R24	Allows for the sale of inventory items (with full inventory control), miscellaneous sale items, tickets, and services.	
R25	Automatically maintain inventory data such as quantity on hand, reorder point, normal stocking level, and quantity on order.	
R26	Ability to associate vendors (with primary vendor toggle) for each inventory item.	
R27	Inventory counts must automatically be updated when an item is sold in the point of sale process.	
R28	Allows for the return of an item, which then automatically adds the item back into inventory.	
R29	Allows for the deletion (void) of a single item during a transaction, without having to start the transaction over again.	
R30	Provides the option to link a transaction to a customer for reporting and statistical purposes.	
R31	Provides for coupons or discounts, with the ability to discount a flat dollar amount or a percentage amount. In the case of a percentage, must be able to take percentage of last item sold (in the current transaction) or all previous items sold ( in the current transaction).	
R32	Customizable POS Screen	
R33	POS Screen buttons can be assigned different colors. Colors are not associated with category of key.	
R34	POS Screen can be various size grids.	
R35	POS Screen can have various fonts.	
R36	Images can be placed onto buttons.	
R37	Ability to issue refund without have to reenter all items from transaction.	
<b>Section S</b>	<b>Reports</b>	<b>Response</b>
S1	All reports can be customizable and be saved as default.	
S2	Ability to report registration by payment method, location, and user.	
S3	Once a report is customized, every user has access to it.	
S4	System can produce mailing labels or mail merge files based on any range of memberships owned, programs taken, or facilities rented; including by demographics, age group, gender, etc.	
S5	System must allow for the creation of invoices and statements for outstanding payments due.	
S6	Export and print reports to Word, Excel or PDF format (operator selected at time of print/export).	
S7	Specific Notes printed on receipt. These notes are triggered by specific items on an Activity, Membership, Rental, etc. (Example: a swimming class automatically prints notes on required hold harmless information or a link to appropriate attire on a website.)	
S8	Specific Notes can also trigger a notice on the screen during printout to draw attention to the user so they can notify customer verbally of the information.	

S9	Reports can be previewed, printed, saved to file, or emailed.	
S10	All receipts can be reprinted from various modules and customer account.	
S11	Receipts can have barcode printed on them for scanning ability.	
S12	System allows for a method of "scheduling" reports for automatic output, so that a pre-defined intervals, reports will be run requiring no employee input (once scheduled) and to be easily emailed through Outlook.	
S13	<b>Please provide a list of all Reports for each Module. Attach the list to this document.</b>	

**Attachment B: Response to Requirements was completed by:**

*Vendor Name*