

JOHNSON COUNTY PARK AND RECREATION DISTRICT

JOHNSON COUNTY, KS

REQUEST FOR PROPOSAL

“Recreation Management Software”

The Johnson County Park and Recreation District (JCPRD) is currently soliciting proposals for Recreation Management Software with real-time Internet Registration, to support the processes managed by JCPRD, including, but not limited to, the daily management of administrative task, such as program registrations, facility reservations, memberships, league scheduling, childcare management, golf course management, point of sale, payment processing and customized reporting.

There are two major objectives to be met by the development of the Request for Proposal (RFP). First, it is intended to establish and define a clear set of functional requirements to be satisfied for the Recreation Management System. Second, it will provide general direction to the vendor in submitting a proposal that will best meet the software needs of JCPRD.

Interested vendors must submit five (5) hard copies and one (1) electronic copy of their response to this Request for Proposal labeled on the outside package 'RECREATION SOFTWARE RFP' no later than January 15, 2010 at the offices of:

Johnson County Park and Recreation District
Greg Reinert (ITS/Finance Manager)
7904 Renner Road
Shawnee, Kansas 66219

E-mail Address: Greg.Reinert@jocogov.org

Vendors are requested to submit any questions regarding the RFP to the above e-mail address.

Submittals must be valid for 90 days following the opening date.

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1 INTRODUCTION

The Johnson County Park and Recreation District, (subsequently referred to as the District), is located in the Kansas City metropolitan area and was created by the Kansas Legislature on January 12, 1953 under the original name of Shawnee Mission Park District of Johnson County Kansas, pursuant to the provisions of K.S.A. 19-2589 et seq. In 1965, the boundaries of the District were changed to encompass all of Johnson County, Kansas. Administrative offices of the District are located at the front entrance of Shawnee Mission Park, 7904 Renner Road, in the City of Shawnee, Kansas.

The District maintains and operates nine developed park areas, three future park sites and a Streamway Park System. The District comprises over 9,642 acres, which generated seven million park visitations in 2009. The District offers recreational opportunities including tournaments, leagues, fitness programs, clinics and instructional classes to youth and adults in Johnson County and the entire metropolitan area. A progressive schedule of aquatics classes, fine and performing arts programs, child care services and a comprehensive 50 Plus program provided over 4,200 fee-supported recreation programs which generated over two million program participations in 2009.

The Johnson County Park and Recreation District is a multifaceted agency governed by a seven member policy making Board, which is appointed by the Johnson County Board of County Commissioners. In 2009, the District's operations and services were provided by approximately 180 full-time, 10 part-time and over 1,000 seasonal employees. (The majority of seasonal employees are employed by the District during the summer months from May 15 – August 15 of each year).

2 STATEMENT OF PURPOSE

The purpose of this Proposal is to obtain competitive pricing for a comprehensive, hybrid-hosted or on-premises Recreation Management System specific to Parks and Recreation that can meet the current requirements of the Johnson County Park and Recreation District, and is capable of expansion to meet future needs. The software package must be certified to operate with the Windows XP Pro network client, Windows 2003/2008 Terminal Server, and SQL 2005/2008 Server Database environment. Further, the software must function properly with both local and remote clients.

The Johnson County Park and Recreation District seeks to implement a Recreation Management Solution that will enable the District staff to serve its customers with greater efficiency and to enhance internal operations. The solution shall provide for easy management, allow for future growth, and deploy easily to functional areas of Parks and Recreation. The District is committed to taking significant steps to automate as many processes as possible and is interested in functionality which will automate basic, common recreation services:

- Online Activity Registration (Required) – A hybrid-hosted internet registration program and payment solution is desirable to initiate automation and to increase customer service by allowing users to access and pay for recreation services and programs from their home computers. A hybrid-hosted web application shall offer the flexibility to synchronize online registration and payment activity to the on-premises database servers through a secure interface. Further, a hosted payment solution is desirable or an external redirect interface that allows the District to retain its current credit card merchant while maintaining PCI DSS compliance.
- Onsite Activity Registrations (Required)
- Facility Reservations (Required)
- Memberships (Optional)
- League Scheduling (Required)
- Childcare Management (Optional)
- Golf Course Management (Optional)
- Point of Sale (Optional)
- Payment Processing (Required)
- Standard Reports in different formats (Required)
- Subsidiary Modified Accrual Accounting System (Required)

A Team composed of District management and staff has been assigned to review, evaluate and grade all Proposals submitted from solution providers related to the purchase, installation, implementation, training and on-going support of District's staff in the use of the Recreation Management Solution.

Our primary objectives in implementing the Recreation Management Solution are as follows:

1. Define an integrated client/server technology platform, including infrastructure as well as database and development, which will define the basis for supporting the objectives of the organization.
2. Automate and improve our ability to service our customers by leveraging technology to achieve a competitive advantage.
3. Improve operational efficiencies throughout the organization.
4. Reduce overall operational costs.

Based upon a preliminary review, we have selected your organization to receive this formal **Request for Proposal (RFP)**. We are hopeful that you will submit a Proposal, using the *electronic* forms provided, which address the costs for the procurement, implementation, staff training and on-going maintenance of this software from your organization.

3 EXISTING ENVIRONMENT

3.1 Current Business Technology

The current Recreation Management System used by the District was developed in-house in the early to mid 1970's and includes class registration, scheduling, and reporting modules. These integrated programs currently run on the District's IBM AS/400 mid-range computer system. The current system has undergone extensive changes and improvements over the past 30 – 35 years to meet the agency's changing needs. Information regarding the District's current IBM AS/400 hardware and software systems is as follows:

IBM AS/400 Type 9402 Model 200

6	Gigabytes of disk
48	Megabytes of main memory

3.2 Current Network Technology

While the majority of all Recreation-related computer applications continue to run on the District's AS/400 system, the District has well established wide-area and local-area networks, and a three-tier client-server environment (client interface, business logic, database access) for most of its business and productivity applications.

In addition to the District's IBM AS/400, the District currently operates and maintains a Windows-based network composed of seven domain member servers running Windows 2003 Server, including a Windows Terminal Server, SQL 2005/2008 Database Server, SharePoint Server, and 180 Dell workstations of varying make and model, running XP Pro operating systems. These systems participate in a Windows 2003 domain structure, which is the foundation for this network. Information regarding the District's current N-tier hardware configuration is as follows:

DELL PowerEdge R710 Database Server

12	Gigabytes of DDR3 memory
2	Quad core intel processors
250	Gigabytes of available disk storage
1	Windows Server 2008 Enterprise 64-bit
1	SQL Server 2005/2008 Standard 64-bit (per-processor licensing)

DELL PowerEdge 2850 Application Server

6	Gigabytes of DDR2 memory
1	Quad core intel processor
106	Gigabytes of available disk storage
1	Windows Server 2005 Enterprise 64-bit

The District's local-area-network (LANs) segments are IP-based, switched Ethernet systems, with gigabit links for core and edge connections. The LANs allow the permissive use of a variety of protocols, such as TCP/IP, AppleTalk, and NetBEUI. District LAN services include web applications, business services, file sharing, e-mail, network printing, scanning, network backups, and general office productivity services. Currently, the District has 50 geographically dispersed sites with networks at each site that interconnect to the County's private ATM wide-area-network backbone in a spoke and wheel fashion via ADSL, VPN, T1, and frame relay. Of these 50 sites, four are high bandwidth, and 46 are low bandwidth.

3.3 ITS Technology Staffing

The District's Information Technology Services Division (ITS Division) is composed of three full-time employees who work closely with the District's ITS Manager and cooperatively with the County IT Department to provide all District staff with day-to-day technology services. It is anticipated that these three ITS staff members will play an integral role in the purchase and installation of all hardware components and the deployment, daily operations and on-going maintenance of the Recreation Management Software Solution.

4 SUPPLIER REQUIREMENTS & INSTRUCTIONS

Information is to be provided for all sections within this electronic document. You may include additional supplemental information as part of your proposal; however, if supplemental information is submitted, this information should follow the outline provided in Appendix B.

4.1.1 RFP Questions

Our objective is to insure that we provide you with all of the information that you will need in order to obtain the most complete response possible to this RFP. We welcome any and all questions which you might have in responding to this RFP. Questions or requests for clarification must be e-mailed to: Greg.Reinert@jocogov.org by January 8, 2010 at 1:00 PM CDT. A copy of all questions and their associated responses will be e-mailed to all participants as they are received and addressed by the District.

4.1.2 Delivery

Responses must be e-mailed to the address listed below. Please submit five hard copies and one electronic copy of this material to the address listed below. All RFP responses must be received at the District's Administrative Office no later than **January 15, 2010 at 2:00 p.m.** to be considered. **Proposals that do not reach the District's Administrative Office by the deadline set forth above will not be accepted for consideration!**

Please e-mail or deliver responses to this RFP to:

**Johnson County Park & Recreation District
Attn: Greg Reinert, Finance & ITS Manager
7904 Renner Road
Shawnee Mission, KS 66219**

E-mail address: Greg.Reinert@jocogov.org

4.1.3 Presentation

It is requested that all printed supplemental information accompanying your Proposal be bound in a 3-ring binder. Number pages consecutively within each section, using section and page numbering as listed in Appendix B.

4.1.4 Important Due Dates

Date to be Received	Items to be Returned
January 8, 2010	Final Vendor Questions and Clarification Requests Due
January 15, 2010	Completed Response to RFP Due
February 1, 2010	Technology Team Scoring completed
February 17, 2010	Final recommendation presented to District Board for approval
February 18, 2010	Successful Vendor notified of Board Approval.
March 1, 2010	Implementation timeline to be negotiated.
August 1, 2010	Desired go-live date.

The selection schedule is tentative and we reserve the right to adjust the dates above.

5 TERMS AND CONDITIONS

All vendors responding to this RFP are required to adhere to the terms and conditions outlined below.

5.1 Information Access

The information provided within this, or any other document supplied by the District is to be considered strictly confidential and shall be considered proprietary to the District. This information is not to be shared with individuals outside of your organization unless the District has specifically provided either written or verbal consent allowing said individuals access to this information. Information received from your Company will receive this same high level of confidentiality and treatment.

The contents of your Company Proposal will remain highly confidential and will not be made available to anyone except those District' staff involved in the review and evaluation of this RFP process. By submitting a Proposal, the vendor agrees to the terms, conditions and specifications of this RFP.

5.1.1 Contract Duration

For purposes of this RFP, prices quoted for software and services to be provided by your organization, or contracted through your organization, are to be valid for a minimum period of 90 days from the date of submittal.

5.1.2 Expenses

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

5.1.3 Response Preparation

Your response should clearly state the ability of your organization to satisfy the requirements defined within this document. In addition, you should provide your most aggressive pricing related to the various components of this RFP. It is the intent of the District to use this pricing both as a key element in the ultimate decision regarding the selection of a supplier, as well as a part of the determination of the budget for the project. In each case in which a specific platform is provided, you should quote a price for the defined platform only.

5.2 Bid Evaluation and Negotiation

This Request for Proposal is designed to provide the District with the ability to make a determination of which potential supplier will best satisfy the requirements of the District. Each supplier will be evaluated against the exact same set of criteria, and will be provided a "score" for each category in the evaluation. A Team composed of District management and staff will use the following criteria to evaluate all Proposals received. NOTE: Not all criteria listed below will be equally weighted.

- a. Quality of the overall RFP presented and the degree to which it conforms to the required format.
- b. Quality of the total solution including application software and deployment options (e.g. Hybrid-Hosted, On-Premises).
- c. Experience and technical expertise of the staff implementing the solution.
- d. Reputation and stability of the vendor/Company responding to this RFP.
- e. Total cost of the Recreation Management Solution being proposed. This cost includes, but is not necessarily limited to, the following: application software, licenses, training, installation, support and software maintenance.
- f. Demonstrated ability within the past two year period to successfully install and integrate a Recreation Management Solution in at least three agencies/municipalities, with one being of similar size and complexity to the District.
- g. Amount and quality of initial training and support that District' staff will receive.
- h. Level of assistance available to District staff by the vendor through all aspects of the implementation process of this contract.
- i. Feedback received from references provided by the vendor/Company.
- j. Vendor willingness and ability to negotiate contract terms acceptable to the District.

5.3 Formal Presentation and Contract Negotiation

Based upon an evaluation and final *combined* "scoring" of all Proposals received, the District's Team may invite one to three finalists to make a formal presentation regarding their Proposal. These presentations will be arranged cooperatively with selected finalists, in advance, by the District.

Following presentations, above, District staff will endeavor to negotiate a contract with the successful vendor/Company responding to this RFP. In the event that a mutually agreeable contract cannot be negotiated, District' staff will then enter into contract negotiations with the next highest rated firm, and so on until a mutually agreeable contract can be negotiated.

5.4 Acceptance or Rejection

The District, at its sole discretion, reserves the right to either accept or reject any and all Proposals received. The existence of this RFP shall not, in any way, obligate the District to take any action regarding any response submitted by a supplier to this request.

5.5 Responsibilities as Independent Contractor

Any personnel provided by the supplier shall be considered to be personnel or agents of the supplier. Under no circumstances will said personnel be considered to be agents or personnel of the District.

If your organization intends to utilize a third party organization to perform any of the tasks associated with any aspect of the Proposal, this intent must be disclosed as part of the Proposal. For example, if it is your intent to have an organization other than your own perform implementation and project management services as part of the proposed engagement, you must indicate this as part of the Proposal. In addition, responsibility for any items or activities provided by any subcontracting or third party entity must be assumed by your organization. For purposes of this engagement, the District intends to contract exclusively with your organization for the support functions required to insure a successful implementation. This means that your organization will be the sole contact concerning contractual matters, invoicing and associated payments.

5.6 Staffing

As part of this engagement, it is assumed that your organization will assign project personnel that possess the necessary skills to make significant contributions to the completion of the project. Personnel assigned to the project shall be completely at the discretion of your organization. However, the District reserves the right to require the supplier to remove and possibly replace personnel who are not meeting expectations or who do not interact in a positive manner with District staff or other project personnel.

5.7 Insurance

In order to provide services to the District, your organization must maintain the following insurance:

Worker's Compensation and Employer's Liability Insurance in accordance with the applicable laws of the state of Kansas or in accordance with the applicable laws of the State in which the contractor is obligated to pay compensation to employees engaged in the performance of the work. The policy limit under the Employer's Liability Insurance section shall not be less than one \$500,000.00 per occurrence with one million dollars (\$1,000,000.00) aggregate.

Commercial General Liability Insurance covering the work, the performance of the work and everything incidental thereto, with limits of not less than one million dollars (\$1,000,000.00) per occurrence combined single limit, or in whatever higher amounts as may be required by the District's insurer.

This policy shall be endorsed to cover Contractual liability assumed by the contractor under the indemnity agreement set forth below. If any of the work is sub-contracted, independent contractor's liability providing coverage in connection with such portion of the work, which may be sub-contracted, broad form property damage liability, and personal injury liability.

Automobile Liability and Property Damage Insurance, including coverage on owned, hired, and non-owned automobiles and other vehicles, if used in connection with the performance of the

work, with bodily injury and property damage limits of not less than one million dollars (\$1,000,000.00) per occurrence combined single limit.

5.8 Hardware

It is the District's intention to purchase, install and maintain all on-premises hardware components and peripheral equipment associated with this RFP. As part of this Proposal, the supplier will be required to assist the District's ITS staff in the identification, selection and configuration of these hardware components.

5.9 Contract Item Costs

5.9.1 General

We regard this process as one in which the District will choose a partner to assist in implementing a new Recreation Management System. As such, the District will look to the chosen supplier to actively and aggressively pursue those practices which will serve to minimize the cost to the District both during implementation and in the future operation of its business.

5.9.2 Price Protection

The rates for software and services provided by supplier in response to this RFP must be valid for a period of 90 days. Furthermore, once a Proposal has been accepted, all defined rates for services to be provided under any resulting agreement must be guaranteed at the proposed rate for a period negotiated by both parties at the date of project initiation.

6 SCOPE OF THE RFP

This RFP is a solicitation for information regarding the purchase, implementation, and maintenance of a Recreation Management Software system. As such, our objectives are as follows:

- Utilize the core processes inherent within the chosen software to provide the basis for changing our existing internal business processes.
- Purchase and implement new software, including re-engineering of the necessary business processes to be in line with the processes of the new system.

The purpose of this section is to provide some additional insight into the information content which should be included in your response to the RFP. This information should be in addition to the response to the specific items detailed in Section 7 of this document.

As you prepare your Proposal, it is also important for you to understand that it is our objective to have the option of operating independently of the software supplier at some point in the future, should we desire to do so. This would include the ability to support and maintain the application itself, where appropriate.

6.1 Product Software Pricing

This section of your response should define the detail of how you price your product. It should include the price to purchase the software as well as any costs associated with installation of the software and training of both users and technical personnel in the daily use, operation, and maintenance of the Recreation Management Software Solution.

Also included should be any costs associated with other products (integration tools, developmental tools, software, etc.) that you believe are required in order to implement and efficiently operate the new Recreation Management System.

The warranty period associated with the software should also be defined within this section. Please specify not only the duration of the warranty period, but also the relationship between the warranty period and the onset of a maintenance and support agreement.

If the software is sold with source code, please indicate any incremental cost associated with this feature. In addition, if source code is not available, you should define whether an escrow process for the software and supporting documentation is available as an integral part of the licensing agreement, and the costs associated with this service.

6.2 Project Management

The activities to be provided by the supplier's project manager shall include the following:

- Development of an overall implementation strategy
- Development of technical standards for modifications, security, conversion, and system administration for all modules

- Development of a comprehensive implementation plan, including allocation of needed resources
- Project timeline, staging and scheduling
- Task management and tracking
- Project meetings and documentation

6.3 Mentoring Technical Staff

As part of the implementation process, we would like our technical personnel to become familiar with the application in the following areas:

- Application maintenance, including but not limited to development tools, utilities, queries, interfaces etc.
- System administration especially in the initial stages of testing and implementation
- Database maintenance, during the initial stages of implementation and subsequent performance tuning later in the implementation
- Workflow and GUI customization support
- Release management support

6.4 Functional Expertise

During the course of the implementation, we will need to be able to understand how the various aspects of your system can best be utilized by our organization. In order to continue with process improvement exercises after the completion of the implementation, our personnel must develop knowledge in these areas:

- Assistance and guidance with development of the business rules and applying them to the software
- Assistance in the development of data interfaces to/from external entities
- Assistance in the migration of existing data to the new system.

6.5 Optional Services

In addition to the standard items listed above, we expect to need assistance in a variety of other areas. These may include, but will not necessarily be limited to the following:

- Where needed and justified, customized design and programming for supported modifications
- Any other implementation support required for the on time, on budget, and successful completion of the project

7 PROPOSAL FORMAT

7.1 Supplier Background

In this section, we are seeking information regarding the background of your organization in order to assess the ability of your organization to bring the project to a successful conclusion.

7.1.1 Financials/General Information

Supplier should provide the following information regarding your organization:

- a. Provide company name and headquarters location. Provide length of time in the recreation management software product, software services, and consulting business.
- b. Provide the names, email, telephone, and fax numbers of persons authorized by your company to conduct negotiations with the District.
- c. Disclose fully all your relationships with any and all subcontractors and other related companies.
- d. If you are a current supplier to the District, please include current volumes and billable amounts over the past two years.
- e. Indicate whether your company is currently being reviewed by any governmental agency.
- f. Indicate whether your company is currently in litigation with any organization regarding fulfillment of contractual obligations, performance, or copyright and patent infringement.
- g. Conflict of Interest Certification: certify that your firm has no real or potential conflicts of interest which would prevent the supplier from acting in the best interests of the District.
- h. Provide the information requested using either true dollars or percentage information. If you are providing data on a percentage basis, make sure that you scale everything to total sales. That is, assume total sales represents 100% and scale all sales and cost items as a percentage of this number.
- i. Organization chart, senior management profiles, and management profiles of all staff assigned to the project.
- j. Relative size of this project in comparison to current customer base (revenue, transactions, etc.).
- k. Any additional information the supplier deems useful for the District's evaluation of the supplier's qualifications.

7.2 Customer Base and References

Provide a minimum list of three references that have contracted with your firm for the same or similar services. The District will contact these references **only** at the end of the vendor selection process as part of the due diligence phase of supplier selection. In addition, the District will only contact references after the supplier has specifically been asked to arrange for such contact to occur.

Include for each reference:

- Company name
- Contact name
- Company Address

- Contact telephone number and FAX number
- Contact e-mail address

The identified customers should be willing to answer questions concerning your Company's performance and services.

7.3 Pricing Structure

All pricing information should reflect an estimated five (5) year cost. Show costs for each of the five years for each cost element, as well as a total five year cost of ownership.

7.3.1 Product Software Pricing

In this section, please define the pricing structure for the associated software costs, which includes license fees or other pricing methods, and other required features such as maintenance, upgrades, consultation and support fees, and post-implementation training costs and services. Identify a breakdown of the pricing elements over the life of the contract. Provide a cost per user as well as a cost for an unlimited user site license for the software. Costs for both options must be included in the Proposal. In addition, include a guaranteed cost per user for any incremental user licenses which must be purchased in the future as a result of business growth. If there is any discount available on additional licenses as a result of purchasing these additional licenses in blocks of users (e.g., ten (10) user increments), this should also be stated.

7.3.2 Implementation & Consulting Costs

Since the District intends to utilize the selected software supplier heavily throughout the implementation process, costs associated with the implementation are expected to represent a significant fraction of the total cost. Please indicate the total estimate for the number of hours you expect the implementation to consume, the hourly cost for an individual in each category, and the estimated total cost. Please make sure that your cost is both reasonable and verifiable. It is the intent of the District, as part of its due diligence process, to talk to existing customers and determine how close the actual implementation costs came to the original estimates. It is important, therefore, that your numbers be realistic given the size and transaction volume of our organization.

7.4 Implementation Services

7.4.1 Methodology

In this section, we ask that you provide information regarding the implementation methodology which your organization utilized. This should be framed in terms of the various stages associated with the implementation (e.g., software installation, training, process definition, etc.). In addition, you should identify the tools which your organization utilizes for maintaining the project schedule and required resources.

7.4.2 Technology Transfer

As part of the implementation process, it is the hope of the District that its existing information systems personnel can gain significant expertise in both the technology used by the application as well as the inner workings of the application itself. Within this section, please identify the steps involved in getting our IT personnel familiar with all aspects of your application. This

should include any recommendations which your organization might have regarding training programs.

7.4.3 Documentation

In this section, you should define the amount and type of documentation that is available within your system. Specifically, is there on-line documentation at both the screen and field level?

7.4.4 Data Conversion

This section should define the approach you plan to take relative to the extraction, transformation, and loading of existing District data from an AS/400 database to the new Recreation Management Software database.

This should include:

- Database analysis and data mapping
- Conversion program writing
- Data integrity checking and audit methodology
- Post-conversion clean up
- Methodologies used to keep data in sync between remote and local systems, and between the solutions subsidiary ledger and the District's core accounting system (Microsoft Dynamics Great Plains)

7.4.5 Project Management

The District will assign internal project managers who will be responsible for the overall project management of this process. The District's designated individuals, in concert with the selected supplier Project Manager(s), will provide the oversight to ensure the successful implementation of the Recreation Management Software Solution. This will include the necessary scheduling of District resources to ensure their availability at the appropriate time throughout the duration of the project.

7.4.6 District Resources

Within this section, we ask that you identify the recommended resources (both technical and functional user areas) that the District should consider for the successful completion of this project.

This should include:

- By job title, the number and percentage of time dedicated by full-time employees (FTE's) for all District employees recommended for this project
- The minimum and optimum recommended technology resources
- A comprehensive organizational chart and anticipated team reporting structure reflecting both supplier and District staffing
- Identify any other requirements of the District

7.5 Technology

Clearly state the technical aspects of your bid and describe how they conform to the requirements of the RFP. Be sure to define the technology platform(s) used by the proposed solution.

This should include:

- The application development environment
- Database structure of the software system
- Industry partnerships
- Deployment Options (Hybrid-Hosted, On-Premises)
- The database(s) supported
- Database server operating system(s) supported
- Client or end-user operating system(s) supported
- Network environment(s) supported

7.6 Invoicing

Describe your proposed fee schedule and terms. Indicate payment terms in regard to any available percentage discount for early payment. The District, by State statute, is required to present all vendor invoices for approval and payment by its Board of Directors at its monthly meetings which are *normally* held the third Wednesday of each month. Please identify any differences between payment terms and conditions associated with software purchases compared to implementation services.

7.7 Internet and eCommerce Pricing

This section of your response should define all fee's associated with online registration and include credit card pricing fee's. For example, if you charge a 'Per Transacton' fee with online registration, please outline your fee structure, how credit and revenue is deposited into the District's bank account, and the frequency. The District anticipates that all online registration and transaction fee's, less vendor commissions and related charges, will be remitted back to the District via EFT credit at the close of business each day.

7.8 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 of the proposal are as follows:

- a. Support Services – hours, types, availability of assistance, etc.
- b. Access to training tools
- c. Escalation Procedures
- d. Staff Experience
- e. Staff size and allocation of duties (e.g. do employees split time between roles such as support and development)
- f. Upgrade support

- g. Timeliness of upgrades
- h. Determination process for future releases and training

7.9 Hardware Requirements

Describe user choices of compatible hardware and operating systems, and specify vendor recommendations, if any, while taking into consideration the hardware that the District already has in place.

8 QUESTIONNAIRE

In order to provide a direct comparison between the various suppliers, a standard questionnaire grid has been provided. The questionnaire further conveys the District’s interests and features for system functionality and provides an indication of the software product’s current capabilities and future state. Please complete and attach this information as outlined in Appendix B.

8.1 Functional Specifications and Features Grid

8.1.1 Company

ITEM	DESCRIPTION	Y	N	COMMENTS
1.	The Company has significant market presence as shown by over 100 customer installations.			
2.	The Company has demonstrated scalability by being in use by at least 2 organizations that serve a population of more than 250,000.			
3.	Company has steady growth as demonstrated by revenue growth averaging at least 5% per year for the last five years.			
4.	The company has support and implementation staff members dedicated to the proposed software.			
5.	The development & quality assurance departments are distinct and separate to ensure thorough testing (i.e. consultants do not develop the product or test it – they are only involved in implementation and training).			
6.	The Company’s systems are Payment Card Industry (PCI) Compliant. Please provide certification.			
7.	The Company has a proven history of transacting customer funds securely. Please indicate the amount of funds transacted annually.			

8.1.2 Support

ITEM	DESCRIPTION	Y	N	COMMENTS
1.	Company has a customer care department of staff (support & implementation personnel only) dedicated to the proposed product.			
2.	Customer Care Staff are dedicated to support & implementation (e.g. time is not split between development and support).			
3.	Live support is available for any issue from 8:00 AM – 6:00 PM (CST) Monday – Friday.			
4.	Unlimited live support is available for system down issues 24 hours a day, 7 days a week.			
5.	24 hour a day incident reporting and tracking is available through the company.			
6.	Remote or dial in support is available.			
7.	The support department has representatives with the Microsoft Certification designation.			
8.	The support department has representatives with SQL Server certification.			
9.	The company has standard incident escalation procedures. Please explain.			
10.	All support calls and incidents are tracked in a customer relationship management system (CRM) or similar solution.			
11.	The support department maintains an issue closed on the first call rate of at least 50%.			
12.	The company has a proven “Evergreen” upgrade policy, meaning that clients never have to “re-buy” the software and receive all new releases free of charge.			

8.1.3 Technical Requirements

ITEM	DESCRIPTION	Y	N	COMMENTS
1.	Proposed system is fully functional and is currently operating at a minimum of 100 different organizations.			
2.	System is a true (native) 32-bit or 64-bit application that has been compiled and tested in Windows 2003/2008, SQL 2005/2008, and XP Pro environments.			
3.	System has received Windows certification as “Designed for Windows” (Windows Logo program).			
4.	Design and use of graphical user interface (GUI) is industry-standard and complies with guidelines published in Microsoft’s User Interface Style Guide.			
5.	Toolbar has “bubble help/toolbar tips” (functionality of a particular button is displayed when cursor passes over button).			
6.	The software is able to use MS SQL Server 2005 64-bit or MS SQL Server 2008 64-bit database platform.			
7.	The software writes directly to the MS SQL Server database without hitting any intermediate or proprietary databases (e.g. Progress RDBMS).			
8.	The solution supports running application modules in a Terminal Server environment.			
9.	System can print receipts and contracts in English, and/or Spanish.			
10.	Vendor offers multiple solutions to fit customer need including client/server solutions, hybrid-hosted solutions – please describe.			

8.1.4 Account

ITEM	DESCRIPTION	Y	N	COMMENTS
1.	Ability to handle multiple date formats (eg. dd-mmm-yyyy, yyyy/mm/dd, etc.) for both input & output.			
2.	System has ability to track city areas, neighborhoods, and districts, in addition to addresses.			
3.	Ability to search by partial entry of the sought value (e.g. search for “SM” returns Smith, Smythe, etc.).			
4.	Ability to quickly retrieve clients by name, phone number, address or organization name, Membership ID number, etc.			

ITEM	DESCRIPTION	Y	N	COMMENTS
5.	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(s) already exist(s). Would you like to create this record anyway?").			
6.	System has customizable alert messages that appear when certain individuals, families, organizations, facilities, programs, etc. are accessed.			
7.	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).			
8.	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.			
9.	Ability to designate (or modify) one individual as primary contact for a family or organization (this person is the one responsible for the account).			
10.	Ability to view individual, family, or organization's entire registration, booking, membership, and payment history on one screen.			
11.	Ability to merge information from duplicate records (e.g. the same person has been accidentally entered into the database twice).			
12.	Ability to record customers' medical information including health card #, family doctor and phone #, dentist and phone #, allergies, etc.			
13.	Ability to flag customers. (e.g. Freeze customers or add informative pop-up message such as "Has had 4 NSF checks")			
14.	Ability to quickly determine all customers with a credit or debit balance.			
15.	Areas can be linked to one or more cities, reducing the list of available areas once the city is selected.			

8.1.5 System

ITEM	DESCRIPTION	Y	N	COMMENTS
1.	The system's subsidiary ledger can be automated to integrate with core Financial Systems, such as Microsoft Dynamics Great Plains, on an accrual accounting basis.			
2.	System allows user to either type dates manually, or select from a pop-up graphical calendar. A pop-up calendar is available on all date fields.			
3.	System prevents "run-away" searches that can lock-up a machine for several minutes or longer (e.g. when selection criteria are too broad).			
4.	System allows authorizations and passwords to be administered according to a pre-defined client profile or user-role that determines which tables, screens, processes, etc. a person is permitted to access.			
5.	System is password protected.			
6.	Users can change their own password at any time.			
7.	Passwords are saved in encrypted format in the database or in a restricted server file (not on the user's PC).			
8.	Passwords cannot be read by anyone - not even by the system administrator. If a user forgets their password, a new password will be assigned.			
9.	Password is not displayed while being typed.			
10	On-line help is fully context-sensitive as to current screen, function, etc.			
11	System has integrated credit card authorization.			
12	System has integrated Electronic Fund Transfer authorization.			
13	System has a full accounting audit trail that shows who made a particular accounting transaction, what the transaction was, and where it was made.			
14	System uses accrual accounting in all modules (booking, registration, memberships, etc.).			

ITEM	DESCRIPTION	Y	N	COMMENTS
15	System adheres to GAAP and GASB accounting standards.			
16	Specifically, system follows GASB statement #34.			
17	Ability to track surcharges and discounts (e.g. customer qualifies for discount x).			
18	System accommodates non-resident surcharges.			
19	Ability to limit surcharges/discounts to a maximum discount/surcharge.			
20	Ability to cascade account number updates throughout the system (e.g. if account number is changed in one place, it is changed throughout the system).			
21	Ability to store G/L accounts in alphanumeric fields up to 15 characters long.			
22	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.			
23	Ability to generate an account balance statement upon customer's request.			
24	Ability to accept multiple payment options such as cash, check, ACH, credit card such as VISA, MC, AMEX, money order, gift certificates, payroll deduction, etc.			
25	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).			
26	Ability to handle a single payment for multiple transactions e.g. 2 program registrations, 1 room rental contract and one pool rental contract.			
27	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).			
28	Ability to handle NSF checks.			
29	Ability to print a daily deposit report (detailed and summary) categorized by the different payment method (cash flow report) and by user/location.			

ITEM	DESCRIPTION	Y	N	COMMENTS
30	Ability to track pre-authorized credit card payments without manual intervention and the ability to track unbalanced entries for the day.			
31	Ability to handle payment for memberships and passes via pre-authorized payment plan.			
32	System has Electronic Fund Transfer capability.			
33	Ability to charge administrative fees for cancellations, withdrawals etc.			
34	Ability to process refunds individually or in batches.			
35	Ability to track which staff person either requested and/or made the refund and at which location the refund was made.			
36	Ability to handle and calculate pro-rated refunds based on number of classes (registration) / months (membership) remaining.			
37	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.).			

8.1.6 Registration

ITEM	DESCRIPTION	Y	N	COMMENTS
1.	Ability to track programs including name, type, level, prerequisites, restrictions, program capacity, equipment required, instructor names, extra fees, account contact info, method of registration, and special instructions to be printed on receipts.			
2.	Ability to track classes including the class dates, location, class capacity, start/end times, min/max class sizes, instructor, registrant info, etc.			
3.	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).			
4.	Ability to quickly duplicate existing courses - so that courses with similar details do not have to be entered from scratch - using standard Windows copy & paste functionality.			

ITEM	DESCRIPTION	Y	N	COMMENTS
5.	Ability to restrict certain activities to only those customers that have a particular membership.			
6.	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).			
7.	The system calculates age based on the start date of course rather than the date of registration.			
8.	Ability to easily roll over course info from one session to another to facilitate the creation of upcoming seasons. Staff do not need to re-create the course each session.			
9.	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).			
10	Ability to block dates off for statutory holidays and have the system adjust program dates. Holidays should be adjustable by location.			
11	Ability to specify if a program is Tax applicable.			
12	Facilities can be automatically booked from within the registration module while setting up programs (e.g. without having to launch the facilities scheduling module).			
13	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.			
14	Ability to identify holidays dates and exclusion dates and specify these dates on the receipt			
15	System prevents duplicate registrations			
16	Ability to track prerequisites for a particular course (including displaying an automatic alert message if a prerequisite has not been met).			
17	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.			
18	Ability to track emergency contact info including name, address, phone, fax of the contact person.			

ITEM	DESCRIPTION	Y	N	COMMENTS
19	Ability to rank those emergency contacts in order of priority.			
20	Ability to handle overbooking of courses (explain security).			
21	Ability to determine the number of classes that were full and/or overbooked during a season.			
22	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).			
23	System does not require one session/season to be closed before starting another.			
24	System allows registration of customers into programs offered in more than one season at the same time (e.g. registration in both fall and winter programs at the same time).			
25	Ability to warn operator of conflicting registrant activities.			
26	Ability to track special requirements on an individual user basis (e.g. "Note: this customer is a diabetic", etc.).			
27	Ability to multiple client register into one or more activities in a single registration transaction.			
28	Ability to do any advanced course search by a number of criteria including date ranges, specific dates, am/pm, ages, facilities, topics, etc.			
29	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.			
30	Ability to handle all aspects of course cancellations including tracking of course cancellation reasons (table driven), cancellation notification, admin fees, refunds, etc.			
31	Ability to transfer members from one activity to another activity.			
32	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)			

ITEM	DESCRIPTION	Y	N	COMMENTS
33	System supports wait listing of program requests.			
34	Ability to put customers on multiple waitlists simultaneously.			
35	Ability to put customers on a single waitlist for programs that are the same code but at different locations, dates, and times (e.g. put customer on waitlist for "Beginner's Yoga" program and move customer into first class that becomes available anywhere on city).			
36	If a class size is increased or an opening becomes available due to cancellation, waitlisted registrants will be dropped into the queue <u>before</u> any new registrants.			
37	Ability to track course attendance on a per class basis			
38	Ability to track instructors.			
39	Ability to track type and expiry dates for skills, qualifications, certificates, etc. of instructors.			
40	Ability to generate contracts for instructors.			
41	System allows multiple instructors to be assigned to a single activity.			
42	Ability to assign one instructor to more than one activity.			
43	Ability to interrupt any function and perform another function and return to the original function without losing information.			
44	Ability to track multiple extra course fees (e.g. supplies, etc.).			
45	Ability to use multiple GL accounts for one course and assign a percent of revenue received to each.			
46	Text may be entered for activities including a description of the activity, which will appear in the brochure/program guide.			
47	Brochure Sync can be performed to export course information entered into system for import into main Brochure creation application.			

8.1.7 Reservation

ITEM	DESCRIPTION	Y	N	COMMENTS
1.	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 am - 12 noon on Thursday mornings with a capacity of 20 to 30 people)			
2.	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.).			
3.	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.			
4.	Ability to categorize bookable areas by type, capacity, facility, etc. (e.g. a bookable area is of type "meeting room", has a capacity of 20 people, and is located in "Memorial Arena", etc.).			
5.	Ability to record facility location (e.g. address, district, major intersection, etc.).			
6.	Ability to record available hours with prime and non-prime hours for each bookable area.			
7.	Ability to track available equipment and amenities for each facility/bookable area.			
8.	Ability to track function (e.g. what type of event) and specify by facility the types of functions that can take place there.			
9.	System has default function-related set-up and take-down times that can be modified if required.			
10	Bookable areas can be copied from one location to another (including across facilities) without retyping (uses standard Microsoft functionality).			
11	System can handle various time increments from different bookable areas			
12	Ability to track multiple configurations of the same bookable area (e.g. a pool with two movable bulkheads can be set-up and booked in 50+ multiple configurations, etc.).			

ITEM	DESCRIPTION	Y	N	COMMENTS
13	Ability to schedule all indoor and outdoor facilities including classrooms, meeting rooms, auditoriums, swimming pools, fitness and racquet centers, sports fields, ice rinks, arena floors, golf courses, marinas, boardrooms, climbing walls, etc.			
14	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.			
15	Ability to perform availability search by complex, facility type, facility, bookable area type, bookable area, capacity, amenities etc.			
16	Ability to handle cross-day bookings (e.g. starting at 9:00 pm and finishing at 2:00 am the next day).			
17	Ability to put facilities on short-term (“tentative”) hold without payment.			
18	Ability to prompt and track any forms or special requirements related to the activity held (e.g. alcohol permit, insurance waiver is required).			
19	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.			
20	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.			
21	Ability to print updated contracts, amendments only, or both, without loss of initial booking information.			
22	Ability to assign surcharges – lifeguard fees, detailed costs, etc.			
23	Ability to generate multi bookings based on daily, weekly, bi-weekly, monthly, or specific dates			
24	Ability to schedule multiple time periods and enter the relevant information once.			
25	Ability to view payments – how much, what kind of transaction, who took payment			
26	Ability to include comments on permit giving customer additional information, specific rules or policy.			
27	Ability to locate permits by contract number, customer name or group name.			
28	Ability to hold/reserve blocks of time for a user.			

**Johnson County
Park and Recreation District**

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ITEM	DESCRIPTION	Y	N	COMMENTS
29	Ability to view pop-up screens giving staff information about specific policies or rules.			
30	Edit, print or view the booking schedule for any center or operation by day, week, month, room or area.			
31	Ability to automatically "roll-over" contracts for the next year. Staff do not need to re-key booking information.			
32	Ability to integrate with the Program Registration system such that facilities can be booked as programs are set up. There is no need for staff to enter data twice.			
33	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.			
34	Ability to display and print facility schedules in a variety of formats including daily, weekly, and monthly calendars.			
35	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.			
36	Ability to easily display & create custom display formats for graphical booking.			
37	Ability to prevent a bookable area from being double booked.			
38	Ability to repeat bookings daily, weekly, bi-weekly, and monthly.			
39	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.			
40	Ability to duplicate or roll over a reservation from one date to another, e.g. Holidays.			
41	Ability to repeat modifications. (e.g. A clerk needs to modify a rental from ending at 7 PM to 8 PM. 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.)			
42	Cancellation reasons are table driven (for statistical tracking).			
43	Contracts or permits can be emailed to the client.			

ITEM	DESCRIPTION	Y	N	COMMENTS
44	Ability to generate a report to highlight confirmed bookings for which a deposit has not been received in excess of XX days.			
45	Ability to pull up and use client information on those who have made previous reservations.			
46	Ability to display alerts to the operator for information such as previous NSF checks or outstanding moneys owing.			
47	Ability to track contracts due for payment.			
48	Ability to assign more than one G/L account to a facility.			
49	Ability to handle more than one rental rate with different effective date.			
50	Ability to print mailing list (labels).			
51	Ability to generate email distribution list.			

8.1.8 Membership Management

ITEM	DESCRIPTION	Y	N	COMMENTS
1.	Ability to verify and add clients to “membership” file.			
2.	System handles date based (e.g. valid for 30 days) and punch card style (e.g. Valid for 10 visits) membership passes.			
3.	Ability to set up any validity length (e.g. 3 months, 1 year, etc.).			
4.	Ability to restrict validity to certain days, times, etc. (e.g. prime-time, non prime-time, weekends only, etc.).			
5.	Ability to restrict validity to a certain facility or group of facilities			
6.	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).			
7.	Ability to restrict use to customers within certain age ranges (e.g. between 13 and 18, over 18, etc.).			
8.	Ability to assign memberships and passes to individuals, families, and organizations.			
9.	Ability for system-enabled automatic membership renewal.			
10	Ability to generate membership renewal notices: listing, mailing labels, email.			
11	Ability to track membership cancellation reasons. Cancellation reasons are table driven to facilitate gathering of statistics.			
12	Ability to assign multiple memberships to a single customer.			
13	Ability to generate membership pass usage statistics – daily, monthly, quarterly, yearly breakdowns.			
14	Ability to compare period(s) with previous year(s).			
15	System has full barcoding / magnetic stripe scanning capability.			
16	Barcode / magnetic stripe scanning retrieves customer information instantly. No manual search is required.			

ITEM	DESCRIPTION	Y	N	COMMENTS
17	System provides unattended access control (e.g. customer scans own membership card and door unlocks if card is valid at that particular time at that particular facility).			
18	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.			
19	Ability to assess extra fees to memberships (e.g. towel service charge, locker rental charge, etc.).			
20	Ability to allow surcharges (e.g. non-resident fees, etc.) and discounts (e.g. summer specials, etc.) on memberships.			
21	Ability to use multiple GL accounts for one membership plan and assign a percent of revenue received to each.			

8.1.9 Point of Sale

ITEM	DESCRIPTION	Y	N	COMMENTS
1.	Point of Sale (POS) module provides full cash register/point of sale functionality (e.g. system can fully replace cash register).			
2.	POS is fully integrated with other system modules. (e.g. taking a payment for a program automatically opens the POS module and pulls the balance forward.)			
3.	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.)			
4.	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.			
5.	Items can be set-up as a specific price (PLU) or as an open price (department)			
6.	A pop-up prompt can be assigned to a POS individual item to ask a specific question and record the response.			

7.	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.			
8.	Ability to record and calculate taxes by commodity.			
9.	Ability to supply customers with itemized receipts.			
10	Receipts are numbered in order to allow for the identification of transactions and to provide a full audit trail.			
11	Ability to assign particular sales to preset keys.			
12	Ability to display cash transactions including balance owing and change to be returned.			
13	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.			
14	Ability to update programming centrally (e.g. for pricing changes, tax changes, changes to product mix, etc.).			
15	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).			
16	Ability to print a detailed transaction record (e.g. traditionally through a second tape).			
17	Ability to summarize transactions, payment type, general ledger account, location.			
18	Ability to track non-revenue admissions.			
19	Prints customer itemized and numbered receipts.			
20	Provides breakdown of method of payment used.			
21	Ability to accept/process gift certificates, coupons, vouchers.			
22	POS module accommodates multiple payment methods including cash, checks, and credit cards.			
23	System includes locking cash drawers including automatically opening them when a particular transaction is completed.			
24	System can utilize two cash drawers connected to the same terminal and assigned to different users.			
25	System can print UPC/SKU/barcode labels for items.			

26	Touch screen functionality available.			
27	Parent Lookup lists available.			
28	Pop-up keyboard and number pad available on touch screen.			

8.1.10 Internet and e-Commerce

ITEM	DESCRIPTION	Y	N	COMMENTS
1.	Each user has a personal ID number and "password" for identifying a customer to the Internet system.			
2.	Internet system currently has over 100 organizations taking live Internet course registrations in a non-test environment.			
3.	Internet system currently has over 100 organizations employing payment processing online.			
4.	Internet system is "real-time". Internet users and staff at their workstations access the same database and are able to register customers simultaneously.			
5.	Internet system does not require a specific number of spots in a course to be pre-assigned for Internet registration.			
6.	Ability for customers to check their current registrations via the web browser.			
7.	Sensitive information sent through the browser is encrypted (128 bit).			
8.	Ability for customers to see if there is any room left in a particular course via the web browser.			
9.	Ability for customers to pay their account balances via the web browser.			
10	Ability for customers to put a credit on their account balances via the web browser that can then be used by any other area of the software.			
11	Ability to completely customize the "look and feel" of the website. The site can be configured by the organization to have the same colour, fonts, backgrounds, and header as the organizations main website.			
12	Ability to have images, graphics, and movies play on their website.			
13	Internet system uses cascading style sheets.			

14	The Internet system can be hosted offsite with an option to sync/mirror the activity/data to on-premises servers using a secure session.			
15	System is scalable to accommodate multiple Internet customers performing transactions simultaneously.			
16	Internet system is scalable across multiple servers.			
17	Internet system uses Microsoft IIS.			
18	Internet system is multilingual and gives Internet customers the option of viewing pages in English and Spanish.			
19	Internet system is ADA-compliant.			
20	Ability to renew or sell memberships online.			
21	Ability to view facilities online by time and date and run query searches to see what is available.			
22	Ability to book facilities online if this is allowed by the Customer.			
23	Ability for citizen to automatically export a custom file to be imported into Outlook automatically adding dates to their calendar of all program course dates.			
24	Ability for citizen to create and/or modify their own account online if permitted by the Customer.			
25	Vendor must be PCI Compliant for processing transactions on behalf of JCPRD. Please provide certificate.			

8.1.11 Reporting

ITEM	DESCRIPTION	Y	N	COMMENTS
1.	System uses an industry standard reporting tool such as SQL Reporting or Crystal Reports.			
2.	All standard reports are also customizable.			
3.	Once a report is customized, every user has access to it.			
4.	Demographic data is available (e.g. "How many females between the ages of 30-45 scanned into the fitness center on Saturdays in August between 9-10 am?").			
5.	Demographic data can be displayed as a text or graphic report.			
6.	Reports can be previewed, printed, saved to file, save as a web page or emailed.			
7.	System can produce mailing labels or mail merge files based on any range of memberships owned, programs taken, or facilities rented.			
8.	System can create mailing labels or mail merge files without having to create a mailing list ahead of time. (e.g. The system does not have to have the mailing list created before a client is registered).			
9.	Please list the number of standard reports available.			

9 NOTE TO SUPPLIER

It is expected that all Proposals submitted will be in accordance with what has been clearly outlined in the RFP. Once a bid Proposal has been submitted it is final. The time for questions will be from the date you receive the RFP to the date stipulated at the beginning of this request.

10 APPENDICES

10.1 APPENDIX B - Required Proposal Outline

The following table summarizes the format requirement for your Proposal.

Section	Section Title	Section Content
0	Executive Summary	Executive Summary
1	Supplier Background & Company Financials	Response to Section 7.1
2	Customer Base & References	Response to Section 7.2
3	Pricing Structure	Response to Section 7.3
4	Implementation Services	Response to Section 7.4
5	Technology	Response to Section 7.5
6	Invoicing	Response to Section 7.6
7	Internet and eCommerce Pricing	Response to Section 7.7
8	Service and Support	Response to Section 7.8
9	Hardware Requirements	Response to Section 7.9
10	Questionnaire Grid	Response to Section 8
11	Supplemental Information	Response to Appendix B

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