

Oquirrh Recreation and Parks District dba

# Kearns Oquirrh Park Fitness Center



## Request for Proposal

### Recreation Management System

RFP Issue Date:	June 29, 2023	
Deadline for Written Questions:	July 11, 2023	10:00 am MST
Proposal Submission Deadline:	July 19, 2023	5:00 pm MST

## TABLE OF CONTENTS

1.	Introduction .....	3
1.1.	Background.....	3
1.2.	Purpose of the RFP .....	3
1.3.	Scope of Services.....	3
1.4.	Inquiries and Submission .....	4
1.5.	Current Systems .....	4
1.6.	Transaction Volumes .....	4
1.7.	Proposal Amendments .....	5
1.8.	Kearns Oquirrh Park Fitness Center's Rights Reserved.....	5
2.	RFP Timeline and Submission Instructions .....	6
2.1.	RFP Timeline .....	6
2.2.	Proposal Submission Instructions .....	6
3.	Proposal Format and Content.....	7
3.1.	Cover Page and Introductory Material.....	7
3.2.	Executive Summary.....	7
3.3.	Company Profile .....	7
3.4.	Proposed Software .....	8
3.4.1.	Functional Requirements .....	8
3.4.2.	Technical Requirements .....	8
3.5.	Implementation and Training .....	8
3.6.	Support and Maintenance .....	8
3.7.	Additional Information / Value Add .....	9
3.8.	Price Proposal .....	9
4.	Evaluation Criteria and Selection Process.....	10
4.1.	Stage I: RFP Compliance .....	10
4.2.	Stage II: Evaluation of Rated Criteria .....	10
4.3.	Stage III: Product Demonstrations .....	10
4.4.	Stage IV: Selection of Proponent .....	10
	Attachment A – Functional Requirements .....	11

## 1. INTRODUCTION

### 1.1. Background

The Oquirrh Recreation and Parks District (District), dba; Kearns Oquirrh Park Fitness Center (Center) is a government entity that is governed by three elected Board of Trustee members. It provides recreation and parkway services primarily for the communities of Kearns, Taylorsville, West Jordan and West Valley City (an estimated 62,000 residents), it also provides recreational services on a regional basis. The Center currently has over 4,600 memberships with 15,000 members in addition to daily admission traffic. The Center currently includes:

6 swimming pools (3 indoor and 3 outdoor)	Gymnasium with 2 courts
Outdoor pool concessions	Tennis center with 5 courts
1 hot tub	Steam room and sauna
Cardio and weight rooms	3 fitness classrooms
Childcare	

In addition, the District operates an 5 acre park with a children's playground and picnic pavilion that is continuous to the Center. The Center is the hub of community activities and currently provides programs, activities and events for more than 1 million people each year. A significant number of high exposure events are hosted annually including the Fire, Water & Ice Festival, Kearns Holiday Open Swim Meet (longest running swim meet in the State of Utah) and the Utah State Long Course Championships (the largest swim meet held in Utah each year). As the District moves into the future, we expect to increase attendance to all activities, programs and events.

The Center currently has 20 full time employees and ranges from 250-430 part time employees, depending on the time of year. A third party entity is used for IT needs for the Center. There is one main entrance/front desk into the Center. In the summer a kiosk is used for admission to the outside pools and can see over 3,000 admissions on a hot summer day. Programs are in high demand in the summer season with approximately 1,000 kids in each swim lesson session, multiple daily facility rentals and various camps for kids.

### 1.2. Purpose of the RFP

The Kearns Oquirrh Park Fitness Center (the Center) is soliciting proposals for a cloud-based Recreation Management System that supports the current requirements of the Center and is scalable and flexible to meet future requirements.

The Center is looking for a system that can integrate all tasks into one encompassing software program, that is easy to use for the staff and public.

### 1.3. Scope of Services

Proposed solutions should include the following functionality:

- Activity registrations including lessons, classes, camps, and events
- Facility and equipment reservations
- Membership management
- Account management and CRM functionality
- Integrated point of sale
- Supports multiple payment types including cash, credit card, debit and EFT/ACH
- Accounting with multiple GL support
- Integration with third-party accounting system
- Marketing and email support, including SMS and voice notifications
- Integration with current website for online registrations and purchases

- Self-serve options for customers
- Built-in reporting with ad-hoc report creation
- Secure data storage and encryption
- PCI Level-1 compliance
- Audit trails and disaster recovery plan
- User-friendly interface for both staff and customers

Proponents shall also provide implementation services, training, ongoing support, and software updates for their proposed solution.

#### **1.4. Inquiries and Submission**

All inquiries regarding this RFP should be submitted in writing to the RFP Contact listed below by the Submission Deadline as set out in Section 2.1 of this RFP. Communication with any Center representatives regarding this RFP other than the RFP Contact may result in disqualification.

Kevin Schmidt  
Executive Director  
Kearns Oquirrh Park Fitness Center  
5624 S Cougar Lane  
Kearns, Utah 84118

kschmidt@kopfc.com  
801-545-4114

When submitting an inquiry, identify your organization name, address, telephone and e-mail address, as well as the RFP name as set out on the cover page.

Questions will be answered and sent by email as an addendum to the RFP. When an addendum is issued, all registered Proponents will be notified by email. All addenda become part of the RFP and must be acknowledged in the Proponent's response.

#### **1.5. Current Systems**

The Center's current product for recreation and facility management is Xplor Recreation (formally PerfectMind), which was implemented in 2021, Office Tracker implemented in 2008 and Digi Aquatics which was implemented in 2022.

The Center uses QuickBooks Online for its accounting software solution and uses Elevon and Paysafe for payment processing.

#### **1.6. Transaction Volumes**

The Kearns Oquirrh Park Fitness Center has budgeted the following revenues in 2022. These volumes should be used by Proponents to provide pricing in their proposals.

Item	Amount
Activity/Program Registrations	\$410,000
Facility Reservations	\$80,000
Memberships	\$1,068,000
Admissions	\$645,000

Concessions	\$121,000
<b>Total Revenue</b>	<b>\$2,324,000</b>

### **1.7. Proposal Amendments**

Proponents may amend or withdraw their proposal prior to the Proposal Submission Deadline by providing written notice to the RFP Contact. All proposals become irrevocable after the Proposal Submission Deadline. The responsibility is on the Proponent to ensure timely receipt of any modifications to their proposal.

### **1.8. Center's Rights Reserved**

This RFP does not commit the Center to enter into a contract. The Center shall not be responsible for any costs incurred in preparation and submission of proposals.

The Center reserves the right to:

- Select a proposal which, in its sole judgment, best meets the needs of the Center;
- Reject any and all proposals;
- Request additional information or clarification from Proponents as part of the RFP process;
- Waive minor irregularities and informalities in submitted proposals;
- Enter into an agreement with another Proponent in the event the originally awarded Proponent fails to execute an agreement with the Center.

## 2. RFP TIMELINE AND SUBMISSION INSTRUCTIONS

### 2.1. RFP Timeline

The below RFP timeline is provided for the convenience of Proponents and is subject to change at any time. All times specified in this RFP are local times in Kearns, Utah, MST.

Milestone	Date
RFP Issued	Thursday, June 29, 2023
Deadline for Written Questions	Monday, July 11, 2023 10:00 am
Response to Questions	Wednesday, July 12, 2023 5:00 pm
<b>Proposal Submission Deadline</b>	<b>Wednesday, July 19, 2023 5:00 pm</b>
Notification of Shortlisted Proponents	Friday, July 21, 2023 5:00 pm
Shortlist Demonstrations	July 25 – August 9, 2023
Notification of Proponent Award	Friday, August 11, 2023
Contract Negotiations	August 14-22, 2023
Contract Execution	August 23, 2023 during Board Meeting
Implementation Start	August 24, 2023
Desired Project Completion	January 1, 2024

### 2.2. Proposal Submission Instructions

Proposals must be received at the prescribed location below before the Submission Deadline as set out in Section 2.1 of this RFP. Proposals received after the Submission Deadline will be rejected.

Proposals should be submitted via email to the RFP Contact as set out in Section 1.3 of this RFP. Electronic submissions should be limited to a maximum size of 20 MB.

The email must reference the RFP name in the subject line, and must contain:

- One (1) PDF copy of the complete proposal
- One (1) Excel copy of Proponent's response to Attachment A: Functional Requirements

If the proposal submission is over 20MB, Proponents may submit a link to a document cloud based location (i.e. Dropbox, SharePoint) or submit one (1) USB drive in a sealed package to the following address, with the RFP name clearly marked on the outside of the package:

Attn: Kevin Schmidt  
Kearns Oquirrh Park Fitness Center  
5624 S Cougar Lane  
Kearns, UT 84118

The USB drive must contain:

- One (1) PDF copy of the complete proposal
- One (1) Excel copy of Proponent's response to Attachment A: Functional Requirements

### 3. PROPOSAL FORMAT AND CONTENT

To Proponents must organize their proposals into the following major sections. Failure to follow the structure outlined below may result in disqualification. Proposals should be prepared as simply as possible and provide a concise description of the products and services proposed to satisfy the requirements of the RFP.

Section #	Section Title
-	Cover Page and Introductory Material
1	Executive Summary
2	Company Profile
3	Proposed Software – Including Attachment A
4	Implementation and Training
5	Support and Maintenance
6	Additional Information / Value Add
<b>**7**</b>	<b>Price proposal - **separate in a sealed envelope labeled PRICE**</b>

Specific instructions for each proposal section are provided below. Attention should be given to accuracy, completeness, relevance, and clarity of content.

#### 3.1 Cover Page and Introductory Material

The proposal must contain a cover page with the Proponent's name and address; primary Proponent contact's name, title, telephone number, and email address; and the RFP name, and due date. Proponents must also include a Table of Contents outlining the contents of the proposal.

#### 3.2. Executive Summary [Proposal Section 1]

The executive summary should be a brief narrative, no more than two (2) pages, summarizing the proposal and outlining how the Proponent meets the Center's requirements as specified in this RFP. This summary should contain as little technical jargon as possible and should be oriented towards non-technical personnel.

#### 3.3. Company Profile [Proposal Section 2]

Provide a brief description of the Proponent's history and experience, including number of years in business, markets served, and office locations.

Include three (3) client references of similar size and scope to Kearns Oquirrh Park Fitness Center that are currently live. Each reference must include:

- Name of organization
- Name, title, telephone number, and email address of the reference contact
- Scope and objectives of the project
- Project's go-live date

### 3.4. Proposed Software [Proposal Section 3]

#### 3.4.1. Functional Requirements

List and describe all software features proposed to satisfy the functional and technical requirements of this RFP. The Proponent's response to *Attachment A: Functional Requirements* must be provided in this section.

If there is an additional cost for any feature, this should be stated in the Comments column and included as a line item in the Price Proposal.

#### 3.4.2. Technical Requirements

Provide an overview of the technical aspects of the system, including but not limited to:

- System architecture: Describe the system architecture, including any third-party hosting providers.
- Availability: System should be designed for high availability with an uptime of 99.95%.
- PCI compliance: The system must comply with PCI Level-1 requirements and must not store credit card numbers.
- Integration capabilities: Describe capability to integrate with third-party systems, including the Center's accounting system. Any integration costs should be outlined in the Price Proposal.
- Robust security features:
  - Permission-based access based on assigned role;
  - Single sign-on support utilizing Active Directory authentication;
  - Encryption of all data at rest and in transit.
- Audit trails: The system shall include audit trails of system changes, including what was changed, when it was changed, and by whom.

### 3.5. Implementation and Training [Proposal Section 4]

Provide a detailed plan for implementing the proposed Recreation Management System, including but not limited to:

- Project management methodology;
- System configuration, implementation, and testing methodology;
- Proposed training strategy, specifying how and when training will be delivered for both on-site and off-site training sessions;
- Proposed project team structure and roles;
- Proposed strategy to migrate 2 years of customer details (if the Center decides to do this);
- Sample project schedule showing approximate timelines for the implementation project.

Describe the expected Center staffing required for the project, including:

- Number and types of staff resources required;
- Key responsibilities;
- Assumptions about prior skills and competencies.

### 3.6. Support and Maintenance [Proposal Section 5]

Provide a brief outline of the support services provided, including but not limited to:

- Types of support provided (email, phone, etc.);



- Support hours of availability;
- Incident response and escalation procedures;
- Service Level Agreements;
- Disaster recovery plan, including all costs and timelines for restoration of data and services.

Describe the process for planned changes, including upgrades, patches, and hotfixes. Explain how clients are notified of planned and emergency maintenance.

Any costs associated with support and maintenance services should be outlined in the Price Proposal.

### **3.7. Additional Information / Value Add [Proposal Section 7]**

Include any additional functionality not specifically mentioned in this RFP that the Proponent believes would add value to the project. If there is an additional cost for any value-added item, this should be stated in the description and included as a line item in the Price Proposal.

Copies of the Proponent's sample contract(s) for products and services related to this RFP must also be provided for review.

### **3.8. Price Proposal [Proposal Section 6]**

Proposers should submit their price proposal in a separate file labeled "PRICE" that includes pricing for all products and services identified in the proposal, including any integration costs, travel costs, and value-add items. All pricing must be provided in US dollars with taxes excluded.

Pricing should be provided in a format similar to the following table:

#	Item	Cost Type	Cost
1	Annual Subscription Fee	Recurring	\$
2	Implementation, Configuration, and Training	One-time	\$
3	Data Migration	One-time	\$
5	Other		\$
	<b>Total Year 1 Cost</b>		<b>\$</b>
	<b>Total Year 2 Cost (up to year 5)</b>		<b>\$</b>

\*\*Pricing must be submitted in a separate, sealed file labeled "PRICE"\*\*

## 4. EVALUATION CRITERIA AND SELECTION PROCESS

### 4.1. Stage I: RFP Compliance

Proposals must be received prior to the Proposal Submission Deadline as set out in in Section 2.1 of this RFP. Proposals will first be reviewed for compliance with the criteria of this RFP; any Proposal not complying with the criteria may be considered non-compliant and removed from further consideration.

### 4.2. Stage II: Scoring and Evaluation

After the closing date, a Selection Committee will evaluate each proposal based on the following criteria:

Criteria	Weight (%)
Company Profile	5%
Proposed Software (including value add)	55%
Implementation and Training	15%
Support and Maintenance	10%
Proposal Cost	15%
<b>TOTAL</b>	<b>100%</b>

Proponents who receive a score of 80% or more in Stage II will be moved to the next round of evaluation. Shortlisted Proponents will be notified via email by the date specified in Section 2.1 of this RFP.

### 4.3. Stage III: Product Demonstrations

After evaluation, Proponents receiving the highest scores will be required to provide live demonstrations of their proposed solution to the Selection Committee via internet. In an effort to fairly evaluate each demonstration, invited Proponents will receive a list of features to demonstrate and follow during their presentation. Product demonstrations will be scored as part of the overall evaluation process.

### 4.4. Stage IV: Proponent Selection

The successful Proponent will be requested to enter into direct contract negotiations to finalize an agreement with Kearns Oquirrh Park Fitness Center for the provision of the deliverables as outlined in the Scope of Services. The term of agreement is to be for a period of **one (1) year** with an option to renew at the end of this term.

All Proponents are requested to provide a copy of their standard contract(s) with their proposal submission to use as a starting point for negotiations.

## ATTACHMENT A – FUNCTIONAL REQUIREMENTS

Proponents are required to respond to each individual requirement listed in the attached Excel document *Attachment A – Functional Requirements* using the below response codes. For any “Partial” or “Future” response, provide an explanation on how the requirement will be met in the Comments column.

Response Code	Description
Yes	Requirement is fully supported by the proposed solution.
Partial	Requirement is partially supported by the proposed solution. Include comments describing how the requirements is supported.
Future	Requirement is not currently supported but is on the product roadmap for release in the next 12 months.
No	Requirement is not currently supported and is not on the product roadmap for release in the next 12 months.

## Attachment A - Functional Requirements

### Instructions

Proponents are required to respond to each individual requirement listed in the attached Excel document Attachment A – Functional Requirements using the below response codes. For any “Partial” or “Future” response, provide an explanation on how the requirement will be met in the Explanation/Clarification column.

Response Code	Description
Yes	Requirement is fully supported by the proposed solution.
Partial	Requirement is partially supported by the proposed solution. Include comments describing how the requirements is supported.
Future	Requirement is not currently supported but is on the product roadmap for release in the next 12 months.
No	Requirement is not currently supported and is not on the product roadmap for release in the next 12 months.

Pricing			
Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	Does the system charge per transaction?		
2	Does the system charge a fee per module? If so, please outline the cost.		
3	Does the system charge a fee per user/license? If so, please outline the cost.		
4	Does the system charge per workstation? If so, please outline the cost.		
5	Is your price fixed throughout the term of the agreement? (Assuming the scope of the project stays the same).		
Technical Requirements			
Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	Is the solution hosted? If yes, what tier? If below tier 4, please stipulate the level and the provider.		
2	Software to be installed is the latest available. Identify the most current stable release for all software and firmware to be installed.		
4	System is compatible with Microsoft Windows 10 or higher systems and standard USB hardware. Provide system requirements and hardware/software recommendations.		
5	Do you have a preferred Merchant Solution?		
6	The system requires the use of hardware dongles for licensing enforcement.		
7	Provide hardware requirements for: touch screens, pin pads, cameras, gate kickers/turnstiles/door locks, cash drawers, scanners, photo ID card printers, and any other applicable devices.		
8	Does the software utilize any plug-ins such as Java, Silverlight, Flash etc.? If so, please state which plug-ins are required and why.		
9	All software applications and any recommended hardware must be compliant with a routed IP network.		
10	System operates in a real time. Example: upon completion of a program registration, the rosters, client accounts, all financials, schedules, statistics, reports, etc. are updated automatically.		
11	Provide the communication and deployment plan for system upgrades and all other maintenance and service interruptions.		
Support Requirements			
Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	A primary point of contact will be assigned as the Project Manager who will act as the point of contact for the course of the implementation.		

2	An account representative will be assigned, who will act as a central point of contact after implementation.		
3	The Proponent has a dedicated support website with product information, support and software release downloads.		
4	The Proponent's support provides a ticketing or issue tracking system that is accessible online.		
5	The Proponent offers phone support. If so, please indicate hours of operation including the time zone.		
6	Will remote access be required to provide support? If so, please explain methods used.		
7	System documents and training materials are available online.		
8	End user training can be provided remotely via the Internet.		
9	How are support resources and priorities managed. What is the escalation process?		
10	Product revisions, upgrades and enhancements are provided for no additional cost as part of support and/or maintenance.		
11	Does your support have a Service Level Agreement (SLA)? If so, describe the major section of the SLA (uptime guarantees, performance guarantees, liability, etc.).		
12	Indicate the rate for customizations and modifications (i.e. custom reports)		
13	Describe how support could be maintained and/or system operation could be preserved in the case the Proponent should cease operations.		

#### Online Services Requirements

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	The online aspect of the system is to be compatible with all current versions of Chrome, Firefox, Internet Explorer and Safari.		
2	All Internet communication is to be encrypted; websites are to use SSL. Indicate the encryption used.		
3	Public facing websites are to be adaptable and mobile- friendly.		
4	System requires patron to be logged in or create an account to see details of programs, facilities, etc including descriptions, dates, times?		
5	Does the proposed system include or require other specific functional components for, or related to, web presence? Explain.		
6	System controls what database information is allowed for online viewing and/or processing. Information (for web display and use) only needs to be managed once.		

7	Online system functions/data managed in the central recreation system/database. No duplication of data required.		
8	System administrator can define a timeout to remove any held items from an incomplete, inactive transaction.		
9	Web application provides ability to completely customize the “look and feel” of the website through cascading style sheets. The site can be configured to have the same color, fonts, backgrounds, and header as the existing website. How are these changes maintained when updates are deployed? Explain.		
10	Web application can be embedded into the client's website.		
11	Ability to add custom tracking code using Google Analytics.		
12	Images and graphics display on the website and add custom hyperlinks.		
13	System has options for custom online program guide/ brochure capabilities. Please describe.		
14	System allows for custom brochure export		
15	Web application allows for translation into other languages (i.e. Spanish). Please indicate languages, especially Spanish.		

#### Web – Customer Management

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System controls online log-in to the database via a unique identifier (customerID and password, email address and password)		
2	Web application enforces strong password rules including forcing change when system generated password is first utilized.		
3	Automated retrieval of password, if forgotten.		
4	System supports failed login lock-out policies.		
5	System provides for self- service account creation depending on definable system parameters (set by system administrator).		
6	Web application gives option to validate customer's street address when an account is created.		
7	Ability to update a customer account online for those account components/fields defined by the system administrator.		
8	System has the ability to not allow further account activity until outstanding balance on account is paid.		
9	Customers can view their transaction history and reprint receipts.		
10	System supports an age requirement for primary account holder.		

11	System supports joint custody situations allowing two different account to share a child for registration purposes.		
12	System has the capability alert or limit duplication of account creation using factors such as name, email, birthdate or address. If so, what factors are used and explain methodology.		
13	System supports holds on memberships. Example: a customer is away for a period of time, their account can be put on hold until they return.		

#### Web – Membership Management

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	Detailed membership product information displayed including description of membership types, plans, terms, benefits and fee(s).		
2	Current members can view existing memberships and usage.		
3	System allows for online membership processing/sales.		
4	System allows for online membership renewal processing.		
5	System administrators can control which passes are allowed for online purchase.		
6	Memberships can be scanned from a mobile device. Remaining punches or membership expiry is identified, if applicable.		
7	The system has the ability for remote scanning for non-networked locations using mobile application or web app.		
8	System allows for online core class registration with valid membership plan, type and term.		
9	System allows for membership discount to be applied for program registration with valid membership plan, type and term.		
10	System allows for updates to member's account and payment information.		

#### Web - Program Registration

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System has online program registration.		
2	Ability to feature programs with user-defined low registration numbers on the web automatically.		
3	Online registration site includes content management features that allows users to upload documents and content on a regular basis.		
4	System has the ability to automatically display available programs (based on user-defined settings).		



5	System allows customers to browse programs and availability online (explain whether customer must be logged in to browse).		
6	System controls the dates and times allowed for online registration by program and by customer type (i.e. residency, membership)		
7	A detailed program search function allows customers to search for programs online. Flexible keyword search capability.		
8	Detailed program information – display of current enrollment, comments, fees, dates, times, instructors, holidays, ages and grades can be viewed as defined by system administrator.		
9	System has a method for calculating automatic registration discounts for members with a defined membership plan, type and term.		
10	Customers can register multiple family members for multiple programs on the same transaction during online registration and make one single payment.		
11	System can present and process custom program questions/prompts during the online registration process.		
12	Detailed program registration receipts are provided in PDF format, both onscreen and directly emailed to the customer's email address.		
13	Program registrant contact lists to advise participants of program changes via email or other method of notification.		
14	Ability to offer third party program registration.		
15	System allows for online weight room orientation, private swim lesson, personal training for one or several registrants at a time eg. scheduling. If yes, explain how this feature works.		
16	System allows payment tracking for private swim instructor or personal trainer tied back to their class.		
17	Does the system allow for online withdrawals?		
18	Does the system allow display of programs online, but not allow registration?		
19	Does system have the ability to do a multiple participant discount if registering for the same program?		
20	Does system have the ability to do an add on fee based on the response to a question at check out (i.e. Do you want a tshirt? If yes the system can charge an additional \$ amount)?		

21	Does the system have the ability to allow the participant to donate to a fundraising effort (i.e. would you like to donate to our scholarship program) and if so does it have to be a set fee or can an option be any donation they would like?		
22	Does the system allow the ability to round up for a donation program?		
23	Can a refund be done through the system back to someone's credit card and a credit to their account? Explain how this works if it is card present or online transaction.		
24	Can the system allow us to refund a portion of a registration back to a credit card or credit a customer's account?		
25	Can the system assign different registration dates (both online and in person) for members, general public, and residents?		

#### Web - Facility Booking

Item		Response (Y/P/F/N)	Explanation/Clarification
1	Allows for online facility bookings. The ability to complete bookings online can be turned on and off by system administrators.		
2	Ability to control which facilities are allowed and not allowed for online booking.		
3	System can control minimum and maximum days/hours in advance that a booking can be made online.		
4	Ability to process an online request for booking which requires staff to review and approve.		
5	The system can store facility images (pictures and videos) for access/display.		
6	System has the ability to display detailed facility information, including availability, schedules, comments, fees and facility images (based on user-defined settings).		
7	System includes a detailed facility search function allowing for customers to search for available facilities online.		
8	Customers can make facility bookings directly from graphical display and map views.		
9	Customers can make facility bookings directly from a calendar view of all facilities based on availability.		
10	Allows for online facility reservation processing with or without immediate payment.		
11	System provides detailed booking information download to mobile device for viewing purposes.		
12	Can a refund be done through the system back to someone's credit card and a credit to their account? Explain how this works if it is card present or online transaction.		

13	Can the system allow us to refund a portion of a registration back to a credit card or credit a customer's account (i.e. cleaning deposit)?		
14	Can the system provide a detailed schedule of facilities in use (reservations, classes, etc) for facilities/operations use.		
15	Ability to schedule dressing rooms with venues and display room assignments on web site and screens.		
<b>Program Registration and Scheduling</b>			
<b>Item</b>	<b>System Feature</b>	<b>Response (Y/P/F/N)</b>	<b>Explanation/Clarification</b>
1	Integration with facility bookings		
2	Software tracks the date and user when user creates and modifies a program. Admins can view the history of changes.		
3	System includes a search function enabling users to easily find program details and information based on program criteria. Describe search parameters.		
4	System has the ability to use a duplication function for programs so as to expedite data entry when setting up future seasons/sessions.		
5	Programs are grouped into user-defined categories. Example: Fitness, Skating, Swimming.		
6	Programs can be grouped into like-program categories (i.e. Beginner activities, Intermediate activities, Community events, Special Events, etc)		
7	Program numbers can either be system generated or user-defined.		
8	Program status codes are automatically applied by system and others as a result of user actions. Example: Active, Inactive, Course Over, Course Closed, Course Cancelled, etc.		
9	Program titles and description fields have capacity for unlimited character length. If not, explain and provide the character limit.		
10	System automatically calculates days and dates for recurrences/number of classes specified (see above) based on program start date.		
11	Program allows for removal and/or addition of days. Example: remove holidays and facility closures; add a date for testing, awards, a special event, etc.		
12	Ability to set minimum and maximum number of registrants per program.		
13	Ability to easily merge classes into one class.		
14	Ability to easily transfer participants to another class.		

15	Designate minimum and maximum age range for each program. Proper age check is calculated based on user- defined date Example: by end of program, by 'X' date, etc.		
16	Ability to set program gender restrictions; i.e. male only, female only, or co-ed.		
17	Ability to book multiple programs into a single space. Explain methodology. Example: multiple skating programs on one sheet of ice.		
18	Programs can be associated to multiple facilities, and the system reserves those facilities automatically for the program.		
19	Program facility set- up/maintenance needs are linked for each program. Set- up/maintenance comments are included on facility set-up schedules and reports. Example: flooding after skating program.		
20	Multiple instructors can be linked to each program.		
21	Software have the ability to assign more than one fee to each program such as resident/non- resident or pass holder/non- pass holder, age grouping, etc.		
22	Ability to set-up custom questions/prompts for each program.		
23	System allows for multiple prerequisite programs to be linked. Example: must take session 'A' and 'B' before registration into session 'C' is allowed.		
24	Ability to set-up programs with flexible registration and associated fee options for designated programs. Explain. Example: register and pay a prorated fee for one day out of a five day camp.		
25	System allows for unlimited characters of text for program notes for the customer. Example: please bring 'X, Y, Z' to your program; special presentation in class on 'X' day. These program notes are displayed online, on customer receipt, and/or other methods. Explain.		
26	System allows for recording program attendance.		
27	System allows for reporting on program information such as Below Minimum Registration Requirement, Program Waitlists, Fees assigned to programs, etc.		
28	System provides a Program Roster with program information and basic participant information. Ability to include more detailed participant information (medical information, emergency contacts).		

#### Program Registration

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
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1	System includes a search function enabling users to easily find program details and information based on program criteria. Describe the search parameters.		
2	On-screen, read-only viewing capability. The ability to inquire about program information (no changes allowed).		
3	System has the ability to display (or turn off feature) of the number of participants currently registered and how many spots are available in each program, for users as well as for customers online.		
4	System does not allow overrides to max counts, age, gender, grade, etc. without appropriate user security permissions.		
5	Ability to suspend online registration for a specific period of time for courses added to accommodate waitlists.		
6	System automatically alerts the user and customer online during registration when customer does not meet a program or registration requirement Example: age, grade, gender, etc.		
7	System automatically alerts the staff member and customer online during registration when customer wants to register for a class they have already registered for. If yes, does the system allow for overriding this alert (by user and customer online) and proceed with the registration? Explain.		
8	System automatically alerts the staff member and customer online during registration if there is a time conflict with existing program registrations. If yes, does the system allow for overriding this alert (by user and customer online) and proceed with the registration? Explain.		
9	System automatically alerts the staff member and customer online during registration when customer wants to register for a program that is full or that has been cancelled. If program is full, does system prompt to add customer to the waitlist? Explain.		
10	System has the ability to transfer an individual or group from one program to another, and if a difference in fee exists, the system automatically handles the financial data so that the fee difference can be collected or refunded.		
11	System has the ability to process cancellations for individuals or the entire class in a single transaction.		
12	The system must handle waitlists if program is full, and display the number of registrants currently on the waitlist.		

13	When a customer cancels or transfers from a full program, which creates an available spot, the system automatically alerts the next customer on the waitlist (if so, can this be turned off for just that program). Explain methodology.		
14	In the case of a withdrawal or transfer opening a spot for a customer on the waitlist, the system has the ability to automatically inform the customer(s) on waitlist that a spot is open. Explain methodology.		
15	System allows users to override the waitlist to make changes to the registrations in a program.		
16	Ability to override or adjust class fees based on user's security permissions.		
17	Provides for automatic calculation of fee proration prior to completing the registration if program has already begun (based on system rules and user security permissions).		
18	The system automatically selects and applies the appropriate customer fee (resident, non-resident, age, passholder, fee assistance, etc.) based on the information in the customer's account and parameters set in Program Maintenance - for in person AND online registrations.		
19	System allows for user-defined registration questions allowing for any data fields/questions to be set-up and tracked for the program. During the registration process, the questions defined are presented for input. Example: T-shirt size, waiver response		
20	What types of answer fields are available to answer custom prompts? Example: tables, yes/no, text.		
21	System is capable of charging a fee based on a response to a question during the registration process (i.e. Do you want a tshirt. If yes, system charges a \$ amount. Or sizes S-XL are included, extra charge if the patron selects XXL, XXXL)		
22	The system produces a standard receipt with program name(s), date(s), time(s), location(s), descriptive comment(s), payment information (payment amount, balance owing), tax number, date/time of transaction, user, and payment method.		
23	Receipts can be printed, emailed or both (simultaneously) pending customer request.		
24	System has the ability to have a way to scan to give participant access to facility via receipt bar code, app, etc.		

25	Direct email feature pulls customer email addresses from the database, as opposed to manually entering email addresses.		
26	Receipts can be customized to modify aspects such as: multiple logos, object placement, user-defined text, font, and software data fields. Explain fields available for customization.		
27	Custom text/receipt can be selected from multiple choices by the user prior to printing receipt. A default receipt can also be identified.		
28	Does the system allow a customer/family to see their activity calendar online?		
29	System has the ability to have multiple waivers or other documents that can be added to different programs (i.e. specific waiver for swim lessons, different from general waiver, and add an instruction document)		
30	Does the system have the ability to embed online registration on the agency's website, matching the look and feel?		

#### Facility Booking

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System tracks date and user when user creates and modifies a booking. Can report on all changes to bookings for auditing, customer information, and billing purposes.		
2	The system has scheduling/booking capabilities for any facility type, such as gyms, fields, courts, shelters, auditoriums, rinks, pools, pavilions, parks, and other rooms/spaces.		
3	Ability to use a copy/duplication function for bookings to expedite data entry when setting up future seasons/sessions.		
4	System includes a detailed facility search function for users to search for available facilities.		
5	Allows for facility schedule inquiries and viewing by date range, day, week, or month in calendar form.		
6	Calendar feature resembles grid display and has similar functionality.		
7	System provides customizable viewing of all booking details for a given facility. Example: customer/organization name, the purpose (event), user who made booking, etc.		
8	Ability to view multiple facilities on a single screen.		
9	Ability to view multiple facilities by day, week, or month.		
10	Ability to identify different booking types by a color code so the events display in different colors on the calendar.		

11	System allows for internal/administrative bookings with no fees.		
12	Capability to manage any number of facilities by user- defined hierarchy of facility category, facility type, location, and unique identifiers.		
13	The system recognizes rooms/spaces as part of a larger facility and will not allow an individual room/space to be booked if the larger encompassing facility is already booked, nor allow the facility to be booked if an individual room/space within is booked.		
14	System manages facilities with overlapping rooms/spaces, date and times (does not allow double bookings in overlap situations without appropriate user security permissions).		
15	System warns user if a conflict exists prior to the completion of a booking, shows the conflicts to be resolved, and allows resolution of conflicts one at a time.		
16	Ability to link facilities into facility groups to allow for reserving multiple facilities in a single step.		
17	Ability to identify amenities/unique features of each facility or rental item. These amenities and features should be searchable.		
18	Ability to reserve a facility directly from the calendar by highlighting a time slot.		
19	Ability to search booking information by customer/organization name or booking number.		
20	System includes a fully customizable, graphical rental interface (map) that can be used for viewing and processing bookings. Example: a gymnasium map that is touch screen friendly, printable and allows for viewing and processing of bookings.		
21	System allows for the following types of bookings in one process/step: one time bookings (one day only), pattern bookings (e.g. every Tuesday and Thursday for the next four months), chosen set of bookings (any combination of any date sequence). Prior to the completion of a repeating/pattern booking, all line items are displayed to allow for adjusting or deleting items without having to process another transaction.		
22	The system has the capability to amend current bookings (i.e. system does not require deletion of current booking and re-entry of a new booking to make a change).		
23	Ability to apply user-defined fees for specified changes/amendments to bookings.		



24	Ability to create custom questions for the booking process which can then assess an additional charge depending on the customer's answer, and roll into the contract details. Ability to link these questions to applicable facilities and rental items.		
25	System supports making tentative bookings. Describe how a tentative booking is finalized.		
26	Booking status codes are automatically applied by the system and others as a result of user actions. Example: tentative, firm, active, inactive, booking over, booking closed, cancelled, etc.		
27	The system automatically prompts to generate a contract with customer name/address with details of booking(s), charges, and special requirements.		
28	Contract numbers are system generated.		
29	Allows for recording of attendance.		
30	System alerts user if adding an event will exceed allowable attendance.		
31	The system allows for specific operating dates and times for each facility (open and close).		
32	Allows linkage of unique maintenance comments to each facility, where the comment/note prints on the staff maintenance schedule report.		
33	Allows for booking set-up and clean-up time assignments.		
34	System can control the time in advance that bookings are allowed by various user security settings – minimum time prior to bookings and maximum advanced booking times. Example: ability to allow bookings six months out, with no bookings allowed within three days of booking date.		
35	Allows multiple fees to be assigned to each facility or rental item, for each customer type (resident, commercial, non-profit, etc.).		
36	Allows designation of a customer type to allow customer to automatically qualify for a special rate for that customer type (i.e. non-profit, employee, etc.)		
37	Fees adjust automatically based on user-defined periods of time. Example: prime/non-prime time.		
38	Besides the regular booking fee, the user is able to add additional fees. Example: extra participants, other rental items, defined surcharges.		
39	Allows for fee discounting at the time of the booking, based on user security permissions.		
40	The system provides for updating charges, partial payment processing, future payments, damage deposit payments and refunds, payment reversals, transfer/cancellation fees, and credit balance refunds.		

41	Ability to collect, refund, debit, and track security deposits.		
42	The system has the ability to customize contracts with multiple logos, terms, and conditions of use with multiple versions, based on facility booked. The appropriate version is integrated into the generated contract, as opposed to being a separate document.		
43	Contract details the booked facility/item, customer information, date/time start and finish, amount due, unique comment(s), fee information, payment method, date and time of transaction, and user. Multiple bookings (for one or multiple facilities) may be included in one contract.		
44	Option to produce a version of the contract with a simplified description of the booked facilities. The aim is to be able to articulate the bookings on a contract with thousands of bookings.		
45	Contract layout is customizable to include multiple logos, text areas, fonts, sections, software data fields, etc.		
46	System has the ability to email a contract to multiple contact email addresses.		
47	Ability to reprint contracts as needed.		
48	Ability to link equipment and/or personnel resources as part of a facility, to be used as possible elements of the booking.		
49	Ability to link a rental item to a rental classification, which provides for the collection of additional information from the customer, based on what is being rented. Example: if a booking is a party, the system will request the number of attendees, tables, sound system requirements, etc.		
50	Allows unique comment text linked to the rental item which prints on the contract. Example: conditions of use.		
51	System has the ability to store and track detailed information about equipment/rental items such as year purchased, vendor, warranties, etc.		
52	Ability to rent equipment to an account in the system, in order to track rentals to specific customers.		
53	System includes ability to produce reports on the Facility Booking functions such as Facility Schedule Reports, Maintenance Reports, Facility Usage, Set of Contracts based on certain criteria, Customer-Based Booking Report, etc.		
54	System allows entry of global skip days, such as Christmas day. System will not allow reservations for sessions or events on dates designated as skip days.		

55	Dusk to Dawn lighting restrictions. Based on geographic region, system can determine what time the sun will go down and will block a facility (or warn staff) when a reservation on a field that does not have lights has been reserved. This feature is a double check to assure that fields without lights are not reserved after dusk.		
<b>Point of Sale</b>			
<b>Item</b>	<b>System Feature</b>	<b>Response (Y/P/F/N)</b>	<b>Explanation/Clarification</b>
1	System has ability to manage POS inventory functionality (tracking, order limits) on an individual item basis.		
2	System allows for system generated or user-defined, alpha-numeric codes for each inventory item. Each transaction code may have as many of these inventory items associated with it as needed. System is able to handle significant numbers of inventory items. If there is a limit, explain. Example: the transaction code is clothing and there are 300 unique, individual clothing inventory items.		
3	Ability to track POS inventory through product issued barcodes.		
4	Ability to create and print UPC barcodes for items without product barcodes. If hardware is required, explain.		
5	Ability to associate vendors (with primary vendor assignment) for each inventory item.		
6	Ability to link UPC codes to each inventory item.		
7	Ability to link a storage location identifier (example: bin number, facility) to each inventory item, and transfer items between locations.		
8	Allows for option to set retail price manually or automatically via flat mark-up percentage based on cost, or by margin.		
9	System allows for an assigned global discount which automatically discounts all items for a given timeframe.		
10	System allows for the return of an item which adds the item back into inventory, based on user security permissions.		
11	System allows for multiple screens/pricing/item/service set-ups to allow selling specific items/services based on facility, function, or line of service delivery.		
12	The system provides for admissions (daily use/non-pass holder) processing.		
13	Screen layout allows for unlimited number of drill-down screens (subcategories) to accommodate large volume of items and item categories. If not, explain.		

14	System allows for the selection of the item/service to be sold by each of the following methods: selecting the item from a list, barcode (UPC or other) scanning, programmable keyboard or keypad.		
15	Item barcode scanning does not interfere with pass scanning.		
16	Allows for the sale of an unlimited number of line items for each transaction. If not, explain.		
17	System allows price adjustments (e.g. coupons) with the ability to adjust by a flat dollar amount or a percentage amount. Adjustment can be applied to either the entire transaction or a single line item.		
18	System provides the option to link a POS transaction to a customer for reporting and statistical purposes.		
19	System automatically maintains and tracks inventory data such as quantity in stock, re-order point, normal stocking level, and quantity on order.		
20	System has the ability to track and graph product sales by inventory categories.		
21	System has the ability to "round up" for a fundraising effort (i.e. would you like to round up your transaction for our scholarship program?) and if so, can the system allocate those funds to the correct GL?		
22	Does the system have the ability to print a bar code at the bottom of a POS receipt that would allow the purchaser the ability to scan at access control points to allow entry.		
23	System can assign custom prompts to individual item sales and price adjustments, in order to collect information.		

#### Reports Required

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	Report that shows time of scan by individuals.		
2	Daily usage of venues		
3	Daily participation in programs		
4	Weekly membership sales (cash based) by category and type.		
5	Weekly program sales (cash based) by category (swim lessons, pickleball).		
6	Weekly drop-in sales by category (childcare, open plunge).		
7	Weekly retail sales.		
8	Weekly sales of other products (cash based).		
9	Weekly venue rental revenue.		
10	Weekly member participation in programs.		
11	Weekly drop-in sales by category and by number		

12	Weekly venue usage number and as compared to previous years and budget.		
13	Breakdown of membership sales by type (swimming, gym) and category (ie. One parent family, Adult, etc.).		
14	Membership renewal		
15	Membership discounts - Fee Assistance		
16	Membership renewal monthly report on pending Expiration		
17	Membership uses within defined time periods		
18	List of members with less than or greater number of uses in a defined period		
19	Member time of use		
20	Member participation in core classes, both total and by member		
21	Drop in users time of purchase		
22	Number of cancelled programs		
23	Total participation in courses.		
24	Program registration by category		
25	Membership census		
26	Membership extension and suspension		
27	Hourly usage report		
28	Report on member/drop in residency		
29	Stakeholder usage report # of participants within venue rental		
30	Total revenue and hours of facility rentals by client for defined periods and in comparison to previous years		
31	Transaction report		
32	<b>Cash Out Report</b> - to balance (cash out) by user, assigned cash drawer, location, for any date range, any time range, by function, by multiple GL numbers, by cost, by facility, by payment method, merchant, or for the entire system. Explain if the system can drop that drawer back to zero and how that works.		
33	<b>Daily Cash Balance Report</b> - produces end of day financial reports that provide consolidated totals from all functional areas such as a grand total of all registrations, bookings, passes, POS sales, etc.		
34	<b>Coupon/Discount Report</b> - reports on discounts that have been applied to transactions for a given date range. Shows the name of the discount, user who applied the discount, the amount, the customer who received the discount, and the activity transaction to which the discount was applied.		
35	<b>Receipt Report</b> - reports a list of receipts for a particular date or range of dates. It shows the receipt number, receipt date and time, user, customer name, type of payment, amount paid, and total of all payments. Report also includes voided transactions.		

36	<b>General Ledger (GL) Debit/Credit Report</b> - reports debit and credit transactions for each GL account for a particular date or range of dates. For each account, all charges are listed with the receipt number, type of transaction, and debit or credit amount.		
37	<b>General Ledger Transaction Report</b> - reports daily transactional amounts received by payment type for each GL account for a particular date or range of dates. For each account, amounts for each type of payment are listed (example: cash, cheque, credit card, and journal entry payments).		
38	<b>Requested Refund Report</b> - reports a list of transactions to refund. It details the receipt number, date, time, customer for the original transaction, type of payment, and how the transaction will be refunded (example: check, cash, credit card, debit card, gift card, and customer account credit).		
39	<b>Net Revenue Report</b> - shows all revenues by GL account, date range, etc.		
40	<b>Credit on Account Report</b> - reports outstanding credits by customer accounts and date added.		
41	<b>Accounts Receivable Past Due</b> - reports information about accounts receivable from customers with balances that are currently due and past due.		
42	<b>Expired Credit Card Report</b> - reports on credit card expiry dates in near future that have been set-up for scheduled payments.		
43	<b>Declined Report</b> - includes name, customer ID, amount, location, and reflects outstanding balances due to declined payments.		
44	All reports contain a title, page number, date/time stamp, username, and logos when printed.		
45	System includes the ability to preview all print jobs, print to either laser and/or thermal printers, or print to local, shared, and network printers. Allows for user to select desired printer from available Windows printers.		
46	Where applicable, standard reports can print in either portrait or landscape format (user selected).		
47	All reports can be exported to Word, Excel, PDF, etc.		
48	Report creation option includes organizing data into charts and graphs.		
49	Ability to print/export program information in standard file format for use in creating program brochures.		

50	Ability to refine reports through a variety of filters. Example: Program Maintenance reports by program category, program number, program name, session and year, supervisor, etc.		
51	In addition to the standard reports provided by the system, a report writer must be available to produce ad-hoc and customized reports. Describe custom and ad-hoc reporting capabilities.		
52	System allows for the creation of comparison reports based on selected criteria, including but not limited to: program, program category, program status, facility, facility type, city, postal code, pass, pass status, gender, item(s) purchased, supervisor, user, etc.		
53	System has the ability to schedule reports to be delivered ongoing to specific email addresses (i.e. Every Sunday night email a specific report)		
54	System has the ability of saving a custom report as either a system wide report or a report saved for a user.		
55	<b>Fee Assistance Report</b> - numbers and dollars approved for customers, per customer type (example: child, adult), per time period, per approval method.		
56	<b>Fee Assistance Usage Report</b> - reports usage numbers and dollars, per customer type (example: child, adult), per time period, per approval method, per location used, per demographic criteria (customer information).		
<b>Marketing and Communication</b>			
Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System allows customers to opt in and/or opt out of email lists.		
2	System allows email campaigns to be sent in text or HTML formats.		
3	One central database across all modules tracks customer information, with one view of customers across all facilities.		
4	Ability for automated email reminders for customers. Example: upcoming program registrations, facility bookings, court times, pass renewals, Fee Assistance renewals, etc.		
5	System allows for an unlimited number of customer lists to be identified and created for general information and/or emailing, text messaging, and hard-copy mailing lists.		
6	System provides capability of an automated "list building" tool to segment marketing audiences.		

7	System provides ability to create an unlimited number of “custom questions” that can be asked either globally or during a transaction in order to gather additional demographic or program specific information.		
8	System is able to report on any one or many custom questions and their associated answers.		
9	System has the ability to utilize unique discount/promo codes that can be entered online. Example: code to receive 10% off program fee.		
10	System has the ability to opt in or out of text messages.		
11	System has the ability to send text messages (explain how and if it requires integration with another software).		
12	System provides a direct connection to social media sites such as Facebook or Twitter encouraging clients to share their program registration with friends who might be interested in joining them		

#### Access Control

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System will be capable of producing membership cards, passes or printer receipts with scannable barcodes to be used for the purposes of validation and entry at control points.		
2	System provides access control functionality to permit entry to controlled areas for valid memberships or drop-in guests. Please provide details.		
3	System is able to scan a membership card, pass, or printed receipt at control points to permit self-service entry. Provide hardware and software requirements for control points, including interfaces with turnstiles, gates, or doors.		
4	POS system has the ability to print a receipt that includes an identifier that can be scanned to grant facility access for drop-in visitors.		
5	System provides functionality for member’s barcode or identifier to be displayed on a mobile device screen and scanned at control points.		
6	System will alert staff if an invalid barcode or identifier is scanned.		
7	System is able to restrict entry at control point based on regular hours of operation.		
8	System is able to restrict entry at control point based on invalid/expired membership.		



9	Staff facing notes or alerts can be placed on members accounts to identify behavior issues with customers.		
10	If an alert is on an account or the account is past due or a membership is invalid does the system have the capability of doing an audible alert?		
11	Membership cards, passes or receipts can be scanned at control desks so that staff may review attributes of a member's account (i.e. membership type, waiver status).		
12	System will have the ability to record entrances at control points for tracking and reporting purposes.		
13	System can control access at control points based on cards purchased with pre-defined number of entrances (ie. 10-punch card)		
14	System has an app that staff are able to use for various functions based on their level of need (i.e. an instructor being able to pull up their class roster and take roll on the app). Provide details.		
15	System has an app that patrons are able to use for various functions including registration, purchase of day pass, membership scan at control access points, ability to choose which item they are checking in for (i.e. swim lesson, membership, personal training, etc.) Provide details.		

#### Digital Waivers

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	Text of a digital waiver must be of a readable size on any device. Side to side scrolling is not acceptable.		
2	Upon completion of a digital waiver form the customer/member must be provided with a copy of the document via email.		
3	Identity verification/email validation must exist for documents completed off site (e.g. smart phone, home computer).		
4	Customers will be informed of the electronic signature clause and be given the opportunity to sign with their finger on a touch screen or with a mouse.		
5	Customizable information fields.		
6	Required fields are enforced - the customer will not be permitted to proceed without valid input.		

#### Financial Controls

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System must be PCI Level 1 Compliant for all card transactions both in person and online. Indicate PCI certification level.		

2	Tokenization must be utilized for all credit card payments. No credit card information is stored within the system.		
3	System has the ability to export financial transactions summarized by GL account in a format suitable for import into a third-party financial system.		
4	Provide a list of financial reports available within the system.		
5	System provides for financial reporting for any timeframe to reconcile with revenue.		
6	System allows for the creation of invoices and statements that are sent directly to the customer via email, including auto-generated reminders based on pre-set criteria.		
7	System has the ability for EFT and automatic credit card billing as form of payment for reoccurring scheduled payments either with an end date or perpetually until ended by customer request.		
8	System has the ability to provide for Fee Assistance. Provide information on Fee Assistance functionality.		
9	System provides Accounts Receivable functionality.		
10	System has the ability to enter adjusting journal entries to general ledger.		
11	System has ability to make corrections to errors in transaction processing		

#### Membership Management (General)

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System has the ability to define a wide range of membership prices and types, plans (family, adult, student, child, etc.) and terms (10 punch, 1 month, 3 month, 6 month, 12 month, continuous renewal, etc.).		
2	Ability to send an automatic notification when a membership payment is declined.		
3	Ability to configure memberships with user-defined effective and expiration dates.		
4	Ability to enter the length of the pass in months/days.		
5	Ability to apply age restrictions by membership plan. Example: Youth 12-17 years.		
6	Visits can be limited by membership, day of week, and time of day. User restrictions may be placed on memberships.		
7	Ability to restrict access to certain facilities, based on membership and balance owing on account.		
8	System provides for membership cancellations with reason for cancellation and refund options.		

9	System provides for automatic membership renewals and notifications.		
10	Membership fees can be discounted and adjusted. (Fee Assistance)		
11	Ability to capture member's photo and store on the customer account.		
12	Ability to put memberships on hold to accommodate freeze requests.		
14	System has the ability to establish and determine opt in or out of member communications.		
15	System allows for membership discounts to be applied for program registration with valid membership plan, type, and term.		
16	System provides for installment billing options for recurring scheduled payments in all modules and have the ability to apply the payment(s) automatically. Example: by 'X' date, weekly, monthly, etc., and can there be an adjustment of the date of draft?		
17	System has the ability to increase membership fees through a seamless process (i.e. Board increases fees starting January 1, we are able to put the new amount in the system starting January 1 and have it start billing that amount at that time). Explain.		
18	System has the ability to take all payment types (including cash) for back dues on a membership.		
19	System has the ability for EFT and auto credit card billing as form of payment for scheduled payments when scheduled payments have a defined end amount or date.		
20	System has the ability to charge backdues and service fees in the same transaction.		
21	System has the ability to automatically cancel a membership if it has not been paid at a certain threshold (i.e. policy is after 30 days we automatically cancel the membership, can the system do this for us?)		
23	System has the ability for EFT and auto credit card billing as form of payment for continuous scheduled payments (that only end upon customer request).		

#### System Security and Information Management

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System provides a login and authentication mechanism for staff accessing the system (either Active Directory integrated or application specific).		
2	System provides an activity log detailing user logins, changes, and transactions.		
3	System has the ability to enforce definable password complexity, expiration and configurable failed login lock-out rules.		

4	System has account security functionality to limit user access to sections of the application and/or restrict access to read-only. Please provide details on levels and granularity of the security model.		
5	The solution provides the ability to configure user security rights by type of access (e.g., view only, add, update, delete). Security rights can be applied to definable groups of users.		
6	System provides the ability to configure user access to document templates (i.e. only supervisors have access to permit templates).		
7	System allows for customized page layouts dependent on the security rights of the person logging in.		
8	Specify encryption and authentication methods and protocols used when storing, transmitting and/or accessing data.		
9	In what provinces or countries is data stored or transmitted, including back- ups and mirroring sites?		
10	List all vendor employee roles, representatives, and subcontractors who may have access to data processed through the system.		
11	Hosted solutions are to provide information about guaranteed uptime, disaster recovery plans and overall availability.		
12	Data must be solely owned by the District.		
13	System data is not to be used by the provider, hosting company or any other 3 <sup>rd</sup> party for any purpose other than providing the RMS functionality.		
14	Can system data be provided on a periodic basis or upon request?		

#### Integrations

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	The system provides an Application Programming Interface (API) with two- way communication for purposes of data exchange with external applications.		
2	The System supports integration with the ESRI ArcGIS platform for mapping integration.		
3	Ability to export results in a variety of formats. Identify which formats are supported for export.		
4	System provides compatibility with social media tools including but not limited to: Facebook, Twitter, Instagram.		
5	If system does not have the ability to text from the system, it has the ability to integrate with a texting software.		
6	System is able to provide data for display on digital signs within facilities.		

Account Management			
Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	Customer database files include detailed customer information including: customer name (first and last), company name, gender, birthdate, phone number(s), email, emergency contact, etc.		
2	System has the ability to collect medical information (and other sensitive customer notes/alerts), that can be viewed and reported on program rosters.		
3	System ensures that at least one adult is on an account (as primary account name).		
4	Ability to hold two email addresses for each individual on account.		
5	Birth date (system automatically maintains and displays the computed age) for all individuals on account.		
6	Grade is definable in the system.		
7	System allows for a variety of customer status codes (ie. active, suspended, frozen, deceased). Do any of these codes prevent processing or have other impacts? ie. Continuous renewal if an account has been frozen due to balance owing on account.		
8	System has pre-defined customer types (ie. resident/non-resident, member/non-member).		
9	System allows for enabling required fields during the account creation process (ie. must provide birth date).		
10	System allows for new user-defined fields to be added, removed, and/or modified.		
11	System automatically assigns unique identifiers upon the creation of the account (e.g. customer ID number and pin number).		
12	System includes ability to check for duplicate customer files when entering new customer records for both users and for customers online. If a new customer is added to the central database, the system warns the user of similar customer files.		
13	System has the ability to merge duplicate customer records (with full history merge).		
14	Ability to recognize/search/select family account entries by common phone number, address, name, date of birth, and/or email address.		
15	System has ability to view/inquire about household data, addresses, phone numbers, transaction history, registrations and membership details.		
16	Ability to view customer's entire history of transactions and the ability to reprint or email receipts at any time.		

17	System has the ability to associate scanned documents (tax forms, proof of residency, proof of insurance, membership agreement) to each customer record by a document imaging system. Identify any hardware requirements.		
18	System provides for notes/alerts to be tagged to a customer account, such that upon next user access of that account or web login the customized alert is displayed.		
19	System allows for users to set valid dates and valid expiry dates for notes/alerts, such that the system will automatically post and remove the note/alert upon reaching those dates.		
20	GIS Integration is used to identify residency status when creating new accounts.		
<b>Subsidy/Fee Assistance</b>			
Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	Ability to set-up multiple Fee Assistance programs.		
2	Ability to set Fee Assistance for each individual on a group or family account.		
3	Variable settings for Fee Assistance term length. Example: 1 month, 1 year, until 'X' date, etc.		
	Ability to restrict what programs and how much a Fee Assistance can be used for (i.e. a certain fee assistance can be used for 50% of a group swim lesson but not a private lesson or facility rental)		
4	Ability to set various discounts.		
5	Define different types of discounts (percent, declining balance, etc.) and applicable values.		
6	Define maximums for dollar and usage values, for each customer type, customer account, and individual client - per defined term.		
7	Set a maximum dollar amount/percent that Fee Assistance will cover for a single item. This setting is per service category (i.e. passes, programs, admissions, etc.).		
8	System visually identifies to the user whether a customer is enabled for Fee Assistance or not.		
9	Set a minimum dollar amount/percent of a subsidized item that must be paid for by the customer. Set per service category (i.e. passes, programs, admissions, etc.).		
10	Ability to forego the use of Fee Assistance for particular transactions (in person and online). Example: customer chooses not to use subsidy for a certain program registration.		

11	Tracking and reporting of available Fee Assistance dollars, with expiration date - for when amount is to be used up by.		
12	Fee Assistance status, including remaining balance, is available online via customer account.		
13	Fee Assistance Approval Report - numbers and dollars approved for customers, per customer type (example: child, adult), per time period, per approval method.		
14	Fee Assistance Usage Report - reports usage numbers and dollars, per customer type (example: child, adult), per time period, per approval method, per location used, per demographic criteria (customer information).		
15	Ability to assign multiple subsidies to an individual customer.		
<b>Staff Management</b>			
Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	Track per class payroll calculation.		
2	Track per attendance payroll calculation.		
3	Track percentage payroll calculation.		
4	Track hourly rate payroll calculation.		

# Request for Proposal

## Recreation Management System

### Questions and Answers

1. What was the approximate number of Programs/Classes you offered in 2022?  
Answer to 1: 2668
2. How many TOTAL registrations did you receive for programs in 2022?  
Answer to 2: 15269
3. How many total registrations do you anticipate in 2023?  
Answer to 3: 18000
4. How many different physical Facilities/Fields do you manage Scheduling & Reservations for?  
Answer to 4: 35
5. How many Reservations did you have at these facilities in 2022?  
Answer to 5: 750
6. How many Reservations do you anticipate in 2023?  
Answer to 6: 1200
7. How many different Membership types are offered annually?  
Answer to 7: 44
8. The approximate number of overall members you expect to enroll in these Memberships in 2023?  
Answer to 8: 15,000
9. Will you be using Memberships to record facility Check-Ins?  
Answer to 9: Yes
10. Approximately how many Teams? (across All Leagues)  
Answer to 10: 12
11. Approximately how many Participants/Players? (across ALL Teams)  
Answer to 11: 400
12. If you are using POS do you have a sense of the "raw" number of transactions you would process through it in 2023?  
Answer to 12: 100,000
13. What was your revenue run through your current software solution in 2022?  
Answer to 13: \$2,446,596
14. What is your anticipated revenue for 2023?  
Answer to 14: \$2,800,000 through the software
15. What are the criteria for the panel to grade?  
Answer to 15: See section 4.2 of the RFP (pg 10)
16. What are the criteria for the panel to grade?  
Answer to 16: See section 4.2 of the RFP (pg 10) and KOPFC Attachment A – Functional Requirements 2023. The Panel will review the information provided to



score how well the information provided will get us the software we need for our current and future needs.

17. Will a panel be evaluating the RFP's?

Answer to 17: Yes

18. What's that process look like?

Answer to 18: See section 4 (page 10).

19. Some panels set up a scorecard and rate the product before they evaluate the price - is your scoring blind too?

Answer to 19: Yes, we are requesting that the price proposal be submitted separately (see 3.8). Price is worth 20% of the total score but will be added in separately after the other items have been reviewed and scored.

20. Is price the only factor?

Answer to 20: No, See 4.2 (page 10). In 4.4, we have stated that we will enter into direct contract negotiations with the successful proponent. Price still could be negotiated.

21. How are the factors rated?

Answer to 21: See section 4.

22. Are they weighted?

Answer to 22: See section 4.

23. Will the highest price product be allowed to show why or how they differentiate themselves in person?

Answer to 23: Price is just a component and can be negotiated. See section 4.

24. How will the final companies be graded on the final presentation?

Answer to 24: See section 4.3. Product demonstrations will be scored as part of the overall evaluation process. After the demonstration, scores may be reevaluated to finalize scores.

25. What are the number one factors for the group?

Answer to 25: Ease of use for patrons and employees. Support. Reliable software. See KOPFC Attachment A – Functional Requirements 2023

26. What is the greatest hurdle in front of the group at this time?

Answer to 26: Difficult to use for employees (especially building things on the back end), unreliable software, orphaned transactions, easily handling of private lessons, support to name a few.

27. What could I help you with moving forward?

Answer to 27: Complete the RFP.

28. How many people come through your center each day? How many calls? Emails?

Answer to 28: 1500+ per day. 300 phone calls. 175-250 email through the system a day.

29. Instructions: Each functional requirement must be answered with Yes/Partial/Future/No. However, many of the questions are phrased in such a way that the logical answer is No, but in some cases "No" would be the desirable answer. Can you confirm whether we should answer these questions as they read, even if the answer would be "No", but not meaning that "requirement is not currently supported"? Example:

a. *"Does the system charge per workstation? If so, please outline the cost."*

- b. *“Does the software utilize any plug-ins such as Java, Silverlight, Flash etc.? If so, please state which plug-ins are required and why.”*
- c. *“Do you have a preferred Merchant Solution?”*

Answer to 29: Answer the questions as they read even if the answer would be “No”, but not meaning that “requirement is not currently supported.”

30. In other cases, they are not a Yes/No answer, but are related to how or list-based answers for example. Should we answer “Yes” and provide the requested information as a comment?
- o *Provide the communication and deployment plan for system upgrades and all other maintenance and service interruptions.*
  - o *Provide hardware requirements for: touch screens, pin pads, cameras, gate kickers/turnstiles/door locks, cash drawers, scanners, photo ID card printers, and any other applicable devices.*
  - o *How are support resources and priorities managed. What is the escalation process?*

Proponents are required to respond to each individual requirement listed in the attached Excel document Attachment A – Functional Requirements using the below response codes. For any “Partial” or “Future” response, provide an explanation on how the requirement will be met in the Explanation/Clarification column.

Response Code	Description
Yes	Requirement is fully supported by the proposed solution.
Partial	Requirement is partially supported by the proposed solution. Include comments describing how the requirements is supported.
Future	Requirement is not currently supported but is on the product roadmap for release in the next 12 months.
No	Requirement is not currently supported and is not on the product roadmap for release in the next 12 months.

Answer to 30: Yes, you should answer “Yes” and provide the requested information as a comment.

31. **Web – Customer Management, Item 5:** System provides for self- service account creation depending on definable system parameters (set by system administrator).

- a. Please define *definable system parameters*

*Answer to 31: Definable system parameters means that we will be able to choose the items that are included in the account creation (i.e. gender, birthdate, grade, email*

32. **Program Registration and Scheduling, Item 1:** Can you clarify the meaning of “Integration with facility bookings”? What integrations are you looking for?

Answer to 32: Facility booking reports show programs, reservations, etc.

**33. Program Registration and Scheduling, Item 19:** Program facility set-up/maintenance needs are linked for each program. Set-up/maintenance comments are included on facility set-up schedules and reports. Example: flooding after skating program.

a. Please help us understand how you manage this process today

Answer to 33: Not very well. We have to use a separate program called Office Tracker to communicate these needs. We would like to have it all in one system.

**34. Facility Booking, Item 8:** “Ability to view multiple facilities on a single screen.” Is this from a staff member’s perspective or a client?

Answer to 34: For sure the staff member’s perspective, but it would also be helpful for the client.

**35. Facility Booking, Item 16:** Ability to link facilities into facility groups to allow for reserving multiple facilities in a single step.

a. Can you please provide some real-world examples of the types of bookings which occur?

Answer to 35: Because we are using a separate program (Office Tracker), we have to book the facility and then go into Office Tracker and book the space with details there. Also we want to ensure that spaces don’t get double booked (i.e. Pavilion A can be divided into two spaces A1 or A2 or can also be booked as A (entire space). If A2 is reserved, the system should not allow us to book A since part of that space is already reserved. Another example could be swim lanes for a pool, making sure that if some lanes are booked the system wouldn’t allow us to book out the whole pool space.

**36.** Are you currently using any lighting systems, such as Musco Lighting?

Answer to 36: No.