January 24, 2012

REQUEST FOR PROPOSAL

The City of Hartselle is seeking bids for the purchase of **off-the-shelf, standardized, Recreation Management System.** . Individual sealed bids must be submitted by **Thursday, February 2, 2012 at 2:00 p.m. CST** at which time they will be opened and publicly read aloud. Additional copies of the bid specifications and bid form can be obtained from the City Clerk's office between the hours of 7:30 a.m. and 4:30 p.m. Monday through Friday. **Bids should be submitted to:**

> **City of Hartselle**
> **ATTN: Rita S. Lee, City Clerk- Controller**
> **200 Sparkman Street NW**
> **Hartselle, AL 35640**

All bid envelopes, including courier envelopes inside and outside, should be clearly marked as containing a "sealed bid for Park and Recreation Software". Attached is a copy of the minimum specifications required by the City of Hartselle. If you should have any questions you may contact Shawn Woods, City of Hartselle, at (256) 773-2535.

The City of Hartselle has the right to accept or reject any or all bids and to waive any technicalities. **A bid bond of 5% of the total bid not to exceed $10,000.00 must be included with the proposal. An irrevocable letter of credit, a certified check or cashier's check will also be accepted instead of a bid bond.**

No bidder may withdraw his bid for a period of thirty (30) days after the time set for receiving bids.

Hartselle Alabama

REQUEST FOR PROPOSAL

for

Recreation Tracking System

Photo Identification Card System

_____

Issue Date: January 24, 2012

Bid Opening Date: February 2, 2012   **Bid Opening Time: 2:00 P.M.**
_____

Sealed bids, subject to the specifications, instructions, and conditions contained herein and attached hereto, will be received at the above office until the date and hour specified, local time prevailing, and then publicly opened and read. Any bid received after the announced time and date of opening, shall not be considered.

Bidders shall submit <u>one copy</u> of the proposal, as outlined in the Part II Proposal Format section, along with the enclosed Part III Recreation Tracking Software Requirements and Specifications pages and the proposed Part IV Recreation System Hardware and Networking Configuration Requirements pages.

Bids shall be mailed or hand delivered to the following address:
City of Hartselle, Rita S Lee
200 Sparkman Street NW, Hartselle, AL 35640
Bids sent by facsimile will not be accepted.

Approved by: _____   _____
                                  Rita S Lee   Date
                                  City Clerk / Controller

Part I

Instructions to Bidders

1. Purpose of the Request For Proposal (Invitation to Bid)

The purpose of this Proposal is to obtain competitive pricing to purchase a proven, off-the-shelf, standardized, Recreation Management System. The software package must be certified to operate with Windows XP/Vista/W7 network client or single user computers, and Windows 2003/2008, Linux, or Unix network server environment. Further, the software must function properly with both local and remote users.

The system must automate Activity Registrations, Facility Reservations, Court Reservations, Trip Reservations, Pass/Membership Management, League Scheduling, Point of Sale/Inventory Control/Tickets (with Touch Screen POS capabilities), and Accident Reporting. Other required capabilities include Biometric Finger, Palm, Hand Reader. The proposal should include two (2) biometric finger, palm, hand readers and all the mounting and installation accessories.

The software must have the following options available for future purchase. The options would be Equipment rentals, Locker Rentals, Program and Event Registration, Court Reservation, and Internet Processing.

The software must support industry open standard touch screen computers, bar code scanners, cash drawers, programmable keyboards or keypads, magnetic stripe readers, customer displays, mobile smart phones, and other peripheral hardware. Proposals must include all software, hardware, and networking components required, as illustrated on the enclosed diagram. The contractor/proposer shall provide installation and training support services for the City's staff during the implementation of the system, and on-going maintenance and telephone support for the proposed application software.

2. Bid Questions

Questions concerning this RFP should be addressed to the appropriate individual, listed below:

Contractual:	Rita S Lee	256-773-2535	rlee@hartselle.org
Technical:	Shawn Woods	256-751-4929	swoods@hartselle.org
Specification:	Frank Miller	256-773-2581	fmiller@hartselle.org

3. Bid Opening

The City of Hartselle encourages vendors to attend bid openings, although attendance is not required. During bid openings, the basic data of each submittal is publicly read. Bidders in attendance can then inspect the documents.   Bid tabulations will be included with Notice of Award and will be sent to all bidders who have responded to this Request For Proposal.

One copy of the completed proposal must be submitted to Rita S Lee, City of Hartselle, 200 Sparkman Street NW, Hartselle, AL 35640, by the 02/02/2012 deadline. The RFP description, "Sealed Bid for Park and Rec Software" must be displayed on the outside of the proposal envelope or package. All proposals are required to be signed by an authorized representative of the entity submitting the proposal. Unsigned Bid Proposals will not be considered.

4. Taxes

The City is exempt from Federal Excise Taxes and State Sales Taxes.

5. Late Bids

Any Bid Proposal received after the date and time stated in section three (3) above, shall not be considered, and will be returned unopened.

6. Schedule of Events

Proposal will be advertised on:	Tuesday, January 24, 2012.
Proposals from vendors are due on:	Thursday, February 2, 2012, **by 2:00pm.**
The proposals will be opened at:	2:01pm, February 2, 2012.
Venders will be notified of the decision by:	February 20, 2012.
Installation & Training of the system starts:	April 16, 2012.

7. Demonstrations

Software demonstrations will be required, either onsite or online.

8. Pricing by Product

Software pricing must be categorized and detailed by required module/system function to include license fees, annual maintenance, training, expenses, conversion costs, and custom programming. Hardware and communications must be priced by unit model with extensions.

9. Prices Held Firm

All prices quoted by the proposer will remain firm for a minimum of 120 days from the opening date, unless otherwise stated by the proposer or City.

10. Operating Manuals

If requested by the City, the Proposer shall provide a complete set of operational instructions and descriptive literature for proper evaluation of the product proposed.

11. Maintenance Agreement

The Proposer must specify in detail what services are covered and not covered under the annual maintenance agreement.

12. Employee Training

The successful proposer shall provide on-site training to designated City employees as required to operate the software and equipment purchased. Estimated onsite employee training costs must be included in the pricing section of the proposal.

13. Payment

The City will pay for the requested goods and services as follows: (State City payment policies, which must be reasonable and fair to the Vendors and the City)

14. Competitive Selection

The successful Proposer will be selected on a fair and rational basis, and the evaluation factors outlined below shall be applied to all eligible, responsive Proposers in comparing proposals and selecting the successful bidder. Award of a contract may be made without discussion with Proposers after responses are received. Proposals should, therefore, be submitted on the favorable terms. The City reserves the right to void the purchase order if the successful Proposer has not performed within the date specified by the Proposers response.

15. Evaluation Factors

Evaluation Percentage
50% - Software quality, features, speed, platform portability, quality of supporting materials/documentation, compatibility, flexibility and responsiveness to terms and conditions, completeness and thoroughness of the technical data and documentation.
30% - Proposer's demonstrated experience and technical support, including support staff, with the version of software/equipment offered.
10% - Vendor software and support services references.
10% - Total evaluated cost, including required hardware and training.

16. Guarantees and Warranties

Each Proposer shall submit a complete breakdown of any warranties or guarantees provided by the manufacturer or Proposer with the quote submitted.

17. Vendor Response

Prime Vendor Method - The City is interested in the best solution available, and recognizes that any one vendor may not offer all of the required components. However, the City is interested in contracting with a Prime Vendor. Therefore, the City will accept proposals from Primary Vendors, which include Sub-Contractor components. The Prime Vendor solution must include all of the major components (name major components, if applicable). Therefore, the Prime Vendor must insure that the necessary integration and interfaces, as described in the RFP, are functioning in the software delivered.

Proposal Format

Cover Letter

This section should contain the name and address of the proposing firm, and the name(s) and telephone numbers of the primary Contact individual(s) of the proposing firm. These individuals should be authorized to answer technical, price, and/or contract questions. The cover letter should also provide an overview of the proposal, showing a thorough understanding of the needs of the City.

Table of Contents

This page lists the proposal sections for reference purposes followed by the sections:

1. **Management Summary**

    This section should provide an overview of the proposed application and its benefits to the City. A summary of the proposed Software capabilities (modules) should be included, as well as options and features available that the City may purchase in the future.

2. **Vendor Profile/Qualifications**

    This section should provide background information on the Proposer, financial information, key employee information, number of employees totaling dedicated to supporting parks and recreation users only, other products offered by the Proposer, and customer base overview. While vendor financial reports are not required, vendor must indicate long-term financial stability and ethical record of conducting business.

3. **General System Requirements**

    Insert the completed General System Requirements and Specification forms provided, along with your development and database software description literature.

4. **Application Software Requirements**

    Insert the completed Application Software Requirements and Specification forms provided, along with your software description literature.

5. **Software Exceptions/Explanations**

    This section should be used to provide detailed explanations and/or exceptions to the General System and Application Software Requirements included in the bid proposal (Sections 3 and 4).

6. **Software and Support Services Pricing**

    Pricing must be detailed to include software license and annual maintenance fees by module, as well as on site training fees and expenses for modules being

proposed. All actual or estimated fees must be listed here, as no add-on charges will be accepted at a future date.

7. Hardware Pricing

If Proposer is providing hardware pricing, list each by line item, along with all fees and charges. All hardware must be priced per item, and then extended to include total cost of the items proposed.

8. Hardware Requirements

Describe user choices of compatible hardware and operating systems, and specify vendor recommendations, if any.

9. Vendor Sales and Support Policies

In this section, provide information about additional support services offered, philosophy of programming enhancements, telephone support, availability of source code or escrow provision, documentation, annual software support and maintenance agreement, hardware and operating system support, and installation planning. Provide proof of Escrow if applicable.

10. Software Maintenance Support

Describe in this section the software warranty period, error correction procedures, installation and cost of new releases, and enhancement design and implementation.

11. Implementation and Training

Describe your recommended Installation Planning Schedule, project staff assignments, and training. If details not yet available, a sample plan will be sufficient.

12. User Reference List

Provide a list of current users of the application software to include Organization Name, State, contact name, Telephone number, platform, & contact email address.

13. Vendor Standard Agreements

Provide any standard contracts including license, annual maintenance, and installation support services agreements.

Part III

Recreation System Requirements and Specifications

Vendors must respond to each requirement as follows:

Y (Yes)   Software meets this requirement completely.

M (Modify)   Software does not currently meet this requirement, but will modify and include with the software delivered at no additional cost. If the modification is chargeable, please indicate amount on the response line.

F (Future)   Software does not currently meet this requirement, but will be available in a future release of the application at no additional cost. If the modification is chargeable, please indicate amount on the response line.

N (No)   Software does not meet the requirement and cannot or will not be modified.

NOTE: If additional room is required for answers include comments sheets in specifications portion of the proposal.

1. Recreation Tracking System - General Requirements

1.1	**General System Requirements**	**Response**
1.1.1	The application software must be compatible with Windows XP, Vista, and W7 clients.	
1.1.2	The application software must be compatible with Windows 2003, 2008 server environments,	
1.1.3	The proposed software is a Windows-based application with a full graphical user interface for both local clients and remote clients with internet access.	
1.1.4	Relational database technology is preferred, and imbedded database with application software is very desirable, although not required. Please describe proposed database to include compatibility, scalability, and ease of configuration. Include other system features.	
1.1.5	The real-time software application has been integrated with mobile smart phones to provide functio similar to GUI clients, except for limitations resulting from smaller screen sizes.	
1.1.6	System must integrate with Incode (Tyler Technologies) General Ledger.	
1.1.7	Any client (user) with internet access can operate the software from anywhere assuming that the client has been assigned a valid User ID and Password and has sufficient bandwidth with minimum latency to operate satisfactorily.	
1.1.8	Include 2 Biometric Finger reading devices & mounts that integrate into the software.	

1.1.9	Software must be designed as a multi-user system, and allow for an unlimited number of users. If limited, indicate the maximum number:	
1.1.10	Generally, the system must be hardware and operating system independent, thus compatible with most platforms.	
1.1.11	System integrates computer with full range of optional POS peripherals including touch screens, cash drawers, 40 column receipt printers, 80 column report printers, customer displays, slot & omni-directional bar code readers, magnetic stripe readers, handheld bar code data collectors, biometric finger, palm, hand readers, and mobile smart phones.	
1.1.12	Responsive software technical support via toll free telephone number for a minimum of twelve (12) business hours daily, five (5) days a week.	
1.1.13	Responsive after-hours support options are available for support beyond standard hours provided. Explain:	
1.1.14	The current version of the software Source Code must be provided in one or more forms as follows: (Check all that apply and list agent)	
	Maintained with Escrow Agent:	
	Maintained on-site:	
	Encrypted on customer CPU:	
1.1.15	Vendor must provide complete documentation, including electronic reference and reports manuals for software being proposed in the bid.	
1.1.16	On-line help is available from all software screens.	
	On-line help includes field level definitions and explanations	
	On-line help includes report samples for all system standard reports	
1.1.17	More than one operator may update the database at the same time, in the same program. A record locking feature must prevent the loss of data when two or more users are updating the same record.	
1.1.18	System allows for creation of user-defined menus, enabling each operator to have custom menus. City desires the ability to limit the features and functions allowed for each employee that utilizes the software. Proposed solution must include a comprehensive method for controlling employee access.	
1.1.19	Within one window, the system must allow for the completion of transactions in multiple modules resulting in one receipt. For instance, complete a program registration, a pass registration, a room reservation and purchase a point of sale item in a single transaction, processed through a single payment screen resulting in a single receipt.	
1.1.20	The Vendor provides online Internet support to connect to the system to diagnose problems, and provide solutions.	
1.1.21	Operators are required to log-in (sign-in) only once, and have access to all specific areas of the system, based on access & security rights for the individual signing in.	
1.1.22	Provide for "dashboard" display, giving managers and supervisors current information without having to run a report or inquiry. Examples include: current reservations, top activity registrations, visit statistics, receipts by drawer, new/renewed memberships, etc.	

1.1.23	Operator is able to update and make changes to any part of a transaction at any point in the process, prior to the print of the receipt.	
1.1.24	System reports are produced in PDF format with graph and Excel options. List number of standard system reports: _____	
1.1.25	Proposed system offers option for integrated credit card validation processing.	
	List credit card solution options, with details:	
1.1.26	System allows for Gift Card sales and redemptions.	
1.1.27	System allows for integrated electronic check processing as a payment method.	
1.1.28	NA	
1.1.29	List the developer of the proposed software applications.	
1.1.30	List the party responsible for updating and enhancing the proposed software applications.	

1.2	**General System – Database Requirements**	**Response**
1.2.1	The basis of the proposed system should consist of a central customer database file, including the following information:	
1.2.2	Customer database information:	
	ID number, which can be assigned automatically or manually	
	Primary guardian name, address, and four (4) telephone numbers	
	Secondary guardian name, address, and four (4) telephone numbers	
	Email address	
	Emergency contact name, address, phone number (unlimited), including order of contact	
	Employer information	
	Resident/non-resident status	
	Unlimited household/organization types (e.g., non-profit, resident, non-resident, commercial, group, senior, etc.)	
	Customer/Household discount table (allow for unlimited, user-defined tables)	
	Status (active, inactive)	
	Tax status	

	Available scholarship dollars, with expiration date	
	Customer/household demographic codes	
	Tracks date customer added to the database	
	Tracks last date that customer had any activity with the City (for marketing and reporting purposes)	
	Restricted payment types (e.g., allow to pay with cash only)	
	Unlimited miscellaneous comments	
	Track Reward Points balance	
	Allow for unlimited user-defined, additional fields to be created to track customer information	
	Ability to associate scanned documents (such a tax forms, proof of residency, proof of insurance) to each customer record.	
	Tickler comments (notes or comments placed in this location would automatically display whenever this household was accessed in any module)	
1.2.3	Fields listed in 1.2.2 above must be able to be required or not required for entry, as defined by City's database administrator.	
1.2.4	Customer database files also includes detailed member information, with the following required information:	
	Member name	
	Status (active, inactive; if inactive, system prevents processing in any module)	
	Current pass/membership status	
	Gender	
	Birth date (system automatically maintains and displays a computed age)	
	School grade	
	Specific member email address	
	Track last time a waiver was signed	
	User-defined, unique identifying customer identification field (at least 30 digits in length)	
	Unlimited size comments field	
	Allow for special needs tracking (with needs review dates, assessment dates, etc tracked)	
	Store photo/image of family member	
	Fully customizable, password protected medical record information	
	Allow for unlimited user-defined, additional fields to be created to track member information	
	Unlimited number of user-defined family member demographic codes	
	Ability to associate scanned documents (such shot history, medical forms, proof of insurance) to each member record.	
	ID card—lost card tracking capability	
1.2.5	System must include ability to check for duplicate customer files when entering new customer records. If a new customer is added to the central database, the system must warn the operator of similar customer files (possible duplicates) already in the database.	
1.2.6	System must have the ability to merge duplicate customer records (with full history merge).	

	Example: same customer has accidentally been entered into the database twice.	
1.2.7	Provide for Zip or postal code table to be created (by entering the Zip code, the city and state are pre-filled).	
1.2.8	System must provide for a method to track "rewards" for customers. Our rewards programs needs to be able to track the amount of money spent by each customer and award them points (credit) that can be used against future purchases in the recreation department.	

1.3	**General System – Financial Requirements**	**Response**
1.3.1	System must provide for linking revenue to chart of account (general ledger account) codes, as well as to sub-account codes and cost centers.	
1.3.2	As revenue is tracked (i.e., transactions are processed), the revenue generated may be linked to unique general ledger codes. Revenue from any part of the system (module) may be associated with any G/L code in the system. Example: If an Arts & Crafts program is offered, a class fee and a supply fee may be required. The system must have the ability to separate the class fee and the supply fee into two unique G/L accounts and/or sub-accounts, *automatically*.	
1.3.3	A single system fee (line item) must be able to track revenue to up to three different chart of account (GL) numbers in the system.	
1.3.4	System must provide ability to export financials to municipal financial package (e.g., HTE).	
1.3.5	System must operate in a "real-time" mode. Example: Upon the completion of a program registration, the roster, household history, cash journal, general ledger, billing information (if applicable) and activity financial status reports are all updated.	
1.3.6	System must provide complete end-of-day reports, to include as a minimum:	
	End of shift-cash out process/report	
	Receipt transaction listing	
	Account activity listing/Chart of accounts distribution	
1.3.7	System must allow the ability to balance (cash out) by user/employee, assigned cash drawer, location, for any date range, any time range, by function, by general ledger account number, by cost center, by payment method, or for the entire system.	
1.3.8	System must be able to operate on cash, receivables, or accrual accounting basis.	
1.3.9	System can require payment reference information to be entered during transaction processing. Example: Customer check number required for tracking purposes.	
1.3.10	Restrict payment methods available for each operator/employee. Example: Summer help cannot take/process credit card payments.	
1.3.11	System must allow for customer/household credit balances with ability to apply multiple ways.	
1.3.12	System must allow a household with a credit balance in any module, to use that credit in any other module, *automatically*.	
1.3.13	System must allow for split payments among multiple payment methods.	

1.3.14	System must allow for multiple user-defined payment methods to be established. Example: Coupons, gift certificates, scholarships, etc.	
1.3.15	System must allow for:	
	Full payment	
	Partial payment	
	Payment from customer credit	
	Payment reversals	
	Credit balance refunds	
	Deposit refunds	
1.3.16	System must have the ability to cancel any transaction(s) with the following options:	
	Apply credit to the household balance	
	Apply surcharge fees	
	Apply split refund payment types (i.e., ability to process a refund with portions applied to multiple refund payment methods)	
	Refund from cash drawer now	
	Refund later from system, using check print capability	
	Refund later from finance department (system creates a refund voucher)	
1.3.17	System must allow for multiple tax rate options to be set up.	
1.3.18	System must allow for multiple tax rates to be applied to a single sale/line item (so that a 1% local sales tax and a 6% state sales tax can be applied to one item/transaction).	
1.3.19	System must have the ability to create installment billing plans for any customer.	
1.3.20	System must have the ability for Electronic Fund Transfers and/or auto credit card billing as form of payment for monthly payment/billing plans.	
1.3.21	System must allow for the creation of invoices and statements for outstanding payments due.	

1.4	**General System – Reporting**	**Response**
1.4.1	System must provide standard reports that may be selected from drop down menus.	
1.4.2	System must include the ability to:	
	Preview all print jobs	
	Print to either laser and/or thermal printers	
	Print to local, shared, and network printers	
	Allow for operator to select desired printer from available Windows printers	
	Standard system reports must allow for Custom Titles to be entered when printing	

		Graph directly to Excel for applicable standard system reports	
		Print standard reports in Excel or PDF format (operator selected at time of print)	
		Direct email feature from system reports with file attachment option	
		Direct email feature is able to use system central database with customer email addresses and/or your email groups/lists from Outlook.	
		Where applicable, standard reports will print in either portrait or landscape format (operator selected)	
	1.4.3	Standard reports should have multiple selection criteria, allowing for customization of the reports. This capability must allow end users to create unique reports without requiring technical assistance and manipulation of a report writer.	
	1.4.4	Standard report selection criteria options are memorized for each system operator.	
	1.4.5	System must allow for a method of "scheduling" reports for automatic output, so that a pre-defined intervals, reports will be run requiring no employee input (once scheduled).	
	1.4.6	In addition to the standard reports provided by the proposed application, a report writer must be available to produce ad-hoc and customized reports. Further, the system must support a third party report writer (e.g., Crystal Reports).	
	1.4.7	Provide for unlimited user defined templates for each report, saving settings for future use	
	1.4.8	All system modules have a built in capability to create marketing sorts – mailings and labels using multiple selection criteria such as: Beginning and ending name range, last active date, Zip code range, age range, grade range, gender, resident status, database demographic codes, program enrollments, facilities reserved, membership types held, items purchased, items rented, trips reserved, lockers rented, etc.	
	1.4.9	Marketing feature includes the ability to email selected groups directly from the system.	

3. Recreation System – Facility Reservation/Scheduling Requirements

3.1	**Facility Reservation**		**Response**
3.1.1	Must provide scheduling/reservation capabilities for any facility type, such as gyms, fields, courts, shelters, rooms, ramadas, auditoriums, rinks, pools, pavilions, parks, etc.		
3.1.2	Must provide the capability to manage any number of facilities by a hierarchy of facility type, location, and unique identifier as described by the user. System should provide for reporting and analysis of reservations by each of the hierarchy types (by location, by type, by specific facility).		
3.1.3	Software must manage facilities with overlapping areas/rooms (not allow double bookings in overlap situations).		
3.1.4	Must allow for specific operating dates for each facility (open and close).		
3.1.5	Must allow for specific operating hours for each facility (open and close).		
3.1.6	Must allow linkage of unique reservation comments to each facility, where that comment/note prints on the customer receipt.		

3.1.7	Must allow linkage of unique maintenance comments to each facility, where that comment/note prints on the staff maintenance schedule report. System must also include maintenance setup image (JPG, BMP, etc.) link.	
3.1.8	Facility capacity must be tracked. System must allow for a search function when processing reservations based on capacity desired.	
3.1.9	The customer/organization data must be shared with the activity registration, membership, league scheduling and other system modules. A single file for customer data that is accessed by all parts of the software is required.	
3.1.10	System must allow for multiple fees for each facility, each of which is linked to a unique City revenue account code and general ledger account number.	
3.1.11	Software must allow for tracking, billing and collecting of billable services such as staff costs, custodial fees, lighting, clean up and security.	
3.1.12	Software must allow for premium billing, where rate differences are automatically calculated based on season, time of day, day of week, or holidays.	
3.1.13	The system will allow reservations at least ten (10) years in the future.	
3.1.14	The system will store facility images (pictures) for access/display, including display on the Internet and receipts.	
3.1.15	System must allow for unique facility questions to be set up for prompt during facility reservations process. These questions, defined when setting up the facility, will be presented for input during the reservation. Example: Do you need on-site security?	
3.1.16	The system must be integrated with the Activity module and the League Scheduling module so that when an activity or league is linked to a facility, it automatically reserves that facility into the overall booking schedule.	
3.1.17	Ability to link facilities into facility groups to allow for reserving multiple facilities in one step.	
3.1.18	System must allow the user to maintain as much history as desired. Reservations may be kept in database indefinitely. This requires that data purges include the option for the user to select the date ranges and types of reservations to be removed.	

3.2	**Facility Reservations – Processing**	**Response**
3.2.1	Must allow for the following types of reservations:	
	One time reservations—one day only	
	Pattern reservations—every Tues. and Thurs. for the next four months (in one process)	
	Random Pattern reservations – any combination of any date sequence (in one process)	
	Internal reservations—reservations not linked to a household or organization	
	Activity reservations	
	League schedule reservations	
	Personal Trainer	
3.2.2	Software must print a reservation confirmation, with reprint and/or multi-copy options.	
3.2.3	Software must allow for a customer to reserve multiple facilities, for any date ranges, in a single process.	

3.2.4	Software must provide the ability to email reservation confirmation receipt, with contact email address information.	
3.2.5	Software must provide an optional, user-defined rules and regulation letter (also referred to as the contract) to be printed when a reservation is made. This letter must be printed on a separate page, with the reservation details included. Letter must be mail-merge capable from proposed system database fields.	
3.2.6	Software must warn operator, if a conflict exists prior to the completion of a reservation.	
3.2.7	Provide for a graphical view of up to 25 facilities for a period of a month on a single screen.	
3.2.8	Software must allow for reservation setup and cleanup time assignment.	
3.2.9	Fees must adjust automatically based on time/dates of the reservation, and the fee being a daily rate, hourly rate, flat rate, flat rate plus, or weekly rate fee type.	
3.2.10	Software must allow for fee discounting at the time of the reservation.	
3.2.11	Prior to the completion of a repeating/pattern reservation, all line items must be listed (displayed), to allow for adjusting or deleting items without having to process another transaction.	
3.2.12	The system must provide capability to maintain (make changes to) current reservations (i.e., system does not require deletion of current reservation and reentry of a new reservation to make a change.	
3.2.13	The system must allow for the cancellation of a reservation.	
3.2.14	The system must provide for updating charges, partial payment processing, damage deposit payments and refunds, payment reversals, and credit balance refunds.	
3.2.15	The system must allow for reprinting receipts and batch printing of receipts.	
3.2.16	The system must create and track invoices.	
3.2.17	Must have the ability to schedule multiple weeks without having to enter the user information into each time slot. Must also be able to exclude specific time slots during the scheduling process.	
3.2.18	Ability to track reservations into user-defined statistics and reporting groups. Example: All reservations that were for weddings.	
3.2.19	System must not allow double bookings.	
3.2.20	System allows for minimum time prior to bookings and maximum advanced reservation times. Example: Ability to allow reservations six months out, with no reservations allowed within three days of reservation date.	
3.2.21	System must allow for bookings past midnight (over 2 days) without having to make multiple reservations (24 Hour reservations).	

3.3	**Facility Reservation – Reports & Inquiries**	**Response**
3.3.1	All reports must include an option to view on screen prior to printing.	
3.3.2	Detailed facility listing included.	
3.3.3	Facility schedule by date included, with option for individual locations or facilities.	

3.3.4	Numerous standard facility schedule report formats, listing, calendars and block reports (all with multiple print options).	
3.3.5	Ability to run marketing report listing all customers with reservations for user-defined search Range. Example: All customers who reserved pavilions in the last month.	
3.3.6	Location schedule (all individual assets/facilities at a single location – together) by date included.	
3.3.7	Customer based reservation report that will show for the customer all reservations that they have made for a specific date range (used for organizations such as little league & youth soccer)	
3.3.8	Reservation calendars by specific facility and location.	
3.3.9	Maintenance reports by facility and/or date, showing any reservations special needs and set-up requirements (with setup photo include option).	
3.3.10	Ability to reprint receipts/permits at any time.	
3.3.11	Billing reminder print included.	
3.3.12	Facility usage report, showing usage statistics is required, with graph option.	
3.3.13	The system must allow for the printing of rules and regulations letter at the time the reservation receipt/confirmation is printed.	
3.3.14	Software must include on-screen, information-based viewing capability.	
3.3.15	Software must include schedule viewing by month, weekly, and daily views.	
3.3.16	Must allow facility schedule inquires by date (i.e., see schedules for any date/date range).	
3.3.17	Ability to view reservations for a specific facility in calendar format.	
3.3.18	Inquiry by any level of the facility hierarchy—view reservations by type, location, and/or ID.	
3.3.19	Software must provide for viewing of all reservation details for a given facility, such as who made the reservation, the purpose, when, for any given date range.	
3.3.20	Software must allow for viewing schedules for multiple facilities at the same time.	
3.3.21	Provide detailed reservation information download to PDA for viewing purposes.	
3.3.22	Inquire reservation information by customer/organization name or reservation number.	

4. Recreation System – Membership Management

4.1	**Pass/Membership**	**Response**
4.1.1	The system must provide for any number of pass/membership types.	

4.1.2	Any membership type can be valid for a date range or a designated number of visits (computerized punch), or a combination of both.	
4.1.3	Visitations can be limited by pass type, day of week and time of day. Use restrictions may be placed on membership types.	
4.1.4	The system must allow for a renewal rate, different from the new rate for the membership type.	
4.1.5	New rates and renewal rates must be discountable.	
4.1.6	System must provide the capability to link the revenue from each pass type to unique general ledger codes and sub account codes.	
4.1.7	Must be able to track visit history and statistics for each membership type.	
4.1.8	Must be able to track sign-ins (check-ins) as well as sign-outs (check-outs).	
4.1.9	Must be able to enter the length of the pass in months (to automatically set the expiration date X months from today's date) or set the default membership and expiration dates for each pass type.	
4.1.10	System must provide for installment billing and EFT/ACH payment options for monthly membership dues processing.	
4.1.11	Must allow for additional fee charges for each visit, optionally for each membership type.	
4.1.12	Must allow for guest fee charges by membership/pass type.	
4.1.13	Age restrictions by membership type. Example: Youth memberships valid for 13–18 yr olds.	
4.1.14	Assignment of valid and invalid visit sound files for each pass type. Sound files must play at time of entry (when ID is swiped) to alert attendant.	
4.1.15	Must allow the linkage of a unique comment code to each pass type that will print on a customer's receipt during a pass registration.	
4.1.16	Must provide a method for manually posting attendance and revenue data from remote locations that are not "real time" to the central database.	
4.1.17	Must retain prior year's membership data for comparative reporting purposes.	

4.2	**Pass/Membership – Processing**	**Response**
4.2.1	Pass registration option to process by customer or individual member.	
4.2.2	Option to assign pass/membership numbers automatically or manually.	
4.2.3	We sell family memberships and want to be able to handle this in a single process. System must be able to sell a family pass in one step.	
4.2.4	Unlimited membership types are allowed for each member. Example, we have members who belong to the pool, golf course, and fitness center. A single ID card must be all that is required.	
4.2.5	Unique waiver/contract is required for each pass/membership type that will print with the sale of a membership. The contract must be able to have "mail-merge" functionality from the database.	

4.2.6	In one operation, the system must be able to capture photos on multiple workstations and print a paper or PVC plastic ID card using one or more printers without having to use third party software, as a by-product of selling a membership. Please provide all necessary photo ID Card hardware requirements, including cameras, printers and supplies.	
4.2.7	System must have an option for use of Key FOB ID Cards and/or be able to use preprinted third party ID cards in the proposed software.	
4.2.8	During a member visit, a pass or ID card holder must be able to sign in by name or number, or by swiping a bar coded or magnetic stripe coded card through a reader. The system should automatically check for an expired or suspended pass or ID card, display the member image (if desired), play the appropriate sound file (good visit/bad visit or happy birthday) then allow the optional entry of a visit purpose, guest fees, and/or additional member entry fees.	
4.2.9	System includes a minimum time between member visit check. Example: A member's swiped card cannot be swiped again for *X* minutes.	
4.2.10	Membership visit check-in using touch screen configuration.	
4.2.11	Ability to display member notes and alerts during check-in process.	
4.2.12	Visitations must be tracked and reported by day by AM/PM/evening and by the hour.	
4.2.13	The system should automatically update the members visit history as well as the membership type totals with no manual posting, for each visit processed.	
4.2.14	Must be able to note a purpose during the swipe/entry process.	
4.2.15	The system must provide for daily entry (daily use/nonmembers) processing with automatic fee calculation.	
4.2.16	The system should provide for optional receipt printing. System must be able to send receipts to customers via email with no additional steps.	
4.2.17	The system must track pass suspensions with a date range for the suspension.	
4.2.18	Must be able to re-print lost or destroyed passes (ID Cards). System must automatically inactivate the lost card (rendering it unusable).	
4.2.19	System must provide for membership renewals.	
4.2.20	System must provide for membership cancellations, with refund options.	
4.2.21	System must provide for membership transfers of one membership type to a different type.	
4.2.22	System provides for PDA/handheld interface allowing for remote location and mobile visit check-in tracking. Member image validation is required on the PDA unit as well. Must include ID card swipe capability with the PDA unit.	
4.2.23	System must have the ability to track membership check-in while in any screen. Example: You are conducting an activity registration; the member check-in can happen without leaving the registration process.	
4.2.24	System must provide for updating charges/fees, payment reversals, partial refunds, partial payments and credit balance refunds.	

4.3	**Pass/Membership – Reports & Inquiries**	**Response**

4.3.1	Must print a pass member report, listing all members by pass type, membership date range, with or without addresses and show for each member: name, primary guardian, membership date, expiration date, status, amount due and pass membership type.	
4.3.2	Pass visit history report, with summary or detail option, showing visits by individual and/or in total, by type or by date with graph option.	
4.3.3	Unique family pass report, showing the number of unique families that are registered for memberships, by type.	
4.3.4	Membership analysis report, showing how many new and renewed members, how many expired, and total revenue by pass type.	
4.3.5	Membership fee analysis reports must be provided that show revenues for any membership sales date range, by membership type or member.	
4.3.6	Daily visit/entry report, showing the number of visits by hour, by membership type for any date range.	
4.3.7	Visit entry (usage) reports by location must provide.	
4.3.8	Membership comparative report, showing monthly attendance and revenue totals by membership type for current and previous year with variance included.	
4.3.9	Provide a listing of all members with a balance—credit or debit.	
4.3.10	Print and track membership installment bills, with statement option.	
4.3.11	Ability to reprint member ID cards directly from member file. Simultaneously must also allow for the update of the members photo/image.	
4.3.12	Provide marketing reporting feature to target specific demographic groups by creating labels and personalized letters for mailing. This capability must provide multiple selection criteria, such as membership type range, pass number range, membership dates, expiration date, minimum balance owed, and demographic codes to include/exclude. Must include direct email capability.	
4.3.13	Must be able to print invoices for membership billing purposes.	
4.3.14	Software must include on-screen, information-based viewing capabilities. The ability to inquire about membership information—but not make changes—is required.	
4.3.15	Inquiry view of all pass members on screen. To include: name, membership type, membership & expiration dates, age, gender, etc.	
4.3.16	Provide inquiry by customer/member file with visit history view.	
4.3.17	Inquiry by membership type offered, showing membership fees and renewal fees.	

5. Recreation System – League Scheduling

5.1	League Scheduling	Response
5.1.1	The system must provide for the scheduling of any number of leagues with up to ninety eight (98) teams each with normal regular season, round robin, and single and double elimination tournament league types.	
5.1.2	League data must contain the following:	

	League beginning and ending date		
	An extension play date, used for scheduling cancelled games		
	Beginning and ending times, and days of the week for league play		
	Restrictions for Gender, age, residency and option to require that all participants have an active membership		
	Number of officials, and official sport type scheduling feature (code)		
	Number of rounds to be played for the league		
	Number of teams in the league		
	Number of games each team will play		
	Minutes (duration) of the game, including set-up minutes needed		
	Custom league Waiver (with option of one per team or one per player)		
	Team seed or standing (with scoring capability)		
	Allow for setting up and tracking user-defined individual statistics, such as batting average, points per game, rebounds, assists, etc.		
5.1.3	Allow for up to nine league fee line items, with each fee capable of being linked to the same or separate general ledger account code.		
5.1.4	System must allow for unlimited schedule exemptions by team, by facility and for the entire league. Exemptions are times when either the team, the facility, or the entire league will not be able to play. The schedule for the league needs to be adjusted to meet the exception when creating the game slots.		
5.1.5	System must maintain the following team and member data:		
	Team name		
	Primary contact, address, and phone number		
	Secondary contact, address, and phone number		
	Exempt times and exempt dates		
	Team record and winning percentage		
	Team colors and home facility		
	Missed games & team fee balances		
	Team members names, addresses, birthdays, gender, and phone numbers (with notes)		
	Capability to track and maintain individual team member statistics		
	Team members may be selected from the central database of households and members		
5.1.6	Multiple facilities with unique times for each may be linked to each league. Example: three different fields are used for the men's softball league.		
5.1.7	System must provide for tracking player attendance at league games.		
5.1.8	System must provide for league schedule template import and customization (user-defined schedule templates).		
5.1.9	Unlimited numbers of officials and referees can be set up and tracked with qualifications exemption times and pay rates entered.		

5.1.10	Multiple officials may be assigned to a league, by officiating sport code/qualification.	
5.1.11	System provides for the import of league and team data from the program registration function in the software. Enrollments may take place in the program registration module, then automatically feed the league scheduling module the information creating team rosters without having to duplicate data entry.	

5.2	**League Scheduling – Processing**	**Response**
5.2.1	Software must automatically reserve/book facilities during the schedule generation.	
5.2.2	System will schedule any number of officials for each game.	
5.2.3	System will balance home/away and time slots when creating the schedule.	
5.2.4	System must allow manual adjustment to a league schedule to meet any special requirements. Allows for adjustments to any game in the schedule.	
5.2.5	System provides for game flop—quick change feature that will switch/swap two games. Drag and drop game schedule adjustment feature is desired.	
5.2.6	System provides ability to cancel games, then reschedule.	
5.2.7	System identifies any facility conflicts during the scheduling process.	
5.2.8	Ability to enter/post scores of games/contests which automatically updates league standings programs and reports.	
5.2.9	System provides for PDA/handheld interface allowing for remote location and mobile league attendance tracking. Must include ID card swipe capability with the PDA unit.	
5.2.10	System must allow for creation of tournament brackets at the end of the regular season based on league standings.	
5.2.11	System must allow for team registrations for leagues. Team players must also be tracked.	
5.2.12	System allows for league payments and reversals.	
5.2.13	System must allow deleting of one or more teams from a league, and then automatically regenerate a new schedule.	

5.3	**League Scheduling – Reports & Inquiries**	**Response**
5.3.1	Summary and detail league set-up information reports.	
5.3.2	Software must produce league team rosters.	
5.3.3	Software must produce officials schedule reports, and officials information listings.	
5.3.4	League revenue reports, must be available to display revenues/fees for each league	
5.3.5	League statistics report, to verify balanced league schedules.	

5.3.6	Software must produce league standings reports	
5.3.7	League results report must be provided that shows final scores as posted.	
5.3.8	Software must provide a multi-league master schedule print.	
5.3.9	Team schedule print outs, listing all games and times for a team.	
5.3.10	League schedule print outs, listing all game and times for the entire league.	
5.3.11	Tournament bracket print—both single and double elimination. Must be able to generate a generic Tournament bracket print out (requiring no league setup) for one day, walk up leagues that our department runs.	
5.3.12	Balance due listing, which includes all the teams with a balance due (i.e., owing money).	
5.3.13	Provide the ability to print mailing labels, letters and direct email messages to league coaches, players, and officials.	
5.3.14	Provide marketing reporting feature to target specific demographic groups by creating labels and personalized letters for mailing. This capability must provide multiple selection criteria, such as League range, current leagues or prior leagues, team captains/coaches, players, minimum balance owed, demographic codes to include/exclude. Must include direct email capability.	
5.3.15	Software must include on-screen, information-based viewing capability.	
5.3.16	The system must allow for inquiry into the league team/roster information.	
5.3.17	The system must allow for inquiry into officials data and schedules.	
5.3.18	The system must allow inquiry/viewing into league game schedules.	

6. Recreation System – Point of Sale/Inventory Control

6.1	**Point of Sale**	**Response**
6.1.1	System must allow for the sale of inventory items (with full inventory control), miscellaneous sale items, tickets, and services.	
6.1.2	Any items sold in point of sale must be able to be linked to any revenue account number.	
6.1.3	Allow up to nine thousand, nine hundred and ninety nine (9999) sales category/transaction codes.	
6.1.4	System should provide a sales tax option for each sales/transaction code.	
6.1.5	Must be able to link default price and sale quantity to each unique transaction code.	
6.1.6	System must allow for up to a 15 character, user-defined, alpha-numeric code for each inventory item. Each trans code may have as many of these inventory items associated with it as needed. System must be able to handle millions of inventory items. Example: The trans code is clothing and there are 300 unique, individual clothing inventory items.	

6.1.7	Ability to link multiple UPC codes to each inventory item.	
6.1.8	Must automatically maintain inventory data such as quantity on hand, reorder point, normal stocking level, and quantity on order.	
6.1.9	Each inventory item must maintain a last sold date.	
6.1.10	Must track sales history for at least 24 months.	
6.1.11	Must have the ability to link a storage location identifier (Bin) to each inventory item.	
6.1.12	Option to set retail price manually, or automatically by flat markup % based on cost, or by margin.	
6.1.13	Allow for a sale date range with an associated sales price to automatically apply during dates entered.	
6.1.14	Maintain average cost of inventory items and last cost for items.	
6.1.15	Ability to associate vendors (with primary vendor toggle) for each inventory item.	
6.1.16	Inventory pricing allows for adjustments in default price based on time of year and time of day—automatically.	
6.1.17	Must allow linking an inventory item to sub inventory items, in order to accurately manage inventory quantities while selling items that are made up of smaller stocked inventory parts. Example: If a hamburger is sold, the system automatically reduces the inventory levels of 1 patty, 1 bun, 1 pickle, 1 slice of cheese, etc.	
6.1.18	Capable of creating and tracking unlimited number of tickets.	
6.1.19	Ability to link each ticket type to its own revenue account code.	
6.1.20	Ticket printing feature with customizable ticket layout options.	
6.1.21	Up to five (5) separate blocks of sequentially numbered tickets may be linked to each ticket type.	
6.1.22	Ability to conduct inventory count/update in real-time and batch mode via PDA. Must offer UPC scanning capability for PDA count update.	
6.1.23	A begin and end sale date range may be associated with each ticket type.	
6.1.24	Each of the following types of commission types may be associated with the ticket sales. Each ticket type may be assigned a commission type for remittance of ticket revenue to the vendor:	
	Flat amount of sale price	
	Percentage of sale	
	Flat cost remittal	

6.2	**Point of Sale/Inventory Control – Processing**	**Response**
6.2.1	The system must allow for the sale of an unlimited number of line items for each transaction.	
6.2.2	Inventory counts must automatically be updated when an item is sold in the point of sale process.	

6.2.3	Must allow for the selection of the item/service/ticket to be sold by each of the following four methods:	
	Selecting the item from a list	
	Barcode (UPC or other) scanning	
	Programmable keyboard or keypad	
	Touch screen sales interface. Touch Screen layout must be customizable.	
6.2.4	Must allow for an assigned global discount, which would then automatically discount all items for a given day.	
6.2.5	System must allow for an item discount at the time of sale.	
6.2.6	Touch screen sales must allow for unlimited number of drill-down screen layouts, to accommodate any number of inventory items at the point of sale.	
6.2.7	Touch screen option for POS sales screen must allow for user-defined touch buttons—size, color, function, type.	
6.2.8	System must provide the option to print or not print receipts.	
6.2.9	System must allow for the return of an item, which then automatically adds the item back into inventory.	
6.2.10	System must allow for the deletion (void) of a single item during a transaction, without having to start the transaction over again.	
6.2.11	System must provide for Open Ticket processing. Example: Restaurant sit-down table service.	
6.2.12	System includes complete tip processing.	
6.2.13	System provides ability to print receipts in multiple locations (specific to item sold). Example: Grill items printed on kitchen printer, drink items printed to the bar printer.	
6.2.14	System must have the ability to sell and redeem gift certificates. System must maintain gift certificate balance and all transaction history associated with each certificate.	
6.2.15	System must provide the option to link a transaction to a customer for reporting and statistical purposes.	
6.2.16	System must provide for coupons or discounts, with the ability to discount a flat dollar amount or a percentage amount. In the case of a percentage, must be able to take percentage of last item sold (in the current transaction) or all previous items sold (in the current transaction).	

6.3	**Point of Sale/Inventory Control – Reports & Inquiries**	**Response**
6.3.1	System must generate an inventory listing with item numbers, descriptions, unit of measure and current inventory levels.	
6.3.2	The system must provide an inventory price list.	
6.3.3	The system must provide an exception reorder report that lists all inventory that is at or below normal stock levels.	
6.3.4	Software must provide physical count worksheets, including item number and description, with Bin location and room for physical count to be entered.	

6.3.5	Must provide an inventory valuation report that shows cost value, sales value and margin value.	
6.3.6	Software must provide inventory sales comparison report that shows year to date sales versus last year to date sales, with differences, broken out by month.	
6.3.7	Sales tax report, listing all sales tax revenues.	
6.3.8	Sales history report for any inventory item or range of items for any date or date range showing sales information including receipt #, sale amount, margin and cost of goods sold.	
6.3.9	Sales history by item, showing all transactions affecting an individual item.	
6.3.10	System must include a cost of goods sold report that shows quantity sold, average sale amount, average cost, total sales, margin and COGS for any date range and inventory item range.	
6.3.11	Report that lists items that are selling well and those inventory items that are not selling well.	
6.3.12	System must provide for summary sales reports, showing net of all sales for any date, time and employee range.	
6.3.13	Hourly sales reports must be provided, which display sales information for inventory based on the time of the transaction.	
6.3.14	Household inventory sales report showing purchases by each customer—if sales have been associated to the customer at the time of receipt.	
6.3.15	Ability to target demographic group by type of items purchased and create mailing labels, letters, and/or emails for each group.	
6.3.16	System must allow for customizable POS sales reports with total user control of all included sales items.	
6.3.17	Ability to associate a marketing code (e.g., Zip code) at the time of purchase, and then use this code for demographic and marketing reports.	
6.3.18	Software must allow for viewing of transaction code information, including budget information.	
6.3.19	Software must allow for viewing of inventory item information, including quantity sold and budget information.	
6.3.20	Software must allow for viewing of ticket information, including detailed ticket setup information.	

The quote should include software that meets all the above specifications along with two biometric fingerprint readers.

12. Recreation System – Incident (Accident) Reporting

12.1	**Incident Reporting – Data Management**	**Response**
12.1.1	The system must have the capability of entering required data, then tracking and reporting on incidents or accidents that have occurred.	

12.1.2	Any number of incidents may be tracked.	
12.1.3	Each incident should include the date and time of issue.	
12.1.4	Incident info must include location of accident, victims name, address, phone numbers, and victim's guardian(s).	
12.1.5	Data fields for description of injury, department personnel involved, and names of witnesses.	
12.1.6	Additional fields for tracking how the injury/incident occurred, first aid administered, and arrangements/actions taken.	
12.1.7	Ability to add unlimited follow up comments to an Incident at any time.	

12.2	**Incident Reporting – Reporting & Inquiries**	**Response**
12.2.1	Summary incident report, summarizing report information.	
12.2.2	Detailed incident report, detailing all issues/information including comments.	
12.2.3	Incident status report, showing status of accidents (pending, active, closed, etc.).	
12.2.4	Allow for on-screen inquiry/viewing only of Incident information.	