

Question List

1. What problems are not solved by your current solution? *Below are just a few of our responses...*
 - a. *Sport Leagues Module, Ticketing Module, Reliable Membership Module*
 - b. *a reliable, streamlined system in which we communicate with clients (i.e. via email, registration confirmation, sharing program details before and after registration is completed)*
 - c. *the ability to provide contract instructors access to the system with limited access.*
 - d. *reliable and easy to use facility reservation module*
 - e. *Reliable email feature, with ability to send emails to multiple course rosters at once*
 - f. *Ability to limit when online withdrawals occur (similar to how we can set when residents and non-residents can register) - this is very specific to the lane reservation program we just started, but it would be nice to limit when people can withdraw themselves*
 - g. *Clients are not able to see their account credit balance on their profile (at least that I am aware of, patrons have mentioned this a few times especially in recent weeks with all the air quality cancellations)*
 - h. *More user friendly account management for the customer*
 - i. *More intuitive/mobile friendly website*

2. Could you provide approximate dates for the following:
 - a. Implementation start date – *We would like to start training as early as January 2021*
 - b. Go live date – *June 1, 2021 at the latest*

3. Could you provide the approximate number and types of users (e.g. super administrators, administrators, front desk)? *Super Administrators 2, administrators 3, front desk 3*

4. Based on your answer to question 3, approximately how many of these software users require training? *All of them*

5. Are you intending to import customer records into your new solution? If yes, please outline the use cases (e.g. active memberships, account credits). *Yes, we currently have 41,133 clients*

6. Does your organization want a train-the-trainer program, have a super user on staff that will receive super user training program (superusers will train other staff members going forward), or multiple training options to choose from? *Yes*

7. Do you need change management support? *Yes, an application of change management controls is desired by the city, to effectively maintain the reliability and performance of any integrations*

8. One of the requirements is to provide documentation showing PCI-DSS Certification. As a level 1 compliant organization, should we provide our certificate of compliance, our attestation of compliance, or both documents? *While any documentation or certification that can be presented respectively to your solutions PCI-DSS compliancy respective to any resting or*

transitory payment data would be appreciated; we desire to employ the City's cashiering and POS system for payment card transactions.

9. Does your agency track cost recovery? If yes, how? If no, is your organization interested to have this data? *Yes, via hardcopy documents and yes, we are interested in seeing other options*

10. Are there any missing processes or features that are not supported by your current solution?
Below are just a few of our responses...

- a. Sport Leagues Module, Ticketing Module, Reliable Membership Module*
- b. ability to export reliable reports from the system (participant data, waivers)*
- c. the ability to provide contract instructors access to the system with limited access.*
- d. reliable and easy to use facility reservation module*
- e. A more comprehensive/reliable/user friendly report feature*

11. If you track residency status, how is this managed in your current solution? *At registration via their address provided*

12. Could you please provide a weighted evaluation criteria with a detailed breakdown of scoring for each of the evaluated elements in responses?

- a. Evaluation Criteria*
 - A. Company Profile - Experience and qualifications of firm, age of product and references 5%*
 - B. Proposed software solution's ability to meet the needs of the Department 60%*
 - C. Implementation and Training 10%*
 - D. Support and Maintenance 25%*

13. What is your annual sales revenue? *\$4.3M before refunds, \$3.9M Net*

14. How much sales revenue are you processing annually by:

- a. Credit card \$3.4M Net*
- b. ACH \$0 in our current software*
- c. Debit \$0*
- d. Cash \$105,000.00*
- e. Check \$392,000.00*

15. How many transactions are you processing annually by:

- a. Credit card 22,400*

b. ACH 0 in our current software

16. Approximately what percentage of transactions are completed online without any assistance from staff? *30% of all transactions, 55% of credit card transactions*

17. Do you anticipate extending the bid due date? – *No*

a. What additional details are you willing to provide, if any, beyond what is stated in bid documents concerning how you will identify the winning bid?

Evaluation Criteria

A. Company Profile - Experience and qualifications of firm, age of product and references 5%

B. Proposed software solution's ability to meet the needs of the Department 60%

C. Implementation and Training 10%

D. Support and Maintenance 25%

18. Was this bid posted to the nationwide free bid notification website at www.mygovwatch.com/free? – *No*

19. Other than your own website, where was this bid posted? – *Only on our city website*