



RFP # 18-033 PARKS & REC CENTER REGISTRATION SOFTWARE QUESTION & ANSWERS

1. **QUESTION:** How many Bookable Spaces do you have? Keep in mind that if you can divide a space in half that would count as three spaces. (Half A, Half B, and the entire space.) Up to 10, Up to 50, Up to 150? Up to 350? Up to 750? More?

RESPONSE: We have 125 records of bookable spaces in our system.

2. **QUESTION:** How Many Courses do You offer annually? Keep in mind that if you offer "Lesson 101" five times in a year that counts as five courses. Up to 40, Up to 150, Up to 750? Up to 2,500? Up to 5,000? More?

RESPONSE: We have up to 5000 courses in our records that include both Active and Inactive classes. For 2018, we have approximately 2500 courses actually offered.

3. **QUESTION:** How many active card-holding members do you have? Up to 250, Up to 1000, Up to 2000? Up to 5000? Up to 10000? Up to 25000? More?

RESPONSE: We have 18,000 active card-holding members in our system.

4. **QUESTION:** How many SKU#s are needed for Point Of Sales? Keep in mind that this does not include registrations, memberships or bookings, only physical products sold. Up to 5, Up to 100, Up to 500? Up to 1000? Up to 2500? More?

RESPONSE: We have approximately 125 records in our system of items for sale in POS.

5. **QUESTION:** Page 3 indicates that an email copy of our proposal is acceptable. However, pages 22 and 24 indicate that an original and 5 copies must be submitted as well as 3 electronic copies. Can you please clarify if an email submission is acceptable? If not, and 3 electronic copies are required, is it acceptable not to provide any copies in Word? For much of our proposals, the format will be pdf as we do not allow editing.

RESPONSE: All pages of this bid document must be provided in your response. **Please submit five copies (5) copies of your proposal and mark the "ORIGINAL" as such. Please also provide (3) electronic copies, of which (1) must be in word format**

Per page 3; An email copy of your RFP is acceptable and will be considered as your electronic copies.

6. **QUESTION:** Would the City consider removing these two bond requirements from it's RFP?

1. All responders must submit a **Bid Bond** on the city form based on **5%** of your bid total
2. A **Payment Bond** (in the full amount of your winning award) and insurances will be required of the winner. Please factor these costs into your proposal. A copy of a Payment Bond is provided and the insurance minimums are included in this bid.

Could we have some clarity around the **WHYS** behind utilizing these bonds?

RESPONSE: The City intent for requiring bond is to ensure that the winning bidder is capable of handling and completing the project.

Are these bonds necessary if the bidder doesn't use any third partys to fulfill the agreement?

RESPONSE: A payment bond will be required of the winning bidder, if the winner plans on using subcontractors and or purchasing product/service from another vendor. Please note the city will also require a performance bond and will be issuing an addendum.

7. **QUESTION:** Approximate number of Programs offered annually

RESPONSE: about 2500 courses per year

8. **QUESTION:** Approximate number of overall registrants who participate in these Programs annually

RESPONSE: About 7,000

9. **QUESTION:** Number of facilities under management

RESPONSE: In another view, this number could be 29. We have 29 listed Facilities under Facility Management that we can schedule reservations for. This includes downtown, parks, etc.

10. **QUESTION:** Approximate number of annual reservations (scheduled activities) against these facilities

RESPONSE: About 5,500

11. **QUESTION:** Approximate number of different Membership types offered annually

RESPONSE: 20 Annual Memberships

12. **QUESTION:** Approximate number of overall members who enroll in these Memberships annually

RESPONSE: approx. 18,000

13. **QUESTION:** If you plan on using our POS system, at how many venues is it planned and do you have a sense of the "raw" number of transactions you would process through it annually?
- RESPONSE:** 4 physical locations and mobile usage (special events, downtown, etc.) Approximately 8,000 transactions.
14. **QUESTION:** How much revenue to estimate will be processed through RecDesk in 1st year? How about 2nd and 3rd year?
- RESPONSE:** \$2mil, following years may see 10% increase.
15. **QUESTION:** What is the scope of the project for data migration?
- RESPONSE:** We are expecting to transfer all current data. During discussion with finalist we can decide how much will be for active use vs archive.
16. **QUESTION:** If we can provide a Certificate of Insurance plus a letter showing we are covered under British Columbia's WSBC coverage will this suffice?
- RESPONSE:** Please give more details what WSBC stands for and if you have ever conducted business in the US before. (prefer US based companies for your references)
17. **QUESTION:** I am interested in knowing if there is any opportunity for an extension to be granted for the date of submission. Is this something the City would consider?
- RESPONSE:** We do not foresee an extension is needed at this time and based on the few questions received.
18. **QUESTION:** Attachment A – Response Format does not include a section for Pricing. Can we add this as Section VIII Pricing? If not, where would the City prefer that we include pricing information?
- RESPONSE:** Pricing should be listed on **Attachment B Price Sheet.**
20. **QUESTION:** What is the city's current financial software?
- RESPONSE:** RecTrac; Lawson (financial)
21. **QUESTION:** What were the number of transactions processed through your current system last year?
- RESPONSE:** 54K

22. **QUESTION:** What data are you wanting to transfer from the old system?
RESPONSE: All History
23. **QUESTION:** Who is currently in your inter-local agreement?
RESPONSE: Only Carrollton
24. **QUESTION:** How many workstations take credit card payments?
RESPONSE: 16
25. **QUESTION:** How many workstations take cash and checks?
RESPONSE: 16
26. **QUESTION:** How many membership scanning stations do you require?
RESPONSE: 4
27. **QUESTION:** Do you need Membership card printers? If so, at how many locations?
RESPONSE: We are currently using a fob but if we changed, we would need 9
28. **QUESTION:** How many receipt printers do you need?
RESPONSE: 16
29. **QUESTION:** How many points of sale are there across all centers?
RESPONSE: 16
30. **QUESTIONS:** Do you share membership between any of the centers:
RESPONSE: two Recreation Centers, one Senior Center shared memberships
one Aquatic Center separate membership
one Tennis Center along with 17 satellite courts, one Nature Center, one Historic House Museum No memberships
31. **QUESTION:** Is reporting required that combines any or all of the centers or will reporting be distinct at all times for each center?
RESPONSE: Yes, there will be times when this is combined.
32. **QUESTION:** How many CONCURRENTLY logged in users will be using the software from each of the centers?
RESPONSE: Total of 30

33. **QUESTION:** Does the city require any or each of the centers to have separated databases?
RESPONSE: As far as households, no
34. **QUESTION:** What data is expected to be converted from RecTrac – all historic activity/reservation data for all patrons or only patron account and/or membership information?
RESPONSE: All history
35. **QUESTION:** How many days of onsite training is estimated to be needed by the city to include all users?
RESPONSE: 1 week; additional web training may be discussed with finalists as needed
36. **QUESTION:** Is demonstration required to be on-site or can that be via remote meeting?
RESPONSE: Could be considered. Would prefer on-site