



ADDENDUM #1

To: All Companies Interested in Submitting a Proposal
From: Rebecca Johnson, CPPB, Purchasing Agent
RFP: Parks & Recreation Software (RFP #PUR0518-192); Dated: July 12, 2018
Subject: Addendum #1 (5 pages)
Date: August 1, 2018

PLEASE NOTE: The deadline for submittal of proposals has been extended to Wednesday, August 22, 2018 before 3:00 p.m. CDT

The following questions and/or clarifications were asked relative to the above-listed Request for Proposal. This memo is sent for clarification to all companies to whom the RFP was sent.

- 1. Question:** Can companies from outside the USA submit a proposal for this project?
Answer: All proposals submitted to the Office of the City Clerk prior to the submittal deadline will be evaluated.
- 2. Question:** Will the selected firm be required to travel to Cedar Rapids to attend meetings?
Answer: If all potential concerns with the software can be addressed remotely, the vendor will not necessarily be required to come on site in Cedar Rapids; however, the ability to do so may be considered by the evaluation committee if it is determined to be beneficial to the City.
- 3. Question:** Can tasks for this project be performed outside the USA?
Answer: See answer to Question 2 above.
- 4. Question:** Can proposals be submitted via email?
Answer: No. Electronic proposals are not acceptable. All proposals must be printed and submitted with the required number of copies in a sealed envelope/package to the Office of the City Clerk, as instructed in the RFP (page 3).

- 5. Question:** According to 4.4.1 (f) in the Technical Specifications, “The system shall support a virtual server”. Please describe this requirement.
- Answer:** The City uses VMWare platform to host virtual servers running Microsoft Windows Server. An on-premise solution shall be compatible with this environment.
- 6. Question:** 4.4.3 indicates that an on-premise solution will be preferred and off-site (cloud based) solutions will be considered. Does this mean cloud based solutions will be marked less than on-premise solutions?
- Answer:** No
- 7. Question:** For 4.5.2, please verify if the City is looking to synchronize between their own environment or the solution’s environment?
- Answer:** The City is looking for a description of the methods available for integrating between software systems.
- 8. Question:** The City has indicated at least two different Payment Processors (Kubra and Elavon). The City also has indicated that the system shall support credit card payments with Kubra. Why is the City using two different payment processors when Elavon can do both in house and online payment processing? If we can bypass using Kubra and through Elavon for online and in-house payment processing, will that be acceptable?
- Answer:** The City uses Elavon for its POS payments because of the City’s evolution into taking credit card payments. We have had credit card machines for many years. The City’s main bank is US Bank, the parent company of Elavon, so it was a natural progression to add machines using Elavon. The City’s banker assisted with the process of adding machines at each location throughout the City. When the City decided to start taking payments online a few years ago, Kubra was selected through a competitive RFP process as the company that provided the most robust system, which included a website and general ledger integration. It was also the most cost effective service for the City’s customers. If you are offering a system that provides the online system (website) and general ledger integration and you are only requiring a card processor to settle the transactions, then using Elavon would be a satisfactory option. The City will require adequate reporting on the transactions and the ability to research payments and chargebacks.
- 9. Question:** What is the last year’s revenue of the recreation department that went through the recreation management solution including any subsidies/grants used to pay for subsidized memberships, classes/courses and programs?
- Answer:** For calendar year 2017 total revenue was \$1,526,326.
- 10. Question:** How many locations and rentable spaces within each location does the City have that will be included in the RFP?
- Answer:** Up to 150 which may include rooms, pavilions, fields and pools.

- 11. Question:** What is the scope of migration from your legacy solution?
- Answer:** Migration will include household address information and member information. Transaction history is not required but can be discussed.
- 12. Question:** Is the City willing to start fresh with the newly selected solution?
- Answer:** Migration will be required. At a minimum, existing household information will have to be migrated from the current system.
- 13. Question:** How many staff members do you have? Does this include seasonal employees?
- Answer:** 19 recreation employees, not including seasonal employees.
- 14. Question:** How many facilities do you have?
- Answer:** There are 13 facilities where users may be located.
- 15. Question:** What is your total annual revenue that will pass through the system?
- Answer:** For calendar year 2017 total revenue was \$1,526,326.
- 16. Question:** What type of data are you planning to migrate from RecTrac?
- Answer:** Household address information and member information. Transaction history is not required but can be discussed.
- 17. 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 750? More?
- Answer:** Up to 150 which may include rooms, pavilions, fields and pools.
- 18. 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 2500? More?
- Answer:** Up to 2,500.
- 19. 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? More?
- Answer:** Up to 10,000 based on average running total. This includes pool passes, dog park passes and Recreation Center passes.

- 20. Question:** How many SKU #s (typically food or merchandise) 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? More?
- Answer:** Could reach up to 1,000.
- 21. Question:** Attachment D, line 71 - What audio recordings does the Agency provide, or wish to provide for sounds?
- Answer:** The City does not currently have audio recordings. The proposed software shall have the ability to produce recordings or the proposal may include information about other options for audio recordings that are compatible with the software.
- 22. Question:** Attachment D, line 75 - Who will have the ability to customize the card?
- Answer:** Permissions will need to be set for only authorized staff to be able to customize the card.
- 23. Question:** Attachment D, line 75 - Will the cards be printed and mailed, or will each POS have its own card printer?
- Answer:** Each POS will have its own printer.
- 24. Question:** Attachment D, line 88 – Does the City have objections to a POS system hosted on the cloud?
- Answer:** No
- 25. Question:** Attachment D, line 100 - Is there a specific example of a non-standard circumstance leading to opening of the cash drawer?
- Answer:** No, there is no specific example.
- 26. Question:** Attachment D, line 124 - Will the Gift Card program deal purely in dollars or will other options (e.x. customer loyalty points) exist?
- Answer:** Gift cards will deal purely in dollars.
- 27. Question:** Attachment D, line 156 - What is the third party source for these teams?
- Answer:** The third party source could be numerous managers and/or sponsors.
- 28. Question:** Attachment D, line 168 - What alternatives to a physical card are desired?
- Answer:** QR code or any type of bar code that can be scanned with an electronic device.

29. Question: Attachment D, line 184 - Please elaborate on 'Custom brochure interface'.

Answer: A custom brochure file includes all the activity information that the City would want to include in a department brochure and will interface with the platform the City uses for the "Our CR" magazine-style newsletter, which includes the "Play!" guide for Parks & Recreation Programs. See link to current issue below.
http://www.cedar-rapids.org/residents/parks_and_recreation/play_program_guide.php

30. Question: Attachment D, line 198 – Is there a specific online tutorial the City prefers? (e.x. Webinar)

Answer: No, the City does not have a specific tutorial format requirement. Proposals should include information about available training and documentation resources.

31. Question: Attachment D, line 210 - The RFP states that the Agency will be purchasing new hardware, will the C615 webcam continue its use?

Answer: Yes, the C615 webcam will remain in use. The City does not have plans to purchase a new webcam.

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All addenda that you receive shall become a part of the contract documents and shall be acknowledged and dated on the bottom of the Signature Page (Attachment C). The deadline for proposal submittal is Wednesday, August 22, 2018 before 3:00 p.m. CDT.