CITY OF ROUND ROCK, TEXAS

REQUEST FOR PROPOSAL
RECREATION MANAGEMENT SOFTWARE

RFP #: __15-038__   **Addendum No. 1**   **Date:** __August 25, 2015__

Please note the answers to questions, clarifications, revisions or additions to the solicitation referenced above.

1. Question: How many concurrent users/staff members do you anticipate being logged into the software at one time?

   Answer: 50 concurrent users.

2. Question: Can you advise about which third-party software systems you'd like to integrate with and for what purpose?

   Answer: Musco Lighting Corp., so that the software and lighting system are synced and automated. Munis Financial system (Tyler Technologies), so that financial information is transferred automatically without having to do a manual import/export.

3. Question: Section 5.1 of the RFP document states that the provider will gather and analyze PARD's requirements. Can the City please expand on this requirement? Do you want the Vendor to evaluate the business and make recommendations? Are you looking for a custom application or an existing web-based solution?

   Answer: The City wants our business processes evaluated and for the Vendor to set up their existing web-based system in a way that makes our operations as productive as possible, taking into account those unique business processes.

4. Question: What is the annual revenue of your organization?

   Answer: Approximately $ 3,000,000.00.

5. Question: What percentage of revenue comes from online registration?

   Answer: 25%

6. Question: What software are you currently using for online registration?

   Answer: Class software.

7. Question: Why are you seeking to replace its current provider?

   Answer: The software system we currently use is at the end of its life.

8. Question: Does the organization use one or multiple bank accounts to deposit funds into (e.g. is the community center required to operate independently)?

   Answer: One bank account will be used.

9. Question: Does the organization accept credit cards online today? If yes, what merchant bank and gateway provider do you use?

    Answer: Yes, the bank is J.P. Morgan Chase Bank, and the gateway provider is Authorize.net.

10. Question: Does the organization expect to have in-person transactions?

    Answer: Yes

11. Question: Roughly, how many activity registrations does the organization complete each year (e.g. 5,000, 20,000, 200,000 +)?

    Answer: 30,000

12. Question: What is the number of annual activity/program registrations?

    Answer: 30,000

13. Question: What is the number of annual memberships supported?

    Answer: 25,000

14. Question: What is the number of annual Point of Sale transactions:

    Answer: 200,000

15. Question: How many facilities are available to be rented?

    Answer: 25

16. Question: How many rentals occur annually?

    Answer: 10,000

17. Question: Are there fees for rentals? If so, do the fees vary for different types of renters?

    Answer: Yes, and rental fees do vary.

18. Question: Does your organization issue permits?

    Answer: Yes.

19. Question: Does you organization want to publish a facility reservation calendar for the public to view?

    Answer: Yes.

20. Question: Does the organization allow the public to reserve facilities online (e.g. ball field or picnic site)?

    Answer: No.

21. Question: Does the organization require gate check in? If yes, at how many locations (e.g. places where ID badges are scanned)?

    Answer: Yes, two (2) locations.

22. Question: Does your organization support drop in classes at community centers?

    Answer: Yes.

23. Question: Does your organization require ID cards?

Answer: Yes.

24. Question: Does your organization require any pass fulfillment (e.g. beach badges)?

Answer: No.

25. Question: Does your organization rent lockers?

Answer: Yes.

26. Question: Does your organization issue multi use punch card guest passes?

Answer: Yes.

27. Question: Does your organization sell day passes:

Answer: Yes.

28. Question: Does your organization sell gift cards?

Answer: No.

29. Question: Does your organization offer any other types of memberships?

Answer: No.

30. Question: Do you support rolling memberships (part of Community Centers e.g. June-to-June membership)?

Answer: No.

31. Question: Does your organization support on site concessions or product sales (e.g. pro shop, pool sales)? If so, how many locations will the Point of Sale service be used (e.g. Recreation Centers, 2 pools)?

Answer: Yes, Two (2) recreation centers and two (2) swimming pools.

32. Question: Does your organization currently use software for creating game schedules? If so, which software product?

Answer: Yes, Team Sideline

33. Question: Does your organization require team formation?

Answer: No.

34. Question: What is the highest priced ticket item?

Answer: Rabb House Rental - $ 1,500.00 with a $ 500.00 deposit.

35. Question: Does the organization offer special discounts/multi discount packages? If so, explain.

Answer: Yes, In January we have a 10% discount off memberships. And we have a multi-child discount for after-school programs and summer camps.

36. Question: Does the organization offer scholarships, vouchers, waivers or free/reduced lunches?

Answer: Yes.

37. Question: Does the organization have any custom reporting needs?

Answer: Yes.

38. Question: Does the organization require in person training, web-based training via GoToMeeting or a combination?

Answer: A combination.

39. Question: We employ a session based "train-the-trainer" model whereby we train up to five (5) people/service/sessions for no additional cost. How many people are required to be trained?

Answer: Ten employees will need to be trained.

40. Question: Does the organization require any data migration? If so, what software would we be migrating from?
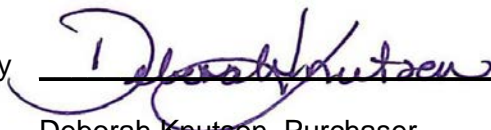
Answer: Yes, the Class software system.

41. Question: What type of data migration is required? (Family and Individual Data / Family, Individual and Transactional)

Answer: Family and Individual Data

42. Question: Does your organization require integration with any current systems (e.g. financial systems)? If so, with whom?

Answer: Yes, Musco Lighting Corporation and Munis Financials (Tyler Technologies).

Approved by _____

Deborah Knutson, Purchaser

By the signatures affixed below, Addendum No. 1 is hereby incorporated into and made a part of the above referenced solicitation.

ACKNOWLEDGED

_____	_____	_____
Vendor	Authorized Signature	Date

RETURN ONE COPY SIGNED COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE WITH YOUR SEALED PROPOSAL. FAILURE TO DO SO MAY AUTOMATICALLY DISQUALIFY YOUR RESPONSE FROM CONSIDERATION FOR AWARD.