**Request for Proposal (RFP)**

For **Hosted Web-Based**

**RECREATION MANAGEMENT SOFTWARE**

AND **IMPLEMENTATION SERVICES**

**SAMPLE RFP / TEMPLATE**

**<NAME OF ORGANIZATION>**

|  |  |
| --- | --- |
| **RFP Advertised** | **<enter RFP publish date>** |
| **Proposal Deadline** | **<enter RFP close date>** |

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# RFP Introduction

## Purpose of the RFP

### <Your City> is currently soliciting proposals for Recreation Management Software to include but not limited to; the daily management of administrative tasks, such as program and class reservations, facility reservations, memberships, point of sale, payment processing, maintenance management complete with customized reporting and any related professional services required to implement/train new users on the software.

## About <Your City>

<Insert City information>

## Project Background

<Insert current product if any and what it is used for and high-level scope of project>

## Notice to Proposers

Failure to carefully read and understand this RFP may cause the proposal to be out of compliance, rejected by <Your City>. Only the format described in the RFP and the attachments included with this RFP will be accepted as compliant for the submitted proposal. Failure to completely fill out all required attachments may result in disqualification.

## City’s Rights Reserved

### <Your City> reserves the right to select the proposal(s), which in its sole judgment best meets the needs of <Your City>. The lowest proposed cost will not be the sole criterion for recommending the contract award but is an important factor.

### <Your City> reserves the right to meet with select proposers at any time to gather additional information.

### <Your City> reserves the right to revise the RFP prior to the date that proposals are due.  All registered proposers will be notified of revisions to the RFP.

### This RFP does not commit <Your City> to award a contract.   All proposals submitted in response to this RFP become the property of <Your City> and public records, and as such, may be subject to public review.

### <Your City> shall not be liable for any pre-contractual expenses incurred by prospective vendors or selected contractors, including but not limited to costs incurred in the preparation or submission of proposals.

## Communication Regarding this RFP

All communication from prospective proposers regarding this RFP must be in writing by email to the address listed in section A.8 of this RFP. Communication by telephone or in person will not be accepted. Attempts by, or on behalf of, a prospective or existing vendor to make telephone or personal contact with any City employee regarding this RFP, may lead to the elimination of that vendor from further consideration.

Attempts by or on behalf of a prospective or existing vendor to contact or to influence any member of the selection committee, any member of <Your City> Council, or any employee of <Your City> with regard to the acceptance of a proposal may lead to elimination of that vendor from further consideration.

## Register as a Proposer

All firms interested in receiving further correspondence regarding this RFP are requested to register by sending an email to <enter contact name and email address> and provide the following information: Company name, name of contact person, email address and phone number of contact person.

## Inquiries and Requests for Clarification

### In an effort to maintain fairness in the process, inquiries concerning this procurement, including questions related to technical issues are to be directed through email to the following contact. Questions over the phone will not be accepted:

Contact: <name>

Email: <email>

### All questions concerning the RFP must reference the RFP page number, and section heading. Questions will be answered and posted to <Your City>’s website ***<enter your website address here>*** in the form of addenda to the RFP. When addenda are issued, all firms that have registered, as a proposer will be notified through email.

## Procurement Schedule

The expected procurement schedule is listed below. <Your City> reserves the right to change the procurement schedule. If changes are made, proposers will be notified by <Your City> in the form of an addendum to this RFP, emailed directly to all registered proposers and posted on <Your City>’s website ***<enter your website address here>***

| **Procurement Schedule** | |
| --- | --- |
| <enter date> | RFP Published |
| <enter date> | Last day to accept questions and requests for clarification on the RFP - <enter time of day> |
| <enter date> | Answers to all questions submitted by <enter date> will be posted on <Your City>’s website as an Addendum to the RFP. |
| <enter date> | Proposals due;<enter time> |
| <enter date> | Vendors selected for software demonstrations are notified |
| <enter date range> | Software demonstrations (these can be done on-site or via webinar) |
| <enter date range> | Follow up demonstrations (if needed), to address questions not answered during initial demonstration. |
| <enter date> | Vendor selection and begin Statement of Work (SOW) |
| <enter date> | Award of contract by City Council |

### Software demonstrations will be held either on-site at City facilities or through a webinar format. <Your City> will attempt to be flexible in scheduling demonstrations. However, to avoid unnecessary delays, <Your City> expects that proposers will be available for software demonstrations during the days identified on the schedule above. Software demonstrations will focus on software; however, <Your City> will also ask questions related to implementation.

## Evaluation Criteria

<Your City> will review all proposals received as part of a documented evaluation process. The sole purpose of the proposal evaluation process is to determine which solution best meets <Your City>’s needs. The criteria that will be used to evaluate proposals may include, but are not limited to the following:

### Proposal Evaluation

* 35% - Cost
* 20%% - Software Features
* 15% - Implementation Approach
* 20% - Technical Compatibility
* 10% - Client References

## Proposal Submission Instructions

### Proposals are to be submitted in sealed packages by <enter date and time>. Late submissions will not be accepted.

Submittal Address: <city name>

Attn: <contact name>: <title of RFP>

<address>

### Failure to comply with the requirements of this RFP may result in disqualification. Proposals received subsequent to the time and date specified above will not be considered.

### Signature of the proposal by the proposer constitutes acceptance by the proposer of terms, conditions, and requirements set forth herein.

### Proposers are required to submit **TWO (2) hard copies and TWO (2) electronic copies USB Flash Drives** of the proposal in a sealed package that is clearly labeled with the proposer’s company name and the RFP name.

### **Emailed proposals will not be accepted**.

### By submitting a proposal, the proposer is providing a guarantee to <Your City> that, if chosen, it will be able to provide the proposed products and services during the period of time discussed in the RFP.

## Organization of Proposal

**The proposal must be organized into the following major sections**. Specific instructions for each section are provided in Section B of this RFP. Any required attachments must be included in the proper section as indicated by the instructions.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | Section Number | Section | | 1 | Executive Summary and Introductory Material | | 2 | Company Profile | | 3 | Proposed Software | | 4 | Professional Services | | 5 | Training Methodology | | 6 | Maintenance and Support | | 7 | Price Proposal | | 8 | Additional Information | |  |
|  |  |
|  |  |
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|  |  |
|  |  |

# Detailed Submittal Requirements

So that competing proposals can be compared equally, proposers must assemble their proposals in strict adherence to the layout requirements identified in Section A.12. **Failure to follow all proposal layout requirements may result in disqualification**. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, relevance, and clarity of content. Proposals must address the following questions and contain the following Sections.

## Executive Summary and Introductory Material

**(Proposal Section 1.0)**  The introductory material must include a title page with the RFP name, name of the proposer, address, telephone number, the date, a Letter of Transmittal, and a Table of Contents. The executive summary should be limited to a brief narrative (less than 2 pages) summarizing the proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel.

## Company Profile

**(Proposal Section 2.0)** Each proposal must provide information about any firm involved with this proposal including the software vendor, implementation vendor, and/or any third party vendors so that <Your City> can evaluate the proposer’s stability and ability to support the commitments set forth in response to the RFP. <Your City>, at its discretion, may require a proposer to provide additional supporting documentation or clarify requested information.

## Proposed Software

**(Proposal Section 3.0)** Each proposal must provide information about the software in response to <Your City>’s RFP and <Your City>’s technical requirements.

### List and describe all proposed software modules proposed. Also ensure to include Appendix A in your response using the following guidelines

* Responses to the technical requirements should be completed to identify the capability of the software NOTE: Ensure the requirements are answered as **‘Yes’ or ‘No’ or ‘Requires Enhancement (RD)’**. Not meeting the ‘Optional’ technical criteria will not preclude a proposer from being awarded the bid. However, it is to the advantage of the proposer to be able to meet as many requirements, both ‘Required’ and ‘Optional’).
* Failure to provide some requirements or excluding some requirements from scope will **NOT** eliminate the proposer from contention. <Your City> will evaluate the proposal as a whole including price/value comparisons when evaluating proposals.

### Describe reporting features within the software. If external report writing software is required, please identify compatible and recommended products.

## Professional Services

**(Proposal Section 4.0)** This section should describe the proposed professional services for both implementation and training.

### Provide a detailed plan for implementing the proposed system. Included in the plan should be:

* Description of proposed project management services
* Description of proposed services for functional configuration and implementation of the system
* Description of proposed services to assist with technical aspects of the implementation

### Explain the proposed vendor staffing for the project including:

* How many staff will the vendor have assigned to the project
* Approximate dedication to the project of each resource and approximate time work will be completed on-site vs. off-site.

### Explain the expected City staffing for the project including:

* Number of resources
* Key responsibilities
* Assumptions about prior skills/competencies of resources

### Provide an overview of proposed training plan/strategy, specifying how and when training is to be delivered for both on-site and off-site training and web training services for the core project team, end users, and technology personnel (if required).

## Training Methodology

**(Proposal Section 5.0)** This section should identify the training methodology proposed

### Identify all technical requirements to run the system as proposed

## Maintenance and Support

**(Proposal Section 6.0)** The proposal must specify the nature of any post-implementation and on-going support provided by the vendor including:

## Price Proposal

**(Proposal Section 7.0)**  Proposers should submit their price proposal that includes pricing for all products and services identified in the proposal. If any components of the proposal are “optional” and not included in the summary or total price, those features must be clearly labeled as “optional” in the proposal. All “optional” items not included in the total price must identify a price separately.

### Complete and submit

* <Your City> may award a purchase contract, based on initial offers received without discussion of such offers. A proposer’s initial offer should, therefore, be based on the most favorable terms available. <Your City> may also request revised pricing offers from proposers, and/or enter into contract negotiations thereafter.
* Pricing is to be submitted using the provided template. Proposers are to list both summary prices for each module/system being proposed and proposed payment milestones during the implementation.
* Proposers must submit implementation costs as fully loaded rates that include all necessary travel or list travel as a fixed or not-to-exceed amount. The proposed price must cover all payments and expenses.

## Additional Information

**(Proposal Section 8.0)**  Proposers are encouraged to submit any additional information it feels appropriate for <Your City> to consider in its evaluation of the proposal.

# Section C: Appendix A (Technical Requirements)

|  |  |  |
| --- | --- | --- |
| **A** | **SYSTEM ADMINISTRATION/GENERAL** | **Y or N or RD** |
| A1 | System must provide customizable user rights. System administrator will have the option to create and assign user groups based on job duties. Describe granularity of roles and permissions. |  |
| A2 | System administrator has ability to query database when canned reports do not provide needed information. |  |
| A3 | System must have process to identify duplicate individuals and families during account creation. |  |
| A4 | System offers method for Volunteer tracking. Program will allow volunteer to request schedule and/or track volunteer hours worked for individual programs. |  |
| A6 | GIS Integration is used to identify residency status when creating new accounts |  |
| A7 | System allows for staff to place notes on or track changes to accounts that can be seen based on user group |  |
| A8 | System allows for Loyalty Program discounts for customers |  |
| A11 | Program integrates with various social media (face book, twitter, Instagram, etc.) |  |
| A14 | System Offers Dashboard functionality for "at a glance" views of Marketing, Sales and member retention |  |
| A15 | System must be PCI compliant. Please provide PCI certificate |  |
| A16 | System offers ability to have more than one person within a household to pay for other people in the same household. (father and mother both could have a separate credit card on file) |  |
| A17 | System offers ability to split households (in the event of divorce) |  |
| A19 | System provides capabilities to upload scanned documents (e.g. annual waivers, medical forms, proof of staff certifications, etc.) to an individual in the database. |  |
| A20 | System can freeze customers or entire accounts (e.g. they are banned from using services, either temporarily or permanently) |  |
| A21 | System allows for mass e-mail to be created and sent via the program. E-mail lists can be customized based on program registrations, registration dates, rentals, etc. E-mail lists can also be created and exported to Excel format |  |
| A22 | System allows for City branding on the customer web site, reports, mobile application, etc. |  |
| A23 | System allows for separate account types(i.e. Family and Organization) |  |
| A24 | Does the solution allow for Txt to entire class registrants (at once) when cancelations occur? |  |
| A25 | Does the solution allow for Voice broadcasts to entire class registrants (at once) when cancelations occur? |  |
| A26 | Does the solution allow for Email to entire class registrants (at once) when cancelations occur? |  |
| A27 | Does the solution offer a way to create (and auto-create), tasks and assign them to individuals/Staff which log into system? |  |
| A28 | Is the system Cloud based? |  |
| A29 | Can access to the solution be configured to ONLY specific IP address of the end computer devices? |  |
| A30 | Does the solution provide a management client for full administrative access to the cloud infrastructure for full configuration and manipulation of the web interface (for IT staff) |  |
| A31 | Does the solution allow to customize page layout dependent on the person logging in? |  |
| A32 | Does the solution allow for new fields to be added, removed and/or modified? |  |
| A33 | Does the solution allow for automation, such as actions to be taken dependent on criteria (i.e. when a meeting room is booked, auto send a task and/or email to maintenance to set up room configuration in specific way) |  |
| **B** | **ACCOUNTING** |  |
| B1 | System allows for the Accrual method of Accounting, utilizing Deferred Revenue accounts to "hold" revenues until such time as the program starts or is designated by the payment schedule. |  |
| B2 | System allows for post-dated payments/billing. Customer accounts are affected only on dates specified by payment schedule. This method would allow for A/R postings with or without an automated payment. (i.e. Post the balance due on the account for the customer to pay on-line or at the front desk) |  |
| B4 | The Department currently tracks revenue for several divisions or "funds". In order to keep a balanced General Ledger, the system should allow for multiple Accounts Receivable accounts. If this functionality is not available, please describe how your system can account for multiple Accounts Receivable. |  |
| B5 | Taxes can be created and charged and either included in the program fee or added in addition to the fee, based on preferences. Programs should allow for multiple tax options (state, city, etc.) |  |
| B6 | System allows for multiple General Ledger accounts and has the ability to group GL accounts for reporting purposes. For instance, a sports program may have a non-taxable registration GL and a taxable registration GL. Reports can be run by GL number alone or Division (multiple GL's). |  |
| B8 | System allows System Administrator rights to journal entry process to correct posting inaccuracies between GL accounts. |  |
| B9 | System allows for canceled payments. Describe how your system allows for the canceling of payments. i.e. a customer check comes back as insufficient funds or a credit card is disputed by the customer so an adjustment must be made to the customer account. Same day transactions can be canceled without affecting the drawer. |  |
| B12 | System supports ACH (electronic checks) in person and on-line. |  |
| B13 | System allows a patron to log into their account on-line and make a payment even when the account has no outstanding balance. *The City's current childcare program requires a credit on the account for drop in participants.* |  |
| B14 | System will integrate with credit card gateway for credit card processing. |  |
| B15 | Credit card processing is fully integrated into software |  |
| B20 | The POS should support EMV (Europay, MasterCard and Visa – Chip and Pin/Signature) for any card present transactions. |  |
| B22 | System offers some ability to search database for credit card transaction activity. Ex:  A customer disputes a credit card charge.  We need to be able to search for the transaction based on the information given on the chargeback request from the bank. |  |
| **C** | **FACILITY BOOKING** |  |
| C1 | Facility set up allows for fees based on hourly, time block , and residency. |  |
| C2 | On-line reservations. At this time, the City would prefer on-line reservation requests only. If on-line reservations are possible, the system administrator should have the ability to control what is reserved online and which facilities can be reserved. |  |
| C4 | System allows for Administration bookings. Administration bookings are bookings that are made by City staff for City related events, without the need to attach the rental to an account. |  |
| C5 | System allows for maintenance bookings to close a facility |  |
| C6 | System is integrated with the Program Registration module.  *When a class or activity is created and a facility is attached, the system must automatically reserve that facility in the booking module.* |  |
| C7 | System allows for recurring/multiple bookings |  |
| C8 | System allows for deferred billing for rentals made well in advance. The City's current system allows for future billing. Options include 60 days prior, 30 days prior, 7 days prior and day of reservation. Although not all of these options are required, the new system should allow a deferred option so that the customer's account is not affected until a date closer to the rental. |  |
| C9 | All facility reservation revenues can be deferred to the day of the rental (Accrual accounting) |  |
| C10 | System offers a change log for all changes to a rental.  *Information stored should include name of staff making the change, date and the exact nature of the change.* |  |
| C11 | Software allows entry of “global” skip days, such as Christmas day. Software will not allow reservations for sessions or events on dates designated as skip days |  |
| C12 | Software offers the ability to add extra detail information to the facility and center records such as floor plans, pictures and layouts. |  |
| C13 | System allows for Parent/Child relationships with facilities. *One room broken into two, the main room is the parent, the two smaller rooms would be children. If one child in reserved, the main room would also be booked to avoid over-booking* |  |
| C14 | System allows fee adjustments to be applied (with proper permissions) |  |
| C15 | System offers various viewing options, including a month at a glance screen for a complex with all facilities, hourly, daily, etc.) |  |
| C16 | Able to book facilities years in advance |  |
| C17 | Ability to "hold" facilities without charging fees |  |
| C18 | Bookings/rentals can be amended after made |  |
| C19 | System allows for customized receipts/contracts for rentals |  |
| C22 | Dusk to Dawn lighting restrictions. Based on geographic region, system can determine what time the sun will go down and will block a facility (or warn staff) when a reservation on a field that does not have lights has been reserved. This feature is a double check to assure that fields without lights are not reserved after dusk. |  |
| C23 | System allows for extra fees to be applied based on each booking or entire rental |  |
| C24 | System administrator can assign user rights to allow or not allow a user to make adjust or amend a rental |  |
| **D** | **MEMBERSHIPS** |  |
| D2 | System offers multiple levels and options for memberships with the ability to limit the number of members in a family pass (*our current limit is 6*). |  |
| D3 | Memberships automatically designate fees based on residency status. *(Members can be residents and non-residents)* |  |
| D4 | Pass duration is customizable (1 week, month, 3 month, 6 month, etc.). |  |
| D5 | Pass fees can be scheduled out depending on the length of the contract (i.e.. Yearly passes are prorated and charged monthly at the beginning of the month on a payment plan) Revenues are recognized monthly, regardless of payment method |  |
| D6 | System offers Punch passes creation and sales. Punches are used based on the verification screen at check in. |  |
| D7 | System allows for on-line purchase/renewal |  |
| D8 | System allows for equipment lending - sign in/out |  |
| D9 | System can suspend a membership and specify a date range and reason for the suspension |  |
| D10 | System can extend a membership pass and specify a date range and reason for the extension |  |
| **E** | **POINT OF SALE** |  |
| E1 | System provides option for on-line point of sale capability.  *This functionality would allow product sales on-line, without a customer log in* |  |
| E2 | Point of Sale module is programmable for standard keyboards |  |
| E3 | POS Touch screen capable |  |
| E4 | POS is Integrated with Program registration - can sell to an account in database or anonymously |  |
| E5 | System allows for Item prompts. Prompts are user entered explanations of the product. *For example, a donation is received for a program. The donation is entered as a "Donation" item and a prompt will ask the user to input a reason for the donation* |  |
| E6 | System offers Gift card sales |  |
| E7 | System offers Inventory management |  |
| E8 | System offers alerts when inventory threshold hit |  |
| **F** | **PROGRAM REGISTRATION** |  |
| F1 | System allows integrated on-line registrations. Processing registration on-line and at the from desk in real time |  |
| F3 | Program set-up allows user to rollover current classes into a future season. |  |
| F4 | System must allow for refunds. City staff can withdraw and request refunds on customer accounts. |  |
| F5 | Automatic fee charges can be based on dates (early registration fees) or method of registration (on-line vs. front desk). |  |
| F6 | System offers mobile option for program registration |  |
| F7 | Program has ability to send mass e-mails based on any number of criteria including main contacts, registrants in a specific class, membership type, etc. |  |
| F8 | System offers automated e-mail reminders for classes or weekly billing reminders for scheduled payments |  |
| F9 | System offers multiple waiver options specific to each program. Waivers are required on-line for registration |  |
| F10 | System allows for multiple subsidy programs. *We have several programs that offer a scholarship option. The current software system allows for only one subsidy GL so therefore only one subsidy program.* |  |
| F11 | System must allow for multiple general ledger accounts per activity. *For instance, some programs may share revenue so the GL must be split between the two divisions. Some programs will also automatically account for bad debt by taking a portion of the revenue generated. This concept is accounted for at the program maintenance level.* |  |
| F12 | Class program set up allows for Main category and class subsets *i.e. youth classes with subsets of arts and cultural, sports and personal fitness. Class subsets (Youth classes, teens, adults, etc.)* |  |
| F13 | System allows for sports league registration. Individual registrations can include custom prompts that will assist in the creation of teams. *Currently the city does not use existing league registration and therefore is open to new functionalities offered by vendor.* |  |
| F14 | Classes and programs include the option of allowing customized registration prompts. Reports will be available with registration participant information as well as custom prompt answers. Reports are downloadable to Excel for further sorting. |  |
| F16 | Creation of classes must allow for distinct and unique program creation. System users must be able to easily distinguish classes based on season and year (i.e. Fall 2013, Winter 2014, etc.) |  |
| F17 | System allows registrations to be linked to other classes that are required before registration is allowed in another class. |  |
| F18 | System allows for class prerequisite requirements. |  |
| F19 | System allows for waitlist creation and maintenance |  |
| F20 | System allows extra fees to be assessed at registration level depending on customer interest *(i.e. ordering an extra t-shirt for a summer program)* |  |
| F22 | System offers call back feature. Staff can send a pre-recorded message to all registrants in a particular class or program. |  |
| F23 | System allows for notifications via text. |  |
| **G** | **CHILDCARE** |  |
| G1 | Childcare program must allow multiple fee options that are created by the administrator. *Current options include AM (morning) only, PM (afterschool) only and Full-Time (AM & PM). Participants are allowed to schedule any option on any day of the week and are given the option to change schedules as needed. Current system utilizes a calendar format to schedule care fees.* |  |
| G4 | Customers have access to Childcare schedule on-line. Changes to the schedule are allowed or not allowed by the parent based on system settings |  |
| G8 | System allows notifications via text. |  |
| G11 | Extra fees for childcare programs may or not be taxable. System allows Administrator to designate which fees qualify for childcare tax receipt. |  |
| G13 | Ability to print yearly tax receipts for childcare programs. This report should show only items that have been designated as tax deductible. Receipts should be able to be emailed. |  |
| **H** | **REPORTS** |  |
| H1 | Does the solution have the ability to create dashboards? |  |
| H2 | Does the Dashboard have the ability to have Pie charts and/or bar graphs all in the same view? |  |
| H3 | Can the Dashboards be setup to be profile based (i.e. everyone logging into product has different Dashboards) |  |
| H4 | Can I create targets for revenue growth (by percentage)? within my Dashboard and compare to previous months or years? |  |
| H5 | Daily Cash Balance/Register - by site, terminal, and user |  |
| H6 | Email Customer Account statements (choose by program type) |  |
| H7 | Detailed Accounts Receivable Report - aged (Current, over 30 days, over 90 days, Over 120 days) |  |
| H8 | Detailed accounting transaction reports (drill down with reasons i.e. withdrawal, registration etc.) |  |
| H9 | Receipts, withdrawals, account statements, etc. can be emailed. |  |
| H10 | Customizable reports (rental contracts, facility schedule reports, childcare sign in /out sheets) |  |
| H11 | Future revenue reports (reports for activities that have not yet posted revenues) |  |
| H12 | Memberships - reports by membership type, length, purchase date, passes sold, revenue by month (actual and projected) |  |
| H13 | POS Reports - PLU, Dept., item, daily details |  |
| H14 | System provides analytics for on-line usage (site hits, page hits, visits, etc.) |  |
| H15 | System tracks the method of registration (on-line vs. in house) |  |
| H16 | Systems provides Facility Usage information: Reports can be run for hours used vs. available, functions, fees |  |
| H17 | Ability to export reports to excel/word or pdf for sorting or manipulation |  |
| H18 | Software provides the user with user-controlled “selection screens” prior to running each report. Selection screens allow the user to narrow the report specification by choosing only relevant data, such as reporting just for a single Center, for a single or group of facilities, dates, times, etc. Report selections of this type may be made either individually, or in combinations |  |
| H19 | Software is able to print Mailing labels based on registrations, memberships, rentals, etc. |  |
| H20 | Brochure Download: Ability to export activity information including times, facilities, descriptions and pricing for use in brochure / catalog creation. List download formats. |  |
| H21 | Facility Booking - can report on event attendance, use summary, concession information, cleaning, etc.) |  |
| H22 | Facility Booking - Can create daily calendar view report by facility that includes set up information |  |
| **I** | **SECURITY** |  |
| I1 | The solution must provide the ability to assign unique user ID's for every user in system. |  |
| I2 | The solution must allow system administrator to activate and deactivate user accounts. |  |
| I3 | The solution must provide the ability to manage user accounts from within the system. |  |
| I4 | The solution must provide the ability to configure security access to the system based on user roles (i.e. assign users to user groups which have defined levels of access). |  |
| I5 | The solution must provide the ability to add additional ad hoc permissions to individual users beyond access allowed in user group. |  |
| I6 | The solution must provide the ability to configure user security by type of access (e.g., view only, add, update, delete). |  |
| I7 | The solution must provide the ability to configure user access to document templates (i.e. only supervisors have access to permit templates). |  |
| I8 | The solution must provide the ability to restrict access to reports in the same manner as data or functionality (by user, workgroup, etc.). |  |
| I9 | The solution must automatically capture information about the data that is entered into the system, at minimum: who entered it, when it was entered (date/time), the “before” and “after” data values creating an audit trail for add/change/delete transactions on both customer records and all transactions. |  |
| I10 | The solution must restrict access to audit trail information to authorized users for viewing, searching, reporting, and other manipulation of the data. |  |
| I11 | The solution must provide some mechanism for timing out or locking user sessions due to inactivity. |  |
| I12 | The solution must password protect all accounts (both internal and external). |  |
| I13 | The solution must comply with the city's password security policyfor both internal and external users. |  |
| I14 | The solution must restrict access to personally identifiable information (PII) to only the owner and authorized users. |  |
| I15 | The solution must be Payment Card Industry (PCI) Data Security Standard compliant. |  |
| I16 | All web interfaces must meet extended SSL certificate validation requirements. |  |
| I17 | All data must remain, both during transmission between data centers and within the Country of this city |  |
| **J** | **CLOUD INFRASTRUCTURE** |  |
| J1 | Cloud provider has SLA (service level agreement). Please provide: |  |
| J2 | Cloud provider has Privacy and Confidentiality Agreement. Please provide: |  |
| J3 | Has the cloud provider had any security breaches? If yes, please provide details: |  |
| J4 | Is COV’s data 'safe-harbored' and by who? *Comment: safe-harbored means having a copy of your data stored securely by a 3rd provider separate from the cloud provider to guard against data loss and/or the cloud provider ceasing business* |  |
| J5 | Is COV’s data stored in encrypted form? |  |
| J6 | Who is responsible for the security of COV data in the Cloud provider organization? Please identify a position in your organization. *Comment: There are at least 4 components to data security: 1. Firewall, 2. Encryption, 3. Password Protection and 4. Physical Security (locked doors and such). Any data security plan should address all four.* |  |
| J7 | Who is responsible for privacy and regulatory compliance in the Cloud provider organization? Please identify a position in your organization |  |
| J8 | What ability does COV have to audit or view audits of the cloud provider's performance? *Comment: 3rd party verification of a cloud provider’s security implementation should be one of the aspects to establishing trust in a cloud provider. Do they produce audit reports on a regular basis that are conducted by reputable 3rd party experts?* |  |
| J9 | How often does the cloud provider have their security audited? Vulnerability scans? Penetration tests? |  |
| J10 | Does the cloud provider use any 3rd party service or sub-contractors? |  |
| J11 | Does the cloud provider have a disaster recovery/business continuity plan? If yes please provide details: |  |
| J12 | Does the cloud provider indemnify COV for losses as a result of using their service? |  |
| **K** | **EMAIL/MARKETING** |  |
| K1 | Does the product proposed have an embedded email solution to allow for marketing activities |  |
| K2 | Does the solution allow for email to be sent automatically based on pattern, behavior or series of events to members within the database |  |
| K3 | Does the solution allow the email to create HTML pages with Rich Text formatting capabilities to send to members |  |
| K4 | Is the email solution CASL compliant |  |
| K5 | Does the email solution allow to keep track of opened, delivered and/or bounced emails |  |
| K6 | Does the email solution allow for member lists to be created based on criteria such as (gender, age, successfully completed courses etc. |  |
| K7 | Does the email solution allow for merge fields which ensure a very personal email to the members |  |
| **L** | **DOCUMENT MANAGEMENT** |  |
| L1 | Does the solution offer an online document management repository - access to all documents from within the product (from any location) |  |
| L2 | Does the solution allow for unlimited data storage of documents? |  |
| L3 | Does the solution provide access to all documents in the cloud |  |
| L4 | Does the solution allow for Digital signatures of any and all documents in the cloud - by members? |  |
| **M** | **PAYROLL MANAGEMENT** |  |
| M1 | Can the solution manage payroll tracking? |  |
| M2 | Does the solution support per class payroll calculation |  |
| M3 | Does the solution support per attendance payroll calculation |  |
| M4 | Does the solution support percentage payroll calculation |  |
| M5 | Does the solution support incremental payroll calculation |  |
| M6 | Does the solution support hourly rate payroll calculation |  |