



## **Addendum 1**

### **Questions submitted for City of Decatur Registration Software RFP prior to July 18, 2019**

Q: Which data points do you want to migrate over to the new system? how many previous years?

A: household data – primary, secondary guardian, address, phone numbers, email addresses, members of each household (children), emergency contact information, resident/non-resident status

Ideally we would like to be able to migrate all current activities and facilities. Would like to be able to migrate activity enrollment records and financial records for the previous *3 years*.

\*\*We would love to be able to migrate registration history and financial data for each household but realize that may not be feasible.

Q: Are you collecting health information for participants (allergies, medications, etc.)? Are you currently administering medications and/or logging injuries for participants?

A: We do not keep health information in our registration software in order to maintain HIPAA compliance. At the present time, Health Forms are collected via our online forms platform – SeamlessDocs. Medication logs are kept via our Accident/Incident Report Form – not in our software system.

Q: In the “Security of Data” section it states Data must be stored in the US. Will our bid be disqualified if we can’t meet this requirement?

A: We would not necessary exclude a vendor if they store data outside of the US as long it was not in a less than reputable county (Iran, N. Korea, etc.). We would want to see documentation around your security measures.

Q: On Page 9 of the RFP the City mentions to include references for other similar organizations currently using the software solution, does the want contact details for references, or names of clients that are currently using our system?

A: Please provide contact information for references currently using the software solution to include name of organization, location and contact phone number

Q: Who is the City’s current payment processor?

A: Plug N Pay and Elavon

Q: Who is the City currently using as their financial software?

A: Great Plains

Q: On Page 5, Internal User Issues, it states Electronic signatures must be searchable, can the City further clarify what the expectations regarding this are? What the criteria around the search is?

A: In the event that a question were to arise about what specific language (liability release or medical release, e.g.) a parent or guardian or participant signed on what date, we need to be able to search and locate the document along with a legally-admissible log of when that document was signed and by whom.

Q: What was the revenue from the last fiscal year for all functions that will pass through the new system? Please provide both the total revenue and a breakdown similar to the below.

A:

- Total revenue: \$2,914,608.41
- Activities and events (programs, classes, drop-ins, etc.): \$2,638,977.67
- Facility rentals: \$146,719.26
- Point of Sale: \$128,911.48

Q: Currently the City does not own licenses for WebTrac League Scheduling or WebTrac POS. Are these modules of interest for the City?

A: We are interested in any elements available in your software that you believe address the needs as laid out in the Registration Software RFP.

Q: Does the City utilize accrual accounting, or is it cash basis?

A: Modified Accrual

Q: Will the City consider a dedicated external online customer portal interface (e.g., accessed via a hyperlink from the City's website) that can be customized by the City to reflect the "look and feel" of the City's website re logos/graphics/color scheme without being an exact duplication or an overlay on the City's website?

A: Our current solution is set up as a customer portal built to resemble the city website. We are open to this approach.

### Budget

Question	Answer
The RFP states contract award is based on budgetary approval. When will the City confirm if budget is available?	Late June 2020

### Launch

Question	Answer
What is the event that is driving this launch? When does this occur (Month or Quarter)?	Desire for improved functionality. Occurs in new fiscal year.
The RFP states implementation of the software to begin 7/1/2020. Please confirm this is the implementation start date, not the launch date. If yes, when does the City want to be live with this software?	Implementation start date  Launch date would be as soon as is feasible following data migration, testing, training of staff members, etc.

## Revenue

Question	Answer
What is the annual revenue of your organization (please include registration, Point of Sale, rentals, memberships, before/after care tuition, etc.)?	\$2,914,608
What percentage of revenue is from credit card and e-check processing?	91%
How many annual transactions do you process (please include activities, Point of Sale, memberships, etc.)?	24,430

## Payment Processing

Question	Answer
Accept credit cards payments?	yes
Accept ACH/E-Check payments?	no
Use external terminals?	No, but would like to
Store credit cards on file?	no
Accept Convenience fees online (e.g. 2 separate online payments from registrants)	no
Accept auto bill payments?	no
What type of programs use auto bill pay (e.g. memberships, camps?)	none
What type of programs use payment plans (e.g. individuals or program based?)	none
Use one or multiple merchant bank accounts to deposit funds into (e.g. is the pool required to operate independently)?	One account
If multiple, how many merchant accounts?	

## Internal User Issues

Question	Answer
The RFP states that the system should be able to integrate with Great Plains. What type of integration is required?	What is necessary is that the registration software produce a daily file (preferably Excel or something similarly easy to manipulate) that can be imported into Great Plains. Software vendor should be able to format the file to our specifications. <i>Desirable</i> : real-time flow of data between the two software applications through an API.
Please provide detail on the electronic signature requirement. Please explain how the City expects electronic signature to meet the state requirement.	Please find relevant information here (UETA) <a href="https://acrobat.adobe.com/content/dam/doc-cloud/en/pdfs/adobe-sign-us-guide-e-signatures-wp-ue.pdf">https://acrobat.adobe.com/content/dam/doc-cloud/en/pdfs/adobe-sign-us-guide-e-signatures-wp-ue.pdf</a>

### Desirable Features

Question	Answer
The RFP states the software should be customizable to the specific needs of the City. Can the City provide details on what needs to be customized?	See after school section of RFP information document that was sent out
The RFP states that leagues are convertible to tournaments. How does the City manage this today? Does the City use Webtrac or another software for this? If another software, please name.	Athletics uses the league feature in RecTrac

### Activities and Classes

Question	Answer
Require instructors to view and manage their own classes and rosters?	no

### Memberships & ID Card Scanning

Question	Answer
Support memberships (e.g. for a pool, fitness center, aquatics center)?	No, but could be a future option
Are the memberships seasonal (e.g. open for summer months only) or annual?	Would be annual
If annual, are members allowed to "roll" their memberships from their original start date?	no
Require ID cards or key fobs for check in?	no
Scan ID cards or key fobs?	no
At how many locations do you scan ID cards/key fobs?	none
Require any physical badges that cannot be scanned like a beach badge?	no
What type of guests do you allow (e.g. day pass, seasonal)?	day

### Point of Sale

Question	Answer
Support on site concessions or product sales (e.g. pro shop, pool sales)?	yes
How many locations will the Point of Sale service be used (e.g. 3 rec centers, 2 pools)?	1 tennis center
Require inventory management?	no

## Facilities

Question	Answer
Issue permits for facility rentals?	no
Require an approval process prior to issuing permits? Please explain your process.	no
Require hourly, daily or permit based pricing? If none, please explain pricing requirements.	hourly
Does pricing vary based on type of renter/requester? (e.g. non-profit, family, business)	Yes – resident vs non resident
Are deposits required?	Sometimes (summer camp, e.g.)

## Day Camps

Question	Answer
Are parents able to choose specific days of week child attends? If so, is pricing based on number of days selected?	Yes for afterschool programs. Not applicable at day camps.
Do you offer installment payments? If so what are the terms?	no
Are deposits due up front? If so, what are the terms?	Yes. Deposit to hold a slot. Balance is due in full a month before program starts.
Are discounts offered for multiple weeks of camp or siblings?	Some programs have a sibling discount

## Tickets

Question	Answer
Sell tickets to events?	no
Require ticket redemption (e.g. scanned tickets using barcode scanners?)	no
Require assigned seating?	no

## Centers

Question	Answer
What type of centers and how many of each:	
Aquatics	3
Community	2 recreation centers
Fitness	0
Senior	0
Ice Rink	0
Other (please explain)	1 tennis center
How many are full year operational?	2 recreation centers and tennis center
How many are seasonal (open 6 months or less)?	3 pools
Support drop in classes?	yes
Support self-service kiosk check in?	no

Issue punch cards?	no
For what types of activities do you issue punch cards (e.g. guest passes, multi-fitness cards, private lessons, gift cards)	none
Require electronic attendance tracking?	no
Offer private lessons or other types of one-on-one appointments? If so, please explain.	Yes. Tennis lessons

### Before & After Care

Question	Answer
Allow flexible scheduling (e.g. registrants can select which days and times they want to attend)?	For afterschool only
Allow same-day drop ins?	no
Require scheduled billing, such as weekly, monthly or bi-monthly?	yes
Require digital check in/check out?	no
How many locations require digital check in/check out?	0

### Finance

Question	Answer
Require cash or accrual accounting?	Modified Accrual

### Training

Question	Answer
What type of training is required? Options include: - Webinar (included with purchase) - Web-Based Customized Training (fee based) - On-site Customized Training (fee based + travel and expenses)	On site is preferred

### Data Migration

Question	Answer
Please explain the data migration requirement (e.g. number of years and breadth of data).	3 years. As much as possible. Households including names, addresses, and family members, Financial data, and Activity Rosters