



Request for Proposals

For

City of Decatur Registration Software

Release Date:
July 4, 2019

Responses to be Received By:
3:00 pm, Eastern Time,
August 30, 2019

Return To:
Kristen Brune
Administrative Assistant
Community & Economic
Development
City of Decatur
509 North McDonough Street
Decatur, GA 30030

Introduction:

The City of Decatur will receive sealed proposals for a new software solution for registration for programs, sports, and classes to serve the needs of its Active Living (AL) and Children and Youth Services (CYS) divisions. The software solution shall include robust customer service support, flexible programming options to cover the breadth of activities offered by AL and CYS, and a professional, secure, user-friendly front- and back-end interface. Potential respondents should have expertise in providing software services to similar organizations and are asked to prepare a proposal including the format for accomplishing the work, the timeframe for accomplishing the work, all relevant fees relevant to performing the work, and references listing previous comparable assignments. The City reserves the right to award a consultant contract to the firm whose proposal and any resulting negotiations are deemed to be in the best interests of the City.

A mandatory pre-bid meeting is scheduled for July 18, 2019, at 1 p.m. in the Auditorium at Decatur Legacy Park Administrative Building, 500 South Columbia Drive, Decatur, Georgia 30030. Proposals will be accepted until 3 p.m. on August 30, 2019 in the Community & Economic Development Department, Decatur City Hall, 509 North McDonough Street, Decatur, Georgia 30030, addressed to the attention of Kristen Brune, Administrative Assistant.

The full Request for Proposals is available on the City of Decatur website at <https://www.decaturga.com/rfps>. Submittal of a proposal indicates acceptance of the conditions contained in the RFP. The City of Decatur reserves the right to retain all proposals submitted. All proposals are public records to the extent required by the Georgia Open Records Act. All proprietary information must be clearly marked in the proposals. Proprietary information will be protected to the extent possible under the Georgia Open Records Act. The City of Decatur reserves the right to accept or reject any or all proposals, to waive informalities, to negotiate changes in the scope of work or services to be provided and to otherwise waive any technicalities.

Firms must ensure that employees and applicants for employment are not discriminated against because of their gender, race, color, genetic information, religion, national origin, political affiliation, age, handicapped status, sexual orientation, sexual preference, or gender identity and expression.

For additional information, contact Claire Miller, Director, Children and Youth Services Division, at (678) 553-6558 or claire.miller@decaturga.com.

Objective of the Request for Proposals:

The City of Decatur, Georgia is currently looking to identify a registration software solution for its afterschool and summer camp programs, youth and adult athletics, active adult programs, community classes, tennis and aquatics, etc. The purpose of this RFP is to solicit proposals from organizations with compatible software solutions able to meet the wide variety of needs of the City of Decatur's Active Living and Children and Youth Services divisions.

Decatur has been using RecTrac since 2000 and is seeking a solution with greater flexibility and improved ease-of-use both for City employees and for City residents and other stakeholders. The City of Decatur seeks registration software that is intuitive, user-friendly, polished and effective for the breadth of City employee and resident needs with an emphasis on the end user experience.

Background on the City of Decatur, Georgia

The City of Decatur is located about 6 miles northeast of Atlanta, Georgia. Covering 4.4 square miles, the City has a current population of approximately 23,000. Its active downtown maintains its small town character while supporting over 200 restaurants and shops. The City of Decatur prides itself on providing the highest quality services at the least possible cost. This means being accountable to a large audience, including residents, business owners and other taxpayers, for providing quality services that reflect the community's willingness to invest.

The City of Decatur is home to highly-educated, forward-thinking and technology literate citizens, many of whom are academics, media personnel, attorneys and medical professionals. Fifty-five percent of Decatur residents have a bachelor's or graduate degree and sixty-six percent are under the age of forty-five. The City is often recognized for its innovative and creative approach to providing local government services.

Decatur Active Living and Children and Youth Services are two divisions of the City's Community and Economic Development (CED). The two divisions offer a wide variety of programs, events and activities for children, families, and active adults.

The current software the City of Decatur uses for registration needs is RecTrac 10.3. The public-facing interface is called WebTrac.

There are currently more than 24,400 unique households registered in the RecTrac software. The City processes somewhere between 20,000 and 30,000 transactions annually via RecTrac. The software is in use in various locations around the City. The (new?) registration software will be used seven days per week by the Glenlake Tennis Center staff and six days a week at Decatur Recreation Center. Several City buildings open as early as 7:30 am and close as late as 10 pm throughout the year.

Current Software and Licenses: The current software (RecTrac) runs on a virtual 2008 Windows Server hosted in VC3's (our IT partner/MSP) data center. It is licensed for any users that need access to the software currently. There are approximately 14-25 users that access the software on a daily basis.

Existing hardware and use of the cloud: The City utilizes a hosted desktop for all computer-based end users. The hosted desktop is a Citrix-based terminal services environment hosted and managed by VC3. The hosted desktop solution is named Virtual Office Advantage (VOA). The VOA desktops are presented to the majority of end users via Wyse clients. There are some departments/individuals that access the hosted desktops from iPads, laptops, Dell workstations, and smartphones/other tablets that support the Citrix application. VC3 is in the process of replacing the Wyse Clients with new Lenovo desktops running Windows 10. These new desktops are still only intended to be used to access the VOA hosted desktops.

In addition to the VOA hosted desktops, the City also has several application servers also hosted in VC3's datacenter. These servers are a mix of Windows Server 2008R2 (soon to be upgraded), 2012, and 2016. The City also has a couple of SQL servers that can potentially be leveraged depending on software

requirements. The preference would be to use a hosted solution, but since we have a hosted environment we are not limited by our current hardware and can expand to meet any hardware requirements.

Security of Data: If the proposed solution is cloud-based, the selected vendor will need to provide information around the security and storage of data, including evidence of the following minimum requirements:

- All data is stored within the United States
- All data is encrypted in transit and at rest
- All data is backed up daily and daily backups are retained for a minimum of two weeks

Please note that these will not be the only requirements and each proposal should include all steps taken regarding security.

Availability of IT personnel (i.e. VC3 role/processes): The City of Decatur uses VC3 as our Managed Services Provider. VC3 manages and maintains the City's entire IT infrastructure. In addition to the current environment, VC3 also manages and assists with any new additions to the environment involving technology. VC3's role in the project will be to help manage the project/software deployment, build out any hardware/servers required, obtain any licensing required, publish the software to end users, and to update and maintain the software (if hosted in VC3's data center). VC3 will also be involved in the evaluation and testing of the new software from a functionality and security standpoint. VC3 will not be responsible for migrating the data to the new platform from the current software as that should be part of the software vendor's scope of work. VC3 will assist with this process by getting the selected vendor access to the correct resources/servers and working with the vendor to complete the migration.

Current operating system: As mentioned above, the City uses a Citrix-based, terminal services hosted desktop solution. This runs on Windows Server 2012 and is the backend for all users' hosted desktops. The City also has a mix of application servers running Server 2008R2, 2012, and 2016. The City also utilizes Microsoft Office 365. Any email integration features will need to be compatible with Office 365.

Scope of Work

Programs & Services

- Youth and Adult athletics
- Adult classes
- Youth classes
- Camps
- Afterschool programs
- One-time events and activities
- Point-of-Sale
- Facility Rentals

End User-Centric Issues:

The Registration Software Proposal should address the following user-centric issues including but not limited to:

- Searchability of programs and activities
- System is easy to use and intuitive
- Helping users “self-assist”
- Provide responsive, timely customer support
- Secure online access, information security for Personally Identifiable Information, health information, and financial information

Internal User Issues:

The Registration Software Proposal should address the backend user experience, efficiency and effectiveness including but not limited to:

- Detailed examples of backend functionality with an emphasis on setting up new activities, running financial reports, and processing payments for customers
- Integrate with city systems already in place [Microsoft Dynamics GP (Great Plains)]
- Electronic signatures (archived, searchable, compliant with Georgia state and federal law)
- Document management and archiving capability
- Responsive, timely technical support available for employees
- Employee training on use of software for a variety of functions/tasks
- PCI compliance guaranteed and managed by the vendor
- The vendor will provide an account manager for the City who will serve as the point of contact and trouble-shooter for any issues related to the account

Desirable Features:

Proposals demonstrating more of the desirable features below will be of greatest interest to the review committee:

- Ability to export data to Excel/csv
- Customizable to specific needs of City of Decatur
- Operates in real time with real time access to data

- Manage part-time childcare enrollment
- Leagues component for athletics
- Leagues convertible to tournaments
- Online training for users
- Customizable reports, rosters, and data management options
- Forms completion with archived electronic signatures meeting state and federal guidelines
- Ability to send auto-emails to selected participants through software platform including notifying participants of changes to game schedules, location changes for programs, fees due reminders, etc.
- Forms can be set as prerequisites to enrollment (e.g. liability releases, updated household information etc.)
- Mechanisms for tracking communication and special notes for individual participants and households
- Facility booking and calendars
- Allows for differing levels of permissions and administrative privileges by user
- 24/7 customer support
- Feature for taking attendance electronically at program sites
- Parent pick up can be done onsite using mobile application or other on-site technology tools
- Differentiate resident and non-resident status
- Access to historical data from previous program years
- Self-service for users – users can generate child care statements, reprint receipts, retrieve game schedules etc.
- Compatible with credit card readers

Implementation

Proposals should include a timeline for transition, staff training, and implementation of the software solution starting July 1, 2020 including:

- Database transfer from RecTrac
- Web interface development and matching to City of Decatur website design/graphics
- Customization to fit unique needs of City
- Training for power users and standard users
- Testing
- Launch
- Maintenance

Target Deliverable Schedule

July 18, 2019 – Mandatory Pre-Proposal Meeting at Legacy Park, 500 South Columbia Drive

August 30, 2019 – Completed RFP proposals submitted by 3 pm to Decatur City Hall

October 1-3, 2019 – In-person demo presentations for RFP review committee at Legacy Park

November 2019 – Vendor selection by RFP review committee

December 21, 2019 – Vendor notification

July 1, 2020 – Pending budget approval by the City Commission, implementation of new software solution begins in FY20-21

Long-term Management:

Responses to this RFP must include details on the following long-term needs:

- Customer service infrastructure (how many employees? Hours available, response time, escalation process, etc.)
- Technical support for end users and backend users
- Assigned Account Manager as point of contact for customer account and for any ongoing technical or customer service needs
- Training and support in case of changes, updates, etc.



Accessibility:

As a public entity, the programs, services, and activities provided by the City of Decatur must be accessible to people with disabilities in accordance with the Americans with Disabilities Act.

Additionally, the software solution should be accessible to users with various levels of technological experience and computer capabilities.

Budget Considerations:

Consideration will be focused on companies that are willing to develop creative and effective ways of lowering costs while still meeting the goals outlined in this document.



Submission Requirements

All submissions must be received by 3:00 p.m. Eastern Time on August 30, 2019 to be considered. Late submissions will not be considered under any circumstances.

Potential vendors are requested to submit 7 hard copies and one electronic copy via email. All proprietary information must be clearly marked in the proposals. Proprietary information will be protected to the extent possible under the Georgia Open Records Act.

There are no restrictions on the teaming arrangements for any submission.

All submissions must include:	Page Limit
1. Project overview. A basic description of what the project will entail.	1
2. Introductory information about the company or team making the submission and the proposed project.	1
3. Key personnel and a statement of qualifications. Include references for other similar organizations currently using the software solution.	3
4. Provide a detailed description of the work plan including involved technologies and how each task will be carried out.	3
5. Narrative Project Description including a clear statement of the project goals and any other information relevant to the project.	15
6. Cost breakdown/ proposed budget including initial startup costs and annual, recurring costs.	2

Mandatory Pre-Proposal meeting: July 18, 2019 at 1 p.m. Eastern Time, in the Auditorium at Decatur Legacy Park Administrative Building, 500 South Columbia Drive, Decatur, Georgia 30030.

Deadline for Final Questions: August 15, 2019 at 3 p.m. Eastern Time

Deadline for Submissions: August 30, 2019 at 3 p.m. Eastern Time

Receipt of Response: If you do not receive an email/phone confirmation that we have received your response, please call the RFP Coordinator.

Please label all responses as “City of Decatur Registration Software RFP”

RFP Coordinator:

Claire Miller
 Phone: (678) 553-6558
 Email: claire.miller@decaturga.com



Submit proposals by email to:

kristen.brune@decaturga.com

Submit proposals by U.S. mail or in person to:

Kristen Brune
Community & Economic Development
City of Decatur
509 N. McDonough
Street Decatur, GA
30030

Disclaimer:

The City of Decatur reserves the right to retain all information submitted. All submissions are public records to the extent required by the Georgia Open Records Act. All proprietary information must be clearly marked in the proposals. Proprietary information will be protected to the extent possible under the Georgia Open Records Act.