

**REQUEST FOR INFORMATION (RFI)  
FOR  
RECREATION MANAGEMENT SOFTWARE**

**RFI # 17/18-004**

**SUBMITTALS DUE NOT LATER THAN: 4:00 PM ON JULY 18, 2017**



431 PRATER WAY  
P.O. BOX 857  
SPARKS, NV 89432-0857

Company Name: \_\_\_\_\_

**CITY OF SPARKS  
REQUEST FOR INFORMATION (RFI)  
RECREATION MANAGEMENT SOFTWARE  
RFI #17/18-004**

NOTICE IS HEREBY GIVEN that the City of Sparks, Nevada, is seeking information to be provided as background for the project listed above. Said information must be in the hands of the Contracts and Risk Manager at 431 Prater Way, Sparks, Nevada, NO LATER THAN **4:00 PM ON JULY 18, 2017**. Information postmarked prior to, but not received until after this deadline will not be accepted. Vendor submittals may not be sent to the City of Sparks via the Internet/e-mail and will not be entertained by the City of Sparks. The right is reserved to reject any Bid/Proposal or to accept the Bid/Proposal which is deemed by the City of Sparks to be in the best interest of the City of Sparks. The City of Sparks reserves the right to waive any irregularities and/or informalities in the bid process.

All Submittals are to be marked clearly on the outside as responding to RFI #17/18-004-Recreation Management Software.

**PROJECT DESCRIPTION:** This Request for Information (RFI) is issued to gather current information on recreation management software systems available in the marketplace. The objective is to identify and potentially select a comprehensive system that is intuitive and user-friendly for both staff and customers, effective in meeting current and future business needs of the Department, and cost-effective.

RFI documents and specifications may be obtained from the City of Sparks website. Please visit <http://www.cityofsparks.us/bids> to obtain complete RFI documents. There is no cost to use the system or obtain documents, but registration at the site is required. It is the responsibility of all potential responders to monitor the Purchasing Division's website for any changing information prior to submitting their information. The City of Sparks will not be responsible for the timeliness or completeness of information provided by any 3<sup>rd</sup> party bid listing or re-selling service. For further information, contact the Purchasing Division at [dmarran@cityofsparks.us](mailto:dmarran@cityofsparks.us) or at (775) 353-2273. The individual responsible for coordinating this bid is: Dan Marran, CPPO, C.P.M. – Contracts and Risk Manager

Reno Gazette Journal Legal Notices Section  
Publish Date: June 28, 2017  
Proof of publication required

## **Proposer's Checklist**

Firms are instructed to complete and return the following forms in order for their submittals to be complete.

1. \_\_\_\_\_ Proposer Information Sheets
2. \_\_\_\_\_ RFI Submittals as Detailed in the Special Conditions (1 hard copy, signed original and 1 electronic copy (PDF Format on disc or thumb drive)).

## Proposer Information

### COMPANY INFORMATION:

Company Name:
Contact Name:
Address:
City:
State / Zip Code:
Telephone Number including area code:
Fax Number including area code:
E-mail:

**BUSINESS LICENSING INFORMATION** All vendors doing business within the City of Sparks are required to obtain and maintain a current business license from the City of Sparks prior to commencement of work (Sparks Municipal Code Section 5.08.020A). Vendor(s) awarded a contract resulting from this bid shall be required to obtain a current business license if they do not already hold one.

City of Sparks Business License Number:
Date Issued:
Date of Expiration:
Name of Licensee:
City, State, Zip Code of Licensee:
Telephone Number of Licensee:
Taxpayer Identification Number:

## Proposer Information

### DISCLOSURE OF PRINCIPALS:

**a) Individual and/or Partnership:**

Owner 1) Name:
Address:
City, State, Zip Code:
Telephone Number:
Owner 2) Name:
Address:
City, State, Zip Code:
Telephone Number:
Other 1) Title:
Name
Other 2) Title:
Name:

**b) Corporation:**

State in which Company is Incorporated:
Date Incorporated:
Name of Corporation:
Address
City, State, Zip Code:
Telephone Number:
President's Name:
Vice-President's Name:
Other 1) Name:
Title:

# **GENERAL CONDITIONS**

## General Conditions



---

### GENERAL CONDITIONS

*Please Read Carefully*

*These Provisions Are a Part of Your Bid and any Contract Awarded*

**Scope of Bid/Proposal:** Bids/Proposals are hereby requested for **Recreation Management Software**, as per specifications herein.

**The proposer agrees that:**

- A. Proposer has carefully examined the specifications, and all provisions relating to the item(s) to be furnished or the work to be done; understands the meaning, intent, and requirements; and

**Note:** Bidder is defined as any individual, partnership, or corporation submitting a bid, proposal, or quotation in response to a request for bid (RFB), request for proposal (RFP), request for information (RFI) or request for quotation (RFQ). A bidder may also be referred to as a bidder, contractor, supplier or vendor.

The use of the title "Bidder:", "Proposer", "Vendor", "Contractor" or "Consultant" within this solicitation document and any resulting contract shall be deemed interchangeable and shall refer to the person or entity with whom the City of Sparks is soliciting and/or contracting for the service or product referenced within the bid document.

**1. Items Offered:**

If the item offered by the bidder has a trade name, brand and/or catalog number, such shall be stated in the bid. If the bidder proposes to furnish an item of a manufacturer or vendor other than that mentioned on the face hereof, bidder must specify maker, brand, quality, catalog number, or other trade designation. Unless such is noted on the bid form, it will be deemed that the item offered is that designated even though the bid may state "or equal".

**2. Brand Names:**

Whenever reference to a specific brand name is made by the City, it is intended to describe a component that has been determined to best meet operational, performance, or reliability standards of the City, thereby incorporating these standards by reference within the specifications. These specifications are not meant to limit the vendor; they are guidelines to minimum qualifications. The City reserves the sole right to reject a substituted component that will not meet or exceed City standards.

**3. Samples:**

Samples may be required for bid evaluation and testing purposes. Bidders shall agree to provide samples upon request and at no additional cost to the City.

**4. Withdrawal of Bids:**

Bids may be withdrawn by written or facsimile notice received prior to the exact hour and date specified for receipt of bid. A bid may also be withdrawn in person by a bidder, or bidder's authorized representative, prior to the exact hour and date set for receipt of bids. Telephone withdrawals are not permitted.

**5. Late Bids, Modifications, or Withdrawals:**

Bids, modifications of bids, or bid withdrawals received after the exact time and date specified for receipt will not be considered.



**6. Mistake in Bid:**

- (a) If the bidder discovers a mistake in bid prior to the hour and date specified for receipt of bid, bidder may correct the mistake by withdrawing the bid in accordance with Item 5 above and resubmit prior to the stated bid deadline.
- (b) If within seventy-two hours of the bid closing and prior to the issuance of a purchase order or a contract, the apparent low bidder discovers a mistake in bid of a serious and significant nature, bidder may request consideration be given to withdrawing the bid. The mistake must be evident and provable. The right is reserved by the City to reject any and all requests for withdrawal of bids. The decision of the Purchasing Manager is final as regards acceptance or rejection of requests for withdrawal after closing of bids.
- (c) A mistake in bid cannot be considered once a purchase order or contract is issued.

**7. Signature:**

All bids shall be signed and the title and firm name indicated. A bid by a corporation shall be signed by an authorized officer, employee or agent with his or her title.

**8. Exceptions:**

A bidder deviating from specifications must specify any and all deviation(s). Failure to note said exceptions shall be interpreted to convey that the bidder shall propose to perform in the manner described and/or specified in this bid solicitation. If exception(s) are taken or alternatives offered, complete descriptions must be shown separately.

**9. Confidential Information:**

Any information deemed confidential or proprietary should be clearly identified by the bidder as such. It may then be protected and treated with confidentiality only to the extent permitted by state law. Otherwise the information shall be considered a public record. Information or data submitted with a bid will not be returned.

**10. Quality:**

Unless otherwise required in the specifications, all goods furnished shall be new and unused.

**11. Litigation Warranty:**

The bidder, by bidding, warrants that bidder is not currently involved in litigation or arbitration concerning the materials or bidder's performance concerning the same or similar material or service to be supplied pursuant to this contract of specification, and that no judgments or awards have been made against bidder on the basis of bidder's performance in supplying or installing the same or similar material or service, unless such fact is disclosed to the City in the bid. Disclosure may not disqualify the bidder. The City reserves the right to evaluate bids on the basis of the facts surrounding such litigation or arbitration and to require bidder to furnish the City with a surety bond executed by a surety company authorized to do business in the State of Nevada and approved by The City of Sparks in a sum equal to one hundred percent (100%) of the contract price conditional on the faithful performance by bidder of the contract in the event the bid is awarded to bidder, notwithstanding the litigation or arbitration.

**12. Royalties, Licenses and Patents:**

Unless otherwise specified, the bidder shall pay all royalties, license and patent fees. The bidder warrants that the materials to be supplied do not infringe any patent, trademark or copyright and further agrees to defend any and all suits, actions and claims for infringement that are brought against the City, and to defend, indemnify and hold harmless the City from all loss or damages, whether general, exemplary or punitive, as a result of any



## General Conditions



---

actual or claimed infringement asserted against the City, the bidder or those furnishing material to bidder pursuant to this contract.

### **13. Performance Standards:**

Performance of work and acceptability of equipment or materials supplied pursuant to any contract or award shall be to the satisfaction and full discretion of the City.

### **14. Americans with Disabilities Act (ADA) Standards:**

Bidders shall be required to comply with current ADA Standards in preparing their bids and executing work required under any contract resulting from this bid. Completed work must comply with current ADA Standards.

### **15. Addenda:**

The effect of all addenda to the bid documents shall be considered in the bid, and said addenda shall be made part of the bid documents and shall be returned with them. Before submitting a bid, each bidder shall ascertain whether or not any addenda have been issued, and failure to acknowledge any such addenda may render the bid invalid and result in its rejection.

All potential bidders are responsible for monitoring the City website regarding the availability of new bid documents or addenda (where applicable). The City of Sparks will not be responsible for the results of any potential failures in automatic notification systems to potential bidders or plan holders with respect to these documents and will not adjust bid schedules or requirements due to any potential failures of those systems. It is the responsibility of all potential bidders/responders to monitor the Purchasing Division's website for any changing information prior to submitting their bid/proposal. The City of Sparks will not be responsible for the timeliness or completeness of information provided by any 3<sup>rd</sup> party bid listing or re-selling service.

### **16. Specifications to Prevail:**

The detailed requirements of the Specifications, Scope of Work or Special Conditions shall supersede any conflicting reference in these General Conditions or the stated language on the City of Sparks Standard Purchase Order that are in conflict therewith.

### **17. Taxes:**

The City is exempt from State, City and County Sales Taxes per NRS 372.325. The City will furnish Exemption Certificates for Federal Excise Tax when applicable. The successful bidder shall pay all taxes, levies, duties and assessments of every nature, which may be applicable to any work or materials under this Contract. The Contract Sum and any agreed variations thereof shall include all taxes imposed by law. The successful bidder shall make any and all payroll deductions required by law. The successful bidder herein indemnifies and holds the City harmless from any liability on account of any and all such taxes, levies, duties, assessments and deductions.

### **18. Conflict of Interest:**

No City employee or elected or appointed member of City government, or member of the employee's immediate family, may participate directly or indirectly in the procurement process pertaining to this bid if they:

- (a) Have a financial interest or other personal interest that is incompatible with the proper discharge of their official duties in the public interest or would tend to impair their independence, judgment or action in the performance of their official duties.

## General Conditions



- (b) Are negotiating for or have an arrangement concerning prospective employment with bidder. The bidder warrants to the best of his knowledge that the submission of the bid will not create such conflict of interest. In the event such a conflict occurs, the bidder is to report it immediately to the Purchasing Manager. For breach or violation of this warranty, the City shall have the right to annul this contract without liability at its discretion, and bidder may be subject to damages and/or debarment or suspension.

### **19. Disqualification of Bidder:**

Any one or more of the following may be considered as sufficient for the disqualification of a prospective Bidder and the rejection of the Bid:

- (a) The Bidder is not responsive or responsible.
- (b) The quality of services, materials, equipment or labor offered does not conform to the approved plans and specifications.
- (c) There is evidence of collusion among prospective Bidders (Participants in such collusion will receive no recognition as Bidders).
- (d) The Bidder lacks the correct contractor's license classification required for the defined scope of work.
- (e) Lack of competency, understanding of the scope of work, adequate machinery, plant and/or equipment as revealed in routine due diligence associated with bid evaluation.
- (f) Unsatisfactory performance record as shown by past work for the City of Sparks, judged from the standpoint of workmanship, progress, and quality of services/goods provided.
- (g) Uncompleted work which, in the judgment of the City of Sparks, might hinder or prevent the prompt completion of additional work, if awarded.
- (h) Failure to pay or satisfactorily settle all bills due for labor and/or material on any contract(s).
- (i) Failure to comply with any requirements of the City of Sparks.
- (j) Failure to list, as required, all subcontractors who will be employed by the Bidder.
- (k) Any other reason determined, in good faith, to be in the best interest of the City of Sparks.

### **20. Gratuities:**

The City may rescind the right of the bidder to proceed under this agreement if it is found that gratuities in the form of entertainment, gifts, cash or otherwise are offered or given by the bidder, or any agent or representative of the bidder, to any officer or employee of the City with the intent of influencing award of this agreement or securing favorable treatment with respect to performance of this agreement.

### **21. Document Ownership:**

All technical documents and records originated or prepared pursuant to this contract, including papers, reports, charts, and computer programs, shall be delivered to and become the exclusive property of the City and may be copyrighted by the City. Bidder assigns all copyrights to City by undertaking this agreement.

### **22. Advertisements, Product Endorsements:**

City employees and agencies or organizations funded by the City of Sparks are prohibited from making endorsements, either implied or direct, of commercial products or services without written approval of the City Manager. No bidder may represent that the City of Sparks has endorsed their product or service without prior written approval.

### **23. Vendor Workplace Policies**

No Vendor providing a service, program or activity to the public on behalf of the City shall discriminate against any person because of sex, race, color, creed, national origin or disability. Vendor, if providing a service,

## General Conditions



program or activity to the public on behalf of the City, shall comply with the Americans with Disability Act and City's policies pursuant thereto when providing said service, program or activity.

The City of Sparks is an Affirmative Action/Equal Opportunity Employer. Bidders shall be cognizant of the requirements for compliance with Executive Order 11246, entitled "Equal Employment Opportunity" as amended by Executive Order 11375 and as supplemented in regulations of the U.S. Department of Labor (41 CFR part 60).

### **24. Business License Requirement:**

All companies doing business with, or within, the City of Sparks are required to obtain and maintain a current business license from the City of Sparks prior to the commencement of work per Sparks Municipal Code Section 5.08.020A. Bidder(s) awarded a contract resulting from this bid shall be required to obtain a current business license if they do not already possess one.

### **25. Invalid Provisions:**

In the event that any one or more of the provisions of this agreement shall be found to be invalid, illegal or unenforceable, the remaining provisions shall remain in effect and be enforceable.

### **26. Assignment:**

Vendor shall not assign or delegate duties or responsibilities under this agreement, in whole or in part, without prior written approval of the City.

### **27. Lawful Performance:**

Vendor shall abide by all Federal, State and Local Laws, Ordinances, Regulations, and Statutes as may be related to the performance of duties under this agreement. In addition, all applicable permits and licenses required shall be obtained by the vendor, at vendor's sole expense.

### **28. Annual Appropriation of Funds:**

Multi-year term supply and service contracts and leases are subject to annual appropriation of funds by the City Council. The City plans and makes appropriations to the City Budget with respect to a fiscal year that starts July 1<sup>st</sup> and ends June 30<sup>th</sup> of each year. Payments made under term contracts and leases are considered items of current expense. Purchase Orders are funded when issued; therefore, they are current expense items and are not subject to any subsequent appropriation of funds.

Continuance of a multi-year contract beyond the limits of funds available shall be contingent upon appropriation of the requisite funds in the ensuing fiscal year and the termination of this contract due to lack of appropriation shall be without penalty.

### **29. Extension:**

When in the City's best interest, this agreement may be extended on a daily, month-to-month, or annual basis by mutual agreement of both parties. Services and/or materials received under an extension shall be in accordance with pricing, terms, and conditions, as described herein.

## General Conditions



---

### **30. Termination:**

The City may terminate this agreement and be relieved of any consideration to the vendor should vendor fail to perform in the manner required. Furthermore, the City may terminate this agreement for any reason without penalty upon giving thirty (30) days written notice to the vendor. In the event of termination, the full extent of City liability shall be limited to an equitable adjustment and payment for materials and/or services authorized by and received to the satisfaction of the City prior to termination.

### **31. Venue:**

This agreement shall be governed by and interpreted according to the laws of the State of Nevada, and venue for any proceeding shall be in Washoe County.

# **Special Conditions and Specifications (Specific to Project)**

**In instances where the Special Conditions conflict with the General Conditions, the Special Conditions will prevail with respect to that instance or item(s).**

# **RECREATION MANAGEMENT SOFTWARE**

## **RFI #17/18-004**

### **RFI Purpose**

This Request for Information (RFI) has been issued by the City of Sparks Parks and Recreation Department (Department) to gather current information on recreation management software systems available in the marketplace. The objective is to identify and potentially select a comprehensive system that is intuitive and user-friendly for both staff and customers, effective in meeting current and future business needs of the Department, and cost-effective. This RFI may or may not result in a contract for any products or services. Responses will be reviewed for technical, functional, and procedural innovations. Respondents may be invited for further consideration and requested to make on site presentations and/or demonstrate their systems.

### **General Information**

The City of Sparks is located in northern Nevada at the foot of the Sierra Nevada Mountain range in the Truckee Meadows. It is just east of the City of Reno and an hour's drive from Lake Tahoe. The family-oriented city has three community centers, two outdoor swimming venues, two sports complexes, and close to 50 parks serving a population of more than 93,000 residents. The Department team consists of 10 full-time employees and approximately 200 temporary part-time employees. The Department also works with approximately 20 independent contractors to assist in providing a full range of services and programming for people of all ages and abilities. The line-up of offerings includes sports leagues/camps/competitions, aquatics, arts, community classes, kids' out-of-school programs (before/after-school and seasonal breaks), facility and park rentals, special events and more. These programs are made available to residents of Sparks and also to non-residents residing in nearby/adjacent communities (non-resident fees are 20% higher than the resident fee).

### **Background**

At present, the Department utilizes Rec Trac version 10.3y03 and is considering migrating to Rec Trac version 3.1 or pursuing other options. This system is server-based and managed on-site by the Department or the City of Sparks Information Technology Department (IT) as applicable. End user computers are desktop computers or virtualized computers running Windows 7 Professional. There are approximately 18 clients utilizing the recreation software connected over an internal network. Additionally, close to 20 tablet devices are used to view rosters and other data at satellite locations. Last year, the Department processed an estimated 160,704 transactions through the system.

### **Scope of Service**

The recreation software management system must support the full spectrum of recreation activities and facilities provided by the Department to streamline recreation management needs. The ideal system will enable the Department to provide excellent customer service in-person, online, and remotely via tablets and mobile devices. The goal is to give staff and customers the greatest flexibility in accessing and navigating the software. Overall ease of use, including

robust data management, marketing/communication tools, and reporting capabilities, is a priority.

The City of Sparks will entertain an onsite server-based system, or a fully hosted cloud-based system as long as speed is not compromised and City of Sparks IT has full management access to the database. Onsite or cloud-based products would require Microsoft SQL. The software solution must be accessible from multiple Internet browsers (e.g., Internet Explorer, Safari, Chrome, Mozilla, etc.)

Respondents should provide enough information about their product(s) to allow the City to judge its functionality and suitability to support the needed processes. This may include flowchart overviews, data element lists, on-line screen samples, and report samples. If developmental software or enhanced versions of existing software is included in the overall system being proposed, the nature, status, and timing of development and delivery should be clearly stated.

Processes include, but are not limited to, daily management of program and class activity registrations, point of sale, online registration (real time), membership/pass management, day care management, facility and field reservations, league scheduling and management, marketing and communication functions, forms management, payment processing, and ad hoc/customized reporting.

## **Key Functional Requirements**

1. ***Customer Database Management and Reporting*** – Database allows patron management across the various components of the system including attendance tracking. Flexible search capability within the customer database, standard fields for capturing key customer information, and easy export or integration with other programs.
2. ***Activity Registration*** – Process and manage a broad range of activity registrations. Ability to easily add, remove, and edit classes and programs. System utilizes data captured to generate program rosters, attendance records, wait lists, mailing labels, and instructor payment records. Allows altering of fees and processing of scholarships and program discounts as applicable.
3. ***Online Registration*** – Process registrations in a user-friendly, secure environment for classes and programs, donations, and other transactions, as well as accessing household account information. Requires a functional on-line payment platform process. Fully accessible on personal computers and laptops, and a mobile-optimized user platform to accommodate iPads, tablets, mobile phones and other smart devices (IOS/Android). The system must integrate easily with the City's existing website.
4. ***Point-of-Sale*** – Process drop-in payments for gym use, fitness centers, swimming, contractual classes, preschool program, retail items, tickets, monthly payments for facility use, donations, event revenue, and other miscellaneous revenue.

5. ***Day Care Registration/Management*** – Process and manage before and after school registrations (for multiple sites) by way of an interactive calendar display viewable by staff and online customers. Allows for any combination of before/after school daily selections. Fully secure, electronic check in/out feature at program sites with the potential for a roster signature via a tablet.

6. ***Pass Membership*** – Process, manage and track visits for unlimited pass registration types. Includes seasonal and punch pass capability for aquatics, fitness and other programs. Print photo ID cards barcoded with member number for swipe/scan card access with expiration alerts, or allow for fingerprint recognition.

7. ***Facility/Field Rental and Reservations*** – Schedule, process and manage multiple facility/field reservations for athletic fields, parks and facility space. Allow staff to view space availability through search criteria or calendar and patrons to view availability of select facilities online.

8. ***League Scheduling and Management*** - Build/track teams, establish game times, reserve fields, post results, manage payments, and email/text communication with players/coaches/team captains.

9. ***Customer Marketing and Communications*** – Robust marketing/promotional tools to reach customers and specific segments based on demographic characteristics or participation history. Ability to send receipts, program information, and alerts via email and text SMS. Customizable templates for e-mail campaigns, promotional messages, and newsletters with patron opt-out and tools to meet privacy and spam regulations. Integrated social networking capability. Ability to push activity/program evaluations and surveys to customers automatically via email or text with link. Analytic reporting to determine the effectiveness of marketing campaigns.

10. ***Financial Data*** – Functionality that must export general ledger data to the City’s financial system (currently Agresso) and other system applications as needed. Requires financially self-balancing system.

11. ***Convenient Payment Processing*** – Process payments in a safe and secure system using a variety of methods including cash, check, EFT/ACH, credit/debit cards, and NFC methods such as Apple Pay, Google Samsung Pay, Square, etc. Fully compliant with Payment Card Industry Security Standards Council (PCI SSC). The system permits refunds directly back to credit card, household account credit, or by check. Respondents should identify the recommended credit card processor and the associated rates.

12. ***Reporting*** – Standard, ad hoc, and customizable reporting platform for financial, demographic, and statistical information. Crystal reporting features or a mechanism to access and format raw data into traditional legible reports with possible export to Excel.

13. ***Electronic Signing Capability and Form Building/Management/Archiving*** – Provide electronic signing capability for emergency information forms, informed consent and liability



waivers, and miscellaneous program forms required for registration processes. Integrated form building capability and mechanism for online form and permit process, or allow for integration with JotForm type application. Allow for searching, viewing, retrieving and archiving forms as needed across modules.

14. ***Verification of Resident and Non-Resident Patron Information*** – Interface with City’s address database/GIS to determine/verify patrons’ resident or non-resident status.

15. ***Master Calendaring and Scheduling*** – Access to an internal master calendar with integrated view and drill down capability.

### **Submittal Parameters**

Please address the functional requirements numbered 1-15 above, item by item, providing written detail on how you would meet each of the system needs as outlined. Additionally, please provide written response to the items below, including Vendor/Product Information, Training and Support, Implementation, Cost Estimate and References:

#### ***Vendor/Production Information***

- (a) Company History and Vision: Describe your firm, its background, locations/headquarters, website, number of employees, main products/customers, and the range of services you offer to governmental organizations. Include number of years in the recreation management software business and number of years in overall software business.
- (b) Number and average/typical size of parks and recreation entities currently utilizing product.
- (c) List and describe the core modules provided by your product, the latest version, and the number of years the system has been available in the marketplace
- (d) How often do you typically develop releases, updates, and upgrades that are delivered/recommended? Have there been recent upgrades or updates to your product?
- (e) Does your product support access through smartphones, tablets, laptops etc. with responsive design ensuring all pages display optimally on all devices? Provide details.
- (f) What is your product's ability to interface with other vendor systems? What level of customization is available?
- (g) What is the future strategy for the proposed product?
- (h) Does your firm rely on any third-party software products/systems for implementation and/or operation? Are any additional licenses required from third party sources to utilize your product?

- (i) Identify credit card processors compatible with the recreation management software, their security records, protocol, and rates.
- (j) Indicate whether your company is currently in litigation with any organization regarding the fulfillment of contract obligations, performance, or copyright and patent infringement.

### ***Training & Support***

- (a) What level of training is provided? How is the training structured? Is the training intended for IT staff, for Department staff, or both?
- (b) What documentation is provided?
- (c) Is a test environment or free trial of product provided?
- (d) Describe your approach/policy/model for providing customer support, including charge/cost structure (e.g., hours of support and time zone, levels of support).
- (e) Where is your support service located?
- (f) What are service request response times?
- (g) List the types of support access that are available (web, email, chat, phone etc.).
- (h) What is the average length of a support call? Is there a limit on the number of questions/issues discussed during a call or during a specified time period?
- (i) Does support include software updates?
- (j) Is your support agreement integrated into the license agreement?
- (k) Describe your incident reporting and tracking systems, and the ability for City staff to access those systems directly.
- (l) Describe the communication and escalation processes/protocols in the event of failure, network outages, degraded service, and/or exceeded planned utilization.
- (m) Describe your replication, archival and retrieval processes, including your disaster recovery model.
- (n) Describe the warranty and maintenance plan(s) for your product.

### ***Implementation***

- (a) Describe the hardware platform or database to run the recreation management software. Does the proposed product offer multiple platform options?
- (b) Describe services available from your organization for conversion of data.

- (c) Describe the processes, procedures, and steps associated with planning, installation, setup, data import and conversion, quality assurance, deployment, and roll-out for product.
- (d) Provide a recommended implementation timeline that best estimates the installation of all components, including e-commerce, for full rollout of system on target date.

### ***Cost Estimate***

It is understood that only high-level estimates can be provided until detailed information regarding requirements and other user needs is provided. Cost estimates will be treated as such and will not be considered binding. The estimated cost should include, but is not limited to, the following:

- (a) Initial system purchase or licensing, itemized by functional requirements
- (b) Hardware, including required EMV readers, pass readers, etc.
- (c) Configuration and customization
- (d) Data conversion – customer history/information currently stored in Progress
- (e) Installation
- (f) Training
- (g) Annual software maintenance
- (h) Transaction fees
- (i) Other

### ***References***

Provide a list of three (3) or more key references where you have installed the proposed software for an organization similar to the City of Sparks (preferably a governmental agency). Include organization name, address, contact person, email address, and phone number.