



ADDENDUM #2

RECREATION MANAGEMENT SOFTWARE

RFI # 17/18-004

SUBMITTALS DUE NO LATER THAN: 4:00 PM ON JULY 26, 2017-REVISED

This addendum is to notify all potential proposers of clarifications made to the RFI documents as stated below.

- A) **RFI Due Date Changed from Original Date of July 18, 2017 to Revised Date of July 26, 2017**
Submittals 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 26, 2017**. Submittals postmarked prior to, but not received until after this deadline will not be accepted.
- B) **CORRECTION** – Within the original RFI Document, the “Background” section on Page 14 notes that the City posted 160,704 transactions in the previous year. This number actually represents the number of enrollees for 2016, 64% of which were repeat enrollees. The City cannot provide accurate data with respect to the actual number of transactions associated with this pool of enrollees at this time.

Questions provided by potential respondents as of 7/12/17, and Answers provided by the City of Sparks:

- 1) **Does the organization use one or multiple merchant bank accounts to deposit funds into (e.g. is the pool required to operate independently)? If multiple, how many merchant accounts?**

Answer: We use four merchant accounts to correspond to the credit card revenue collected at three community centers and one for web registrations.

- 2) **Does the organization accept credit cards online today? If yes, what merchant bank and gateway provider do you use? Are you open to changing providers?**

Answer: Yes, we do accept credit cards online. Processor is ETS. We would be open to changing providers if the rate and services provided make sense for our organization.

- 3) **Roughly, how many transactions does the organization complete each year (e.g. 5,000, 20,000,100,000+)? Could you break down by number of Activity Registrations, Rentals, POS Transactions, Membership Registrations, Before/After Care Registrations (including monthly/weekly payments)?**

Answer: More than 20,000+ transactions are completed each year. Activity registrations are the majority of these transactions.

- 4) Of the total number of transactions, how many are payment based (e.g. credit card, cash or check vs. “free” programs)?**

Answer: We have very few free programs that are accounted for in our recreation software.

- 5) Do you use software besides Rec Trac for creating game schedules? If so, which software product?**

Answer: No, currently the schedules are manually prepared.

- 6) How many facilities are available to be rented (physical rentals)?**

Answer: Approximately 10. Three community centers, two sports complexes, a downtown venue, an outdoor pool, and currently up to 3 parks. Please note that although there is an inventory of close to 50 parks, the total of reservable park sites shouldn't exceed 10 if there is ever a change in policy down the road.

- 7) How many zones are available to be rented, where a zone equals a use within a facility (e.g. a field may have 3 baseball diamonds or a gym may have 4 sections that may be rented separately).**

Answer: Approximate total of 53 zones. One of the parks has three possible reservable areas while the other two parks have only one area. Sports Complex #1: 15 fields; Sports Complex #2: 16 fields/20 zones; Community Center #1: pool, gym and one meeting room. Community Center #2: Gym space and surrounding park. Community Center #3: 2 meeting rooms and a dance room; Downtown venue: 5 zones.

- 8) What is the annual revenue from rentals?**

Answer: \$55,000+

- 9) Are there fees for rentals? If so, do the fees vary for different types of renters?**

Answer: Yes, there are fees for rentals. There is a variation in fees based on resident and non-resident status for households and two classes of fees for businesses and non-profits also dependent on their resident/non-resident status. The meeting rooms and parks are a flat rate, and there is a center/gym rate that is charged by the hour. There are also deposit, administrative, security, insurance and staff fees as applicable.

- 10) Does your organization issue permits?**

Answer: Yes, liquor permits, sound permits, vendor permits, field permits and event permits.

- 11) Are any of the facilities a senior center? If so, how many? Do they support drop-in classes?**

Answer: The City does not currently operate or provide programming at the Sparks Senior Center.

12) Does the organization support fitness centers? If so, do you have unattended access to the center and does it require integration with an auto door locking system?

Answer: There are two fitness center areas. The access points are attended.

13) How many locations where ID cards are scanned for access?

Answer: Currently at two community centers.

14) Does the organization require any pass fulfillment (e.g. beach badges)?

Answer: Not sure what this means?

15) Does the organization rent lockers?

Answer: No.

16) Does the organization issue multi-use punch card guest passes?

Answer: Yes, a 10 visit punch pass option has been utilized for the indoor swimming pool and contractual fitness classes.

17) Does the organization sell day passes?

Answer: Yes.

18) Does the organization sell gift cards?

Answer: Yes.

19) Does the organization offer any other types of memberships?

Answer: No, just fitness at this time.

20) Do you support rolling memberships (part of Community Centers)?

Answer: Only City employees have the option of a membership pass that covers the fitness areas at two different community centers. This option has not been available to the general public, but may be offered in the future.

21) Does the organization support on-site concessions or product sales? If so, does the organization require inventory management?

Answer: We do not use inventory management for concessions. Concession services are managed by private contractors who pay a pre-determined monthly amount or percentage of sales based on the terms of the contract. We do not currently utilize inventory management but would be interested in doing so in the future for product we sell mainly to staff.

22) With respect to Before/After Care/Tuition, does the City require only daily billing or monthly billing as well?

Answer: No, the before/after school program requires all participants to be pre-paid before attending. We do utilize outstanding balance invoicing as necessary.

23) With respect to Before/After Care/Tuition, does the City require digital check-in/check-out of before/after care? If so, how many locations require this feature?

Answer: Not at this time, but would be interested in implementing this at the before/after school sites (14) and at our three community centers and one outdoor pool.

24) Does the organization run summer camps?

Answer: Yes,

25) Is web-based training via GoToMeeting acceptable? If no, please explain how you would like to receive training (on-site, web-based, etc.)?

Answer: Training is the key to successfully implementing any software program. We may entertain web-based training or a GoToMeeting scenario if it is thorough enough to meet our needs. We can't provide a definitive answer without first seeing what is proposed.

26) We employ a session based "train-the-trainer" model whereby we train up to 5 people/service/session for no additional cost regardless if it's web-based or online. How many people are required to be trained for Activity Management, Finance, E-Commerce, Marketing, Membership Management/Gate Check, Facilities Management, POS, League Management, Before/After Care Management?

Answer: Up to 12 employees.

27) What type of data migration is required?

Answer: The potential to move up to two years of household data.

28) Does the City require integration with any current systems (e.g. Financial Systems)?

Answer: The City utilizes the Agresso ERP system (Milestone 4), currently marketed by Unit 4 Business Software. Ideally, the financial pieces of any new recreation software would need to communicate with this system.

29) Should the Department decide to move forward with a formal solicitation has a timeframe for the subsequent release been identified?

Answer: No. Under Nevada law, a formal solicitation is not required for the procurement of software (NRS 332.115). The City reserves the right to procure software using many potential methods for determining the vendor that will best suit the needs of the Department and that may or may not include a formal solicitation.

30) Through which source will the Department fund the new system (budget, grants, etc.)? Are you able to provide the estimated cost of the new system, if available?

Answer: One purpose of this RFI is to get a better understanding of potential costs associated with an up-to-date product. Funding decisions and sources will be determined once a cost estimate might be better determined.

31) Does the City currently use any type of Enterprise Resource Planning System (ERP) that this will need to interface/integrate with? Are you able to disclose the current vendor, when the system was last updated and if there are plans to replace?

Answer: The City utilizes the Agresso ERP system (Milestone 4), currently marketed by Unit 4 Business Software. Updates occur on a routine basis. Ideally, the financial pieces of any new recreation software would need to communicate with this system.

32) Does the Department utilize any of the following systems/solutions, whether they will also need to integrate/interface with the new system and if there are any plans to replace:

**Document Management Software
Asset Management Software
Content Management System**

Answer: Not currently.

33) Has a project manager/technical contact been identified?

Answer: While there is a project manager identified for this stage of the solicitation, it is not clear what roles may be necessary for replacement of the systems, should that occur.

34) What platform is the current system operating on?

Answer: Please refer to the RFI document, Page 14.

35) Which vendor provides the current system and when was it acquired?

Answer: Please refer to the RFI document, Page 14.

Please note and adjust your submittal according to the revisions, additions, deletions, clarifications or modifications as presented on this Addendum #2.

Dan Marran, C.P.M., CPPO
Contracts and Risk Manager
July 14, 2017