

City of Sparks Recreation Software Deliverables Matrix

Instructions

1. Respond to each line of the worksheet placing a mark in the column which best describes the availability of the described functionality in your solution.
2. Please include comments in the space provided to help explain your responses for a given section - especially when N/A or future upgrade is selected, or any clarifying information for specific items.
3. If a requirement is not applicable to your solution, enter "N/A" in the 'Included in Proposal' column for that line.

| # | CRITERIA | INCLUDED IN PROPOSAL | NOT INCLUDED IN PROPOSAL | PLANNED IN FUTURE UPGRADE | YES, AT ADDITIONAL COST |
|----------------------------|--|----------------------|--------------------------|---------------------------|-------------------------|
| System Requirements | | | | | |
| 1 | Cloud based fully-hosted solution with guaranteed up time of 99.9%. | X | | | |
| 2 | Cloud-computing capabilities. | X | | | |
| 3 | Ability to process cash, check, credit card (Visa, MasterCard, Discover) payment methods. | X | | | |
| 4 | Company has a primary and secondary data center. | X | | | |
| 5 | PCI Level 1 compliance. | X | | | |
| 6 | Load balanced servers scaled to accommodate any volume. | X | | | |
| 7 | Permission driven software with no max on levels of security. Levels are easily designed yet specific and easily managed by specific role. | X | | | |
| 8 | Table structures are accessible and data can be extracted and/or appropriate API's made available for this purpose. | | | X | |
| 9 | Solution platform sits on a real, relational database. | X | | | |
| 10 | Ability to provide real-time information. | X | | | |
| 11 | Built in alert SMS text messaging capability for immediate distribution of time sensitive messages. Eliminating carrier requirement on road map? | X | | X | |
| 12 | Built in eblast communication tool. Please define average time frame for distribution of ebasts. | X | | | |
| 13 | Integrate with live GIS interface for addresses to establish resident/non-resident status with automatic updating. Ability to override res/non-res. | X | | | |
| 14 | Ability to access solution via web browser. | X | | | |
| 15 | Ability to switch from internal view to public view (in the same browser). | X | | | |
| 16 | Agnostic to all devices with Internet connection - desktop, laptop, tablet, iPad, cell phone (both IOS and Android), etc. | X | | | |
| 17 | Fully mobile responsive. | | X | | |
| 18 | Ability for customers to link account calendar to their personal calendar (through integration with Outlook, Google Calendar, iCloud, etc.)allowing enrollments to automatically populate onto personal calendars. Enrollments can also be viewed through account dashboard. | X | | | |
| 19 | Ability for staff to customize and manage their own calendar through filtering tools by facilities, programs. etc. | X | | | |
| 20 | Catalog feature with internal and customer views and the ability to create color-coded program-specific tabs. | X | | | |
| 21 | Multiple registrations - one check out. | X | | | |

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| 22 | Customizable branded receipt template (per program/facility) with notes section. Can include link to customer account and imbed Google map link for facility location. Receipt contains customer information and name(s)/date(s) of programs, account information, receipt number, balance due, paid amount and tender. Ability to print/re-print and/or email automatically. | X | | | |
| 23 | Ability to store documents (Word, PDF) in customer profile. Forms can be archived and accessed by staff. | | | X | |
| 24 | Prompts/waiver feature throughout system with customizable questions for collection of customer information and signatures. Ability to include responses on receipts, printed out as form and in reporting tools. | X | | | |
| 25 | Built-in customer survey tool. | X | | | |
| 26 | Ability to manage volunteers. | X | | | |
| 27 | Report-writing capabilities should be easy and intuitive. | X | | | |
| 28 | Ongoing maintenance, backups, replication, fixes, patches, upgrades and system enhancements included in annual fee. Update notifications housed in the release notes section of the system under the report tab. | X | | | |
| 29 | Regulatory compliance pertaining to retention schedules and manual or scheduled automated purging of stored documents. | | X | | |
| 30 | System is ADA compliant. | | | X | |
| 31 | Company has published standard Service Level Agreement. | X | | | |

Comments:

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|----------------------------|--|---|---|--|--|
| Program Maintenance | | | | | |
| 32 | Ability to have data entry rollover. Rollover classes from one season to another; history retained and usable/accessible/reportable. | X | | | |
| 33 | Easily transfer enrollment from one family member to another. | | X | | |
| 34 | Have archiving history capability - must contain complete account history and include all attachments. | X | | | |
| 35 | Migrate GL codes to new platform. | X | | | |
| 36 | System modules are fully integrated and communicate with each other. | X | | | |
| 37 | Ability to run multi-sessions with applications. | X | | | |
| 38 | Design system should be mobile 1st/mobile platform. | X | | | |
| 39 | System should handle over 1,000 transactions at one time. | X | | | |

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| 40 | Must be fully auditable. | | | X | |
| 41 | Ability to acknowledge waivers/forms with digital signature and determine how often waivers are acknowledged by customers. | X | | | |
| 42 | Ability to do eSignatures via eSignature pad. | | X | | |
| 43 | Have system validation and correction - Please Define what's possible. | | X | | |
| 44 | Ability to archive inactive events. Archived information must be accessible and searchable. Ability to make inactive events active. | X | | | |

Comments:

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| System Compliance Requirements | | | | | |
| 45 | Will the software store, process and transmit credit card data (PCI-DSS). | X | | | |
| 46 | Will the software store, process or transmit protected health information (HIPAA)? | | X | | |
| 47 | Will the software store, process and transmit personally identifiable information (PII)? | | X | | |
| 48 | If the software/application is storing, processing or transmitting any of the "protected" data described in criteria 42-44, can the Offeror provide adequate documentation that controls are in place to meet the requirements of the applicable protected data (i.e. PCI-DSS, HIPAA, etc.)? | | | | |
| 49 | Offeror will adhere to the City's change control process requirements. | | X | | |
| 50 | Compatible with Windows 10 LTSB 2015x34 (64 bit). | X | | | |
| 51 | Administrative rights only needed during install. | X | | | |
| 52 | Office 2016 and/or Office 365 compatible. | X | | | |
| 53 | Compatible with Chrome, Safari, Edge and Mozilla Firefox Browsers. | X | | | |
| 54 | Active Directory. | | | | X |
| 55 | Database is SQL and Offeror is up-to-date on the supported version. | X | | | |
| 56 | Microsoft Internet Information Server (IIS) 8.5. | | X | | |
| 57 | Authentication credentials are encrypted. | X | | | |
| 58 | LDAP (AD) authentication. | | | | X |
| 59 | Third party security audit has been conducted within the past two years. | X | | | |
| System Formatting | | | | | |
| 60 | Ability for all transactions to be done on one screen - one step processing. | X | | | |

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| 61 | Have adequate client and server-side validation to ensure users are aware of transaction requirements and that transactions cannot be saved incorrectly or impartially. | X | | | |
| Data Entry Standards | | | | | |
| 62 | Have all capitals for household/account information. | | X | | |
| 63 | Allow staff to override multiple people (accounts) having the same address and phone number. | X | | | |
| 64 | Allow staff to override out of state or out of country addresses. | | X | | |
| 65 | Ability to choose which member/address/phone number is primary. | X | | | |

Comments:

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| Customer Account Requirements | | | | | |
| 66 | Full database management. | X | | | |
| 67 | System generates customer ID numbers. | X | | | |
| 68 | Ability to assign customer types (resident/non-resident) through GIS interface. | X | | | |
| 69 | Ability to set up accounts under a business name, an organization name and/or first/last name. | X | | | |
| 70 | Each account can include at a minimum: first/last name household members including primary and secondary guardians, birth dates for all, p.o. box for mailing, street address for residency, phone/cell - primary/secondary, email addresses, gender, school grade, primary emergency contacts, scholarship/financial assistance status, special notes such as allergy, asthma, etc. | X | | | |
| 71 | Children of divorced/separated households can 'live' in each separate account. Identify accounts as 'mom' and 'dad'. All credits and refunds stay within paying parent's account. | | X | | |
| 72 | Ability to suspend/deactivate/hide households and household members, and reactivate. | X | | | |
| 73 | Opt-out option for emails and texts as permitted. | X | | | |
| 74 | Ability to search for customers by multiple criteria and partial information in order to access customer record, transaction history, facility permits, etc. | X | | | |
| 75 | Staff notification if there are duplicate accounts. | X | | | |
| 76 | Ability to easily merge duplicate households without loss of history or transactions, including groups, businesses, families and individuals. | X | | | |
| 77 | Ability to track transaction history of accounts. | X | | | |
| 78 | Ability to record notes for staff view only. | X | | | |
| 79 | Ability to export patron list for eblasts, mailing, etc. | X | | | |
| 80 | Ability for staff to attach/insert documents, scanned forms and liability waivers to customer accounts. Ability to print liability waivers for evidence of customer consent. | | | X | |

Comments:

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|--|--|---|--|--|--|
| POS & Inventory Management Requirements | | | | | |
| 81 | Ability to create POS screens unique to locations/functions. | X | | | |
| 82 | Ability to track drawer/location number and identify cashier/facility per work unit. | X | | | |
| 83 | Ability to accept quick pay and drop-in type transactions. | X | | | |
| 84 | Ability to link transactions to customer accounts (or not). | X | | | |
| 85 | Ability to have an unlimited number of payment codes - up to 1,000. Ability to create numbering system used. | X | | | |

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| 86 | Ability to add fee codes. | X | | | |
| 87 | Ability to apply multiple GL accounts to any POS button. | X | | | |
| 88 | Ability to add notes to a free-text field for staff view only that is reportable. | X | | | |
| 89 | Ease of cancelling, transferring, reversing and refunding of payments. | X | | | |
| 90 | Ability to interact with Google Pay, Apple Pay, etc. | | X | | |
| 91 | Ability for POS button to populate on schedule prior to class (day of) for easy drop -in enrollment. | X | | | |
| 92 | Ability to manage and track inventory. | X | | | |
| 93 | Ability to access the POS via mobile devices (phone, tablet, etc.). | X | | | |
| 94 | Ability to run POS sales reports. | X | | | |
| 95 | Ability to provide customer analytics - e.g., facility full, dates/times facility is unavailable. | X | | X | |

Comments:

| Pass/Membership Requirements | | | | | |
|------------------------------|--|---|---|---|--|
| 96 | Ability to accommodate multiple membership types - weekly, monthly, yearly, secondary/family passes, and punch passes. | X | | | |
| 97 | Sign in/scan/barcode options. | X | | | |
| 98 | Ability to design and create membership cards/passes with one or multiple designs. | X | | | |
| 99 | Ability to interface with pass/card printing systems. | X | | | |
| 100 | Ability to find individuals within a family - e.g., easy to use search functions. | X | | | |
| 101 | Ability to identify current membership status for multiple passes. | X | | | |
| 102 | Auto-renewal and monthly auto-billing (opt-in) features available. | X | | | |
| 103 | Purchase/cancellation/refund option for memberships through office or online. | X | | | |
| 104 | Ability to transfer and merge memberships. | | X | | |
| 105 | Ability to have scanning stations to swipe cards with picture verification and audio/visual warning if card is expired or invalid. Scanner activation does not disrupt front desk computers. Member attendance record automatically updates. | X | | | |
| 106 | Ability to provide visual notification (when card is scanned) on limited number of days remaining on pass (10, 9, 8, etc.). | X | | | |
| 107 | Ability to have mobile device check in. | | | X | |
| 108 | Ability to scan beyond front counter to track customer usage via Wi-Fi or Bluetooth. | | X | | |
| 109 | Ability to prevent duplicate membership purchases for the same pass. | X | | | |
| 110 | Ability to track and report on visit history - daily, monthly, yearly for memberships and passes. | X | | | |

Comments: The assumption on mobile/bluetooth scanning is that it can either be done A) through a mobile device or B) that a bluetooth scanner is connected to a PC for purposes of scanning into the CivicRec application.

| Activity Registration Requirements | | | | | |
|------------------------------------|--|---|--|--|--|
| 111 | Ability to use existing activity/section number system for classes/programs or generate new alpha/numeric system. | X | | | |
| 112 | Have activity types/categories and the ability to report on said breakdown of said categories. | X | | | |
| 113 | Fields for class title, full description and print description. Ability to export print description to Adobe InDesign for activity guide production. | X | | | |
| 114 | Easily create, edit, and cancel classes/programs. | X | | | |

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| 115 | Ability to assign resident/non-resident rates and tie to specific on/after registration dates and date ranges, go-live dates, waivers and prompts. | X | | | |
| 116 | Ability to specify prerequisites - i.e., age, grade level, pass/membership, status of account, and ensure the system validates against this to determine eligibility. Staff override possible. | X | | | |
| 117 | Ability to intermingle age and grade for activity restrictions. | X | | | |
| 118 | Ability to set minimum/maximum number of enrollees per class with the ability to manually override limits as needed. | X | | | |
| 119 | Ability to enter roster notes at the time of registration. | X | | | |
| 120 | Ability to attach forms for registrants to print/complete at home. | | | X | |
| 121 | Ability to auto-populate customer information on registration forms based on user's profile. | X | | | |
| 122 | Ability to process registrations manually or allow residents/non-residents to register securely on the device of their choice including smart phone. | X | | | |
| 123 | Have late fee add on options (on or after date), and automated capabilities. | X | | | |
| 124 | Ability for staff (with permissions) to pro-rate fees and spread balances across multiple payment types. | X | | | |
| 125 | Pro-rate tool for error-free calculations. | X | | | |
| 126 | Easily transfer activity registration from one family member to another and apply processing fee. | | X | | |
| 127 | Easily transfer transaction from one account to another account when applied in error. | | X | | |
| 128 | Ease of full roster transfers and refunds. | X | | | |
| 129 | Easily track and report attendance. | X | | | |
| 130 | Ability to view enrollment counts and ability to default to waitlist (online/in-house) if full. | X | | | |
| 131 | Ability to utilize automated wait list feature with enrollment invites sent via an e-link once an opening occurs. Registration must be completed within 24 hours before link expires and is sent to the next customer on the waitlist. | X | | | |
| 132 | Ability to accept multi-rate drop-in registrations. | X | | | |
| 133 | Notification option for staff to monitor enrollments in specific classes. | | X | | |
| 134 | Ability to print and email rosters and schedule distribution to specific staff, facilities and instructors. | X | | | |
| 135 | Ability to manage multiple rosters into one through shared roster tool. | X | | | |
| 136 | Ease of sending bulk activity communications and waivers to specific class rosters. | X | | | |
| 137 | Ability for staff to process registrations with payment via tablet at offsite events and email receipts. | X | | | |
| 138 | Ability to store and track instructor contracts acknowledged electronically. | X | | | |
| 139 | Instructor portal to manage class participation and communication. | X | | | |
| 140 | Ease in making classes inactive, sending classes to history and accessing said information. | X | | | |
| Comments: | | | | | |
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| Facility Reservation/Rental Requirements | | | | | |
| 141 | Ability to process reservations/rentals for multiple facilities: Community centers (rooms, gyms, pools), park areas, sports complexes, and sports fields. | X | | | |
| 142 | Facility view options: Grid, listing with calendar, or facility mapping with photos, hot spots and links automatically added by system. | X | | | |
| 143 | Ability for staff to reserve multiple facilities and sports fields, for any date range, in a single process without duplicate data entry or linking to account. | X | | | |
| 144 | Ability to make reservations with any date sequences or pattern, daily, weekly, monthly, recurring. | X | | | |
| 145 | Ability to display multi-date reservations during registration process for adjustments/deletions. | X | | | |

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|--|--|---|---|---|--|
| 146 | Option to automatically reserve facilities when creating classes and remove if cancelled. | X | | | |
| 147 | Ability to view facility schedules by year, month, week, day and hours. | X | | | |
| 148 | Ability to disallow reservations on specific days, defined separately per facility, and ability to create buffer times. | X | | | |
| 149 | Allow rental statuses: hold, tentative and firm. Reservation held for 48 hours and then released. | X | | | |
| 150 | Ability to assign multiple fees and add fees to each reservable area. | X | | | |
| 151 | Ability to take deposits on reservations, track and easily refund or apply to services received. | X | | | |
| 152 | Ability to easily provide rental pricing estimate. | X | | | |
| 153 | Alert staff on booking conflicts. | X | | | |
| 154 | Automatically calculates total fees for reservation. | X | | | |
| 155 | Ability to apply unique prompts and facility-specific questions. Responses printed on receipt. | X | | | |
| 156 | Ability to accept digital signatures for rental agreements. | X | | | |
| 157 | Ability to add rules, agreements, and waivers to the process (electronically acknowledged) and attach with reservation. | X | | | |
| 158 | Ease in updating and making date changes to reservations/rentals without force of check refund. | X | | | |
| 159 | Ability to edit/update reservation fees, amend charges, allow partial payments, and process payment reversals per staff permissions. | X | | | |
| 160 | Ability to cancel reservation. | X | | | |
| 161 | Ability to transfer a reservation to another day and make changes without having to cancel the reservation and re-reserve it. | X | | | |
| 162 | Facility booking tracks timeline for paperwork, insurance certificate, balance due, etc. with email reminders to customers. | | | X | |
| 163 | Progression of reservation status through automation. | | | X | |
| 164 | Ability to do progression billing automatically and invoicing of fees for billable services. | X | | | |
| 165 | Ability to reprint reservation/permit from facility calendar. | X | | | |
| 166 | Ability to print deposit tracking report. | X | | | |
| 167 | Detailed user-friendly online search function for available facilities. | X | | | |
| 168 | Ability to offer facility reservation requests online for review/approval. | X | | | |
| 169 | Ability to make online reservation/rental payment. | X | | | |
| 170 | System must allow reservations/rentals at least two years into the future. | X | | | |
| Facility Reservation/Rental Report Requirements | | | | | |
| 171 | Ability to create report for easy analysis of reservations by various parameters. | X | | | |
| 172 | Ability to create reports by facility and date, showing detail and set-up requirements. | | | X | |
| 173 | Ability to create reservation statistical usage reports by location/date. | | X | | |
| 174 | Ability to create financial reports, bottom line reports, and trial balance reports. | X | | | |

Comments:

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| Web - Customer Portal Requirements | | | | | |
| 175 | Branded public portal designed to blend with city website. Customization such as logo, text and links (including video). | X | | | |
| 176 | Ability to edit content on public portal page. | X | | | |
| 177 | Portal must be full featured and mobile first. | X | | | |

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| 178 | Website should meet the Web Content Accessibility Guidelines. | | | X | |
| 179 | All modules should be accessible through web portal. | X | | | |
| 180 | Ability to disallow online registration for certain classes, memberships, facilities, leagues, etc. | X | | | |
| 181 | Functional online payment platform and process applicable to all customer devices with Internet connection. | X | | | |
| 182 | Allow online cart to expire after defined period of time if customer does not check out. | X | | | |
| 183 | Ability to print or email detailed receipt. | X | | | |
| 184 | Easy customer use. Easy for software administrators to make additions/changes and manage content. | X | | | |
| 185 | Customizable, color-coded activity/reservation catalog tabs with robust filters for searching. | X | | | |
| 186 | Searches are easy and simplified with ability to have 'word and phrase' search capabilities. | X | | | |
| 187 | Ability to search by multiple criteria and filter - e.g., date, location, etc. | X | | | |
| 188 | Web page to contain 'Contact Us' link for email support. | | X | | |
| 189 | Customers can create their own accounts online. System must have adequate controls to ensure there is no duplication and alerts customer if account exists. | X | | | |
| 190 | Customers can easily update personal information. | X | | | |
| 191 | Email address can be used for login credential. Customer can select and reset password automatically. | X | | | |
| 192 | Ability to log in through Social Media accounts. | X | | | |
| 193 | Customer dashboard allow access to management of memberships and payments, status of wait list and calendar view. | X | | | |
| 194 | Customers can view account transactions, reprint receipts, and look at their history. | X | | | |
| 195 | System displays liability waivers with 'I Agree/Disagree' options. If disagree option is selected, the transaction cannot be completed. Allow printing of liability waivers signed online. Include evidence of customer consent stored in customer account. | X | | | |
| Mobile Requirements - Includes Cell Phones (IOS and Android) Tablet, iPad, etc. | | | | | |
| 196 | Responsive mobile design tailored to - and - viewable on any size screen through mobile Internet browser | X | | | |
| 197 | Ability for customer to toggle back and forth between mobile view and desktop view. | X | | | |
| 198 | Ease in entering account information in mobile platform, searching and maneuvering through class selection and registration payment process. | X | | | |
| 199 | Mobile experience supports all of the same waivers, prompts, discounts, and add-ons as the desktop version. | X | | | |
| Comments: | | | | | |
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| Marketing/Communications/Social Media Requirements | | | | | |
| 200 | Ability to sign in through Social Media accounts. | X | | | |
| 201 | Ability for customers to like classes and share class detail on social media platforms with link to site. | X | | | |
| 202 | Built in eblast and text communication tools. | X | | | |
| 203 | Announcements and notifications display on customer dashboard. | X | | | |
| 204 | Ability to insert code on website and link visitors/customers to specific programs within the system. | X | | | |
| 205 | Ease in sending customized messages with attachments/fliers. Viewed/opened history to be added in the future. | X | X | | |
| 206 | Ability to use email templates and apply HTML code in body of message with inserted links, images and logos. | X | | | |
| 207 | Ability to target texts/email distribution by selecting criteria for activities and seasons/user groups. | X | | | |
| 208 | Ability to use data to re-market or use re-marketing software | X | | | |
| 209 | Customer opt-out option except for emergency messages, receipts, waivers and permits. | X | | | |
| Surveying Customers | | | | | |
| 210 | Ability to poll customers about registration, classes, programs and their experience with Parks and Recreation offerings. | X | | | |

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| 211 | Surveys should have a sophisticated look and feel – e.g., drop downs and multiple choice questions. | X | | | |
| 212 | Survey tool automatically inputs program name and can be scheduled for email before/after class concludes. | X | | | |
| Reminder/Text Notifications | | | | | |
| 213 | Ability to send reminders via text or email when a class status changes. | X | | | |
| 214 | Ability to send alerts via text or email on upcoming registrations. | X | | | |
| Kiosks | | | | | |
| 215 | Kiosk-ready functionality at centers/city locations to register onsite. | X | | | |
| Brochure/Catalog | | | | | |
| 216 | Have brochure directly linked to software – users can click on the hyperlink for the class(es) they want and it takes them directly to register. | X | | | |
| 217 | Ability to link to brochures or videos on how to register or troubleshoot issues on accounts. | X | | | |

Comments:

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|---|--|---|--|---|--|
| Youth Watch - Before/After School, Preschool and Break Camps | | | | | |
| 218 | System provides real-time data for children in attendance. | X | | | |
| 219 | Ability to use existing activity/section numbers. | X | | | |
| 220 | Ability to use prompts and waiver features for emergency info detail. | X | | | |
| 221 | Ability to easily duplicate school setup for multiple school sites. Bulk add daily sessions and manage sites separately. | X | | | |
| 222 | Ability to establish prerequisite for receipt of emergency information form - either a youth pass or account flag/tag unique to each site with expiration date. | | | X | |
| 223 | Calendar system for registration is user-friendly and intuitive. | X | | | |
| 224 | Ability to process registrations for before/after school via the calendar tool. Customer can select any combination of days for morning/after care with regular fee and late fee options tied to date/time cutoffs. | X | | | |
| 225 | Ability to customize/remove dates when program is not in session (school sites have different schedules). | X | | | |
| 226 | Calendar view (scalable) on mobile device (phone/iPad/tablet) and online for full registration functionality. | X | | | |
| 227 | Calendar tool populates with enrollment count by day in respective calendar day header (for before and after calendars; before/after combo calendar). Header also can list Before/After School, Early Release, No School, etc. | X | | | |

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| 228 | Ability to utilize calendar or grid for preschool and school break registrations. | X | | | |
| 229 | Ability to set daily minimums/maximums for attendance unique to each site. Fully adjustable daily for ongoing management. | X | | | |
| 230 | Ability to utilize daily pricing tool and 'Earl Bird Discount' either whole dollar or percentage for rates. 'Add on' fee applied for late rate. | X | | | |
| 231 | Ability to schedule cutoff dates/times for early rate. Enrollments after the cutoff charged full rate/late rate. | X | | | |
| 232 | Week-of (late rate) enrollments can be conducted online. | X | | | |
| 233 | Ability for customers to pre-filter applicable school site for online registration. | X | | | |
| 234 | Ability to apply approved grants/scholarships for payment through office and online. | X | | | |
| 235 | Ability for staff to identify scholarship recipients. | X | | | |
| 236 | Registration receipts list before school, after school, or both and the specific days/dates registered (M, T, W, TH, F). | X | | | |
| 237 | Customers can populate personal calendar with youth watch enrollments (link to Outlook, Chrome, Edge, Google Calendar, iCloud). | X | | | |
| 238 | Ability to manually print sign-in/sign-out rosters with headers for child's name, time in/out and designated signatures. | X | | | |
| 239 | Schedule rosters for distribution to school/camp staff. | X | | | |
| 240 | Ability to utilize texts and e-roster tools for bulk communications. | X | | | |
| 241 | Secure check-in feature with enrollees/parents photos. Tracks date/time stamp. Electronic signature coming for parent sign-in with release of check-out feature in 2020 at no additional charge. Signature either via touch screen tablet or desktop/signature pad. | | | X | |
| 242 | Secure check-out feature live by summer 2020, with Beta available February 2020 and testing in spring 2020 at no additional charge. Tracks date/time stamp. Electronic signature for parent sign-out to be included. Signature either via touch screen tablet or desktop/signature pad. | | | X | |
| 243 | Ability to flag child care programs for tax purposes. | | | X | |
| 244 | Ability to provide tax statements through online accounts with print/email capability and City's Tax ID included on the statement. | | | X | |
| 245 | Automatic tax statement distribution option at year-end via email. | | X | | |
| 246 | API for Epact. | | X | | |
| 247 | Need a live version (real-time, same day) and customize report for any date/time frame | X | | | |
| 248 | Ability to report on average daily attendance for before/after care, preschool and break camps linked to sign-in. | | | X | |
| 249 | Ability to track and report check-in/check-out history by location. Customers can view report from online account. | | | X | |
| 250 | Report for each school that shows the total registration fees paid and actual attendance for A.M./P.M. care. | X | | | |

Comments:

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| Grant/Scholarship Requirements | | | | | |
| 251 | Grant/scholarship designation and amount recorded in the user account. | X | | | |
| 252 | Ability to set up grants/scholarships as 'pre-funded' or 'post-billed'. | X | | | |
| 253 | Ability to assign whole dollar grant/scholarship amount and restrict use by specific percentage of class registration fee. Discount fields can be utilized. | X | | | |
| 254 | Scholarship function allows funds to be restricted for specific activity types. | X | | | |
| 255 | Grant/scholarship funds are kept separate from household/account credit for tracking. | X | | | |
| 256 | Ability for grant/scholarship recipients to apply authorized scholarship funds to online registrations. | X | | | |
| 257 | Ability to have users track remaining balance of subsidies. | X | | | |
| 258 | Ability to run report to manage grant/ scholarship funds applied and view detail of balance on accounts. | X | | | |
| Comments: | | | | | |
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| League Scheduling Requirements | | | | | |
| 259 | Provide easy to use algorithm-based league scheduling with drag and drop editing. No double scheduling. | X | | | |
| 260 | Ability to create leagues with multiple divisions and allows for manual adjustment. | X | | | |
| 261 | Ability to manually create schedules as well as reuse of tried-and-true schedule (templates) for future leagues. | X | | X | |
| 262 | Ability to easily make schedule changes/exemptions. | X | | | |
| 263 | Ability for software to create schedules using a single field or multiple fields. | X | | | |
| 264 | Software can identify conflicts that cannot be resolved by the system and allows for manual adjustment. | X | | | |
| 265 | Ability for software to produce schedules based upon a user-specified number of round robins and a user-specified number of weeks. | | | X | |
| 266 | Ability for user to specify the number of times per week a team will play up to the maximum number identified game days per week. Info is then used to schedule the league. | X | | | |
| 267 | Ability for software to track categories and allow multiple schedules to be produced per category. | X | | | |
| 268 | Ability for software to create schedules for as few as 2 and up to 99 teams. | X | | | |
| 269 | Ability to use time restrictions entered for each team to prevent automatic scheduling of games during the restricted time slots. The system must include a mechanism for manually overriding these restrictions with proper security/authorization. | | X | | |
| 270 | Allows for user definition of multiple time-slots for each play day of the week, such as 6, 7, 8, and 9 pm on Monday evenings. | X | | | |
| 271 | Software is capable of automatically scheduling dissimilar times on different and multiple days of the week, such as only 7 pm on Mondays, but also 1,2,3 or 4 pm on Saturdays. | X | | | |
| 272 | System can automatically schedule double headers with ability to allow user to choose whether or not to schedule double headers back to back. | X | | | |
| 273 | Ability to automatically balance schedules through following methods: Balance time slots evenly for each team; balance time slots evenly for each team, with no time slot gaps; balance sites/field assignments evenly and evenly with no time slot gaps; balance sites and time slots evenly for each team. | X | | | |
| 274 | Ability to make parameter changes easily such as team size, number of games, etc. | X | | | |
| 275 | Ability to accommodate individual skip days for each league schedule in addition to skip days defined globally. | X | | | |
| 276 | Ability to create tournament brackets at the end of a season based on league standings. | | | X | |
| 277 | Ability to automatically create field reservations in the facility reservation module after the schedule is produced. | X | | | |
| 278 | Ability to do team and individual registrations easily. | X | | | |
| 279 | Ability to track team data, including team name, manager name and address, and any time restrictions when teams cannot play. | | X | | |

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| 280 | Ability to track maximum number of players per team and prevent over-enrollment. | X | | | |
| 281 | Automatically assign players to teams. | X | | | |
| 282 | Ability to manually override team assignments. | X | | | |
| 283 | Ability to transfer players between teams. | X | | | |
| 284 | Ability to cancel games and reschedule. | X | | | |
| 285 | Ability to produce activity rosters sorted in order by teams/players. | X | | | |
| 286 | Ability to post team standings for sports leagues and imbed in website through data input even if team scheduler is not utilized. | | X | | |
| 287 | Ability to monitor games and scores online and via mobile devices. | X | | | |
| 288 | Automatically calculates team record. | X | | | |
| 289 | Ability for coaches and captains to manage and modify their team, line-up, etc. through coaches portal. | | X | | |
| 290 | Ability to print rosters and/or score cards. | X | | | |
| 291 | Ability to create tournaments. | | | X | |
| 292 | Ability to generate reports on: Numbered pairing schedule; team name pairing schedule; individual team schedule; game distribution; site distribution; time distribution; team vs. team distribution; league ranking; league box scores; | X | | | |
| 293 | System allows for referees, coaches and team members to access info on team, league, practice and game schedules. | X | X | | |

Comments:

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| <u>Ticketing Requirements</u> | | | | | |
| 294 | Box office, efficient easy ticket sales that take 60 seconds or less. | X | | | |
| 295 | Have the ability to text, email or print receipt. | | X | | |
| 296 | Easy online pay module similar to Apple Pay, Samsung Pay, PayPal, etc. | X | | | |
| 297 | Ability to have simple event selections available on one screen. | X | | | |
| 298 | Integrate the use of scanners to help track attendance. | X | | | |
| 299 | Ability to default to selected event when chosen and not refer to home screen. | X | | | |
| 300 | Provide season ticket and ticket packages. | X | | | |
| 301 | Ability for customer to buy more than one ticket at a time. | X | | | |

Comments:

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| <u>Financial Requirements</u> | | | | | |
| 302 | Ability to record all financial activity under full accrual accounting principles. | X | | | |
| 303 | Ability to record, and report on, payments received for services that will be provided in a future accounting period as deferred revenue. For the City this happens once a year. Any payments received before June 30 for services to be provided after July 1 need to be recorded as deferred. | X | | | |

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| 304 | Ability to take deposits for events that are recorded as a 'deposit held' in the GL export and later update the GL export to reflect the application of the deposit to services or the refunding of the deposit (refunding should create a check request automatically)-choice will dictate GL accounts to use. Reporting to show deposits held after the event date should be available. | X | X | | |
| 305 | Be able to accept money without applying it to a service and export it to the GL as an 'unavailable' account/amount. Track the change from an unapplied account to a revenue account when the unapplied payment is later applied. An unapplied report generated from the system should reconcile to the financial system GL (which will be updated from a batch export from CivicRec) with little effort. | X | | | |
| 306 | Ability to create GL export batches daily or to compile for a multi-day export. | X | | | |
| 307 | Ability to generate reports with an 'as of date' that will reflect the status/value of accounts that existed on the 'as of date'. | X | | | |
| 308 | Ability to report on daily activity and reconcile to payment transactions (aka-end of day close out reconciliation). | X | | | |
| 309 | Have automated or on demand batch creation – export in csv format for GL interface into Unit4/Agresso. | X | | | |
| 310 | Have ability to issue, and report on, refunds in various tenders with cash refunds processed only with supervisor approval. | | X | | |
| 311 | Ability to update fees or create new fees via excel upload. | | X | | |
| 312 | Ability to apply, and create ad-hoc reports on, multiple scholarships per account. Scholarship report should clearly show receipts and uses by date and service. | X | | | |
| 313 | Scholarships need to be applied per participant as designated at the household account level. | X | | | |
| 314 | Ability to allow and create ad-hoc reports on Fee Waivers by date, household, user, service, waiver amount, etc. | X | | | |
| 315 | Have an option of setting up multiple fees based on timeand date parameters. | X | X | | |
| 316 | Ability to set up and apply late fees or other administrative fees. | X | | | |
| 317 | Have multi-funds capability. | | X | | |
| 318 | Ability to have Multiple Ticklers/Alerts on accounts with open-text fields and expiration dates; and, the ability to archive those that have expired. | X | | | |

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| 319 | Ability to reconcile AR accounts to households and report on aging. | X | | | |
| 320 | Provide credit-balance report with date/time parameters. | X | | | |
| 321 | Provide ad-hoc reporting for cost analysis, by location, program, and date/time. | X | | | |
| 322 | Provide overall trial balance of account activity by date and service which can be reconciled to the GL export. | X | | | |
| 323 | Provide a sales report by location/cashier/household/program. | X | | | |
| 324 | Provide a deposit report with date parameters. This should also include outstanding deposits that have not been refunded. | X | | | |
| 325 | Provide a refund report with date parameters/account parameters. | X | | | |
| 326 | Provide a detailed payment transaction report by employee, tender type parameters and date. | X | | | |
| 327 | Provide a report of errors from processes, unapplied payments, incomplete transactions - exception reporting. | | X | | |
| 328 | Provide audit trail on entire system for additions, modifications and deletions. | | X | X | |
| 329 | Automatically generate a daily exception report for fee waivers, fee changes. | X | | | |
| 330 | Have AR billing functionality - third-party billing. Can be utilized for outstanding balances. | X | | | |
| 331 | Ability to transfer payments from one account to another or apply payment to a specific program/offering. | X | | | |
| 332 | Ability to apply third party payments for any type of transaction. | X | | | |
| 333 | Ability to take split payments - multiple tenders for one transaction. | X | | | |
| 334 | For canceled sessions - ability for payment to be applied to another fee or have it refunded or leave credit on account. Impacts of change (such as changes to revenue, unapplied or refund accounts) should be reflected in the GL export. | X | | | |
| 335 | Ability to create/print gift certificates/credit vouchers and method to record and report how they were created/redeemed. | X | | | |

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| 336 | Does not capture, transmit, or store card data within the applications. All PCI storage and compliance requirements will be the responsibility of the credit card processor (still to be selected). | X | | | |
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Comments:

| Implementation Requirements | | | | | |
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| 337 | Develop, implement, train and fully launch product. | X | | | |
| 338 | Detailed/finalized project timeline from project assessment, including specific description of project phases, training/testing and go live. | X | | | |
| 339 | Dedicated Implementation Manager - request for specific manager assignment. | X | | | |

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| 340 | Extensive capability testing on a test database and test groups prior to going live. Can support going live in pieces. | | X | | |
| 341 | Extensive training for staff, administrators, etc. including on-site training and web based training with defined schedules and outcomes. | X | | | |
| Comments: | | | | | |
| Support Requirements | | | | | |
| 342 | Dedicated Account Manager. | X | | | |
| 343 | Free technical support 7 a.m. to 7 p.m. M-F, phone and email, and 24/7/365 emergency help (included in annual fee). | X | | | |
| 344 | Live chat available for technical support. | X | | | |
| 345 | Technical support can include screen shots and video clips with step-by-step instructions and 'how to' or fix. | X | | | |
| 346 | Access to updated online knowledge base with videos. | X | | | |
| Comments: | | | | | |
| Reporting Requirements | | | | | |
| 347 | Ability to use inventory of 130 standard reports, each customizable. | X | | | |
| 348 | Ability to run financial reports, usage reports, roster reports and membership reports. | X | | | |
| 349 | Ability to create custom reports by using filters/fields to pull any combination of specific information and add title/description of purpose. | X | | | |
| 350 | Ability to report on multiple modules in one report. | X | | | |
| 351 | Supports creation and tracking of an unlimited number of mailing lists, mailing labels and email lists. | X | | | |
| 352 | Ability to save reports to custom list of favorites for easy access. | X | | | |
| 353 | Ability to convert reports to PDF or export to Excel. | X | | | |
| 354 | Ability to print or view reports on-screen with zoom capability. | X | | | |
| 355 | Ability to schedule recurring reports and direct to specific staff/facilities. | X | | | |
| Comments: | | | | | |