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November 8, 2016

REQUEST FOR PROPOSALS**RFP #1215163**

Sealed Proposals (**RFP #1215163**) for **Software for Recreation Management for the County of Stafford Department of Parks, Recreation and Community Facilities** will be accepted until **3:00 P.M.**, prevailing local time, **Thursday, December 15, 2016**, at which time they will be opened in the Purchasing Office, Stafford County Administration Center, 1300 Courthouse Road, Stafford, Virginia.

Proposal Documents are available on the Stafford County Purchasing web site <http://staffordcountyva.gov>. Please be observant of all Proposal instructions and specifications. Should any questions arise concerning this Proposal, contact the Purchasing Office at (540) 658-8611.

A Pre-Proposal Conference will be held in the Activities Room located in the Stafford County Administration Center, 1300 Courthouse Road, Stafford, VA 22554, at 10:00 A.M., local prevailing time, on Thursday, November 17, 2016. Attendance is optional, but strongly encouraged. Call (540) 658-4872, if directions are needed.

Stafford County reserves the right to accept or reject, in whole or part, any and all Proposals and to waive informalities.

Anita Perrow
Purchasing Manager



GENERAL INFORMATION

1. Mail or deliver Proposals to the Stafford County Purchasing Office, Stafford County Administration Center, 1300 Courthouse Road, P.O. Box 339, Stafford, Virginia 22555-0339.
2. **Submit one (1) original, clearly marked, and five (5) copies and one (1) electronic copy (flashdrive)** of the Proposal before the opening time stated in the Proposal Invitation.
3. All Proposals must be received in sealed envelopes or boxes with the statement “Proposal Enclosed” and the Proposal number typed or written in the lower left-hand corner.
4. Stafford County reserves the right to accept or reject, in whole or part, any and all Proposals received and to waive informalities.
5. Proposals must be received before **3:00 P. M., Thursday, December 15, 2016**, in the Purchasing Office. Attendance at the opening of Proposals shall be limited to the Evaluation Committee. No late Proposals shall be accepted. **The Offeror is solely responsible for the delivery of their Proposal to the correct office at the date and time specified herein.**
6. Proposals shall be binding for one hundred twenty (120) days following the Proposal opening date.
7. Proprietary information will not be disclosed during the selection process.
8. Each Proposer is required to state in the Proposal, their name and place of residence and the names of all persons interested with him; in case of a corporation, the names of other than the president and secretary need not be given. References shall be furnished to establish the skill and business standing of the Proposer.
9. This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia Section §2.2-4343.1, or against a Bidder or Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.
10. By submitting a Proposal in response to this solicitation, the Proposer is certifying that no employee, official, or elected officer of the County of Stafford has a proprietary interest in the company, corporation, partnership or other organization, furnishing the goods and/or services, or stands to benefit personally from the furnishing of such goods or services as referenced above.
11. Exceptions to the Specifications or General Instructions must be in writing and submitted with the Proposal Form.
12. No interpretation of the meaning of Contract documents will be made to any Offeror orally. Every request for such interpretation must be in writing. To be given consideration, such requests must be received at least ten (10) days prior to the date fixed for the receiving of

Proposals. Any and all such interpretations and any supplemental instructions will be returned in writing to the prospective Offeror requesting such interpretations or will be in the form of written Addenda which, if issued, will be will be posted on the Stafford County Purchasing Website (<http://staffordcountyva.gov/index.aspx?NID=154>), no later than five (5) days prior to the date fixed for the receiving of Proposals. Failure of any Offeror to receive any such Addenda or interpretation shall not relieve said Offeror from obligation under the Proposal as submitted. All Addenda so issued shall become part of the Contract Documents.

13. Insurance Requirements

The Contractor shall maintain insurance to protect the County from claims under the Workers' Compensation Act, and from any other claim for damages for personal injury, including death, and for damage to property which may arise from operation under this Contract, whether such operations by the Contractor, or anyone directly or indirectly employed by either Contractor or Subcontractor, such insurance to conform to the amounts as prescribed by law:

The insurance requirements are as follows:

“The successful Contractor assumes and agrees to hold harmless, indemnify, protect and defend Stafford County against any and all liability for injuries and damages to Contractor himself and to Contractor’s employees, Agents, Subcontractors and guest, third parties or otherwise, incident to or resulting from any all operations performed by Contractor under the terms of this Contract.

In addition to any other forms of insurance for bonds required under Contracts and specifications pertaining to this project, Stafford County shall require any Vendor to whom or to which it lets any work contemplated hereunder to carry Public Liability Insurance in accordance with the specifications on the following exhibit and a Certificate of Insurance attesting to these required coverages. If any of the work is sublet, similar insurance shall be obtained by or on behalf of the Subcontractor to cover their operation.

The insurance specified shall be with an insurance company acceptable to the parties hereto and licensed to do business in the State of Virginia. All insurance must be obtained before any work is commenced and kept in effect until its completion.”

Minimum insurance requirements are shown on the attached “INSURANCE SCHEDULE “A”. Current insurance certificates documenting compliance with this coverage shall be provided to the Purchasing Office and the County’s Project Administrator prior to the commencement of work under this Contract. The certificate shall name Stafford County as “Additional Insured” under the Automotive and General Liability categories of this policy.

14. Hold Harmless Clause

The Contractor shall, during the term of the Contract including any warranty period, indemnify, defend, and hold harmless the County, its officials, employees, agents, and representatives thereof from all suits, actions, or claims of any kind, including attorney’s

fees, brought on account of any personal injuries, damages, or violations of rights, sustained by any person or property in consequence of any neglect in safeguarding contract work or on account of any act or omission by the Contractor or his employees, or from any claims or amounts arising from violation of any law, bylaw, ordinance, regulation or decree. The Vendor agrees that this clause shall include claims involving infringement of patent or copyright.

15. Use of Contract by Other Government Entities

Offerors are advised that all resultant Contracts will be extended, with the authorization of the Offeror, to the Metropolitan Washington Council of Governments jurisdictions and other jurisdictions and political subdivisions of the Commonwealth of Virginia to permit their ordering of supplies and/or services at the prices and terms of the resulting Contract. If any other jurisdiction decides to use the final Contract, the Contractor must deal directly with that jurisdiction or political subdivision concerning the placement of orders, issuance of the Purchase Order, contractual disputes, invoicing and payment. Stafford County acts only as the "Contracting Agent" for these jurisdictions and political subdivisions. Failure to extend a Contract to any jurisdiction will have no effect on consideration of the Proposal.

It is the responsibility of the awarded Offeror to notify the jurisdictions and political subdivisions of the availability of the Contract.

Stafford County shall not be held liable for any costs or damage incurred by another jurisdiction as a result of any award extended to that jurisdiction or political subdivision by the Awardee.

16. Safety

All Contractors and Subcontractors performing services for the County of Stafford are required and shall comply with all Occupational Safety and Health Administration (OSHA), State and County Safety and Occupational Health Standards, and any other applicable rules and regulations. Also, all Contractors and Subcontractors shall be held responsible for the safety of their employees and any unsafe acts or conditions that may cause injury or damage to any persons or property within and around the work site area under this Contract.

17. Notice of Required Disability Legislation Compliance

Stafford County government is required to comply with state and federal disability legislation: The Rehabilitation Act of 1993 Section 504, The Americans with Disabilities Act (ADA) for 1990 Title II and The Virginians with Disabilities Act 1990.

Specifically, Stafford County, may not, through its contractual and/or financial arrangements, directly or indirectly avoid compliance with Title II of the American with Disabilities Act, Public Law 101-336, which prohibits discrimination by public entities of the basis of disability. Subtitle A protects qualified individuals with disability from

discrimination on the basis of disability in the services, programs, or activities of all State and local governments. It extends the prohibition of discrimination in federally assisted programs established by the Rehabilitation Act of 1973 Section 504 to all activities of State and Local governments, including those that do not receive Federal financial assistance, and incorporates specific prohibitions of discrimination on the basis of disability in Titles I, III, and V of the Americans with Disabilities Act. The Virginians with Disabilities Act of 1990 follows the Rehabilitation Act of 1973 Section 504.

18. Ethics in Public Contracting

The provisions contained in Sections 2.2-4367 through 2.2-4377 of the Virginia Public Procurement Act as set forth in the 1950 Code of Virginia, as amended, shall be applicable to all Contracts solicited or entered into by this County. A copy of these provisions may be obtained from the Purchasing Office upon request.

The provisions of this article supplement, but do not supersede, other provisions of law including, but not limited to, the Virginia Conflict of Interest Act (§2.1-348 et. Seq.), the Virginia Governmental Frauds Act (§18.2-498.1 et. Seq.) and Articles 2 and 3 of Chapter 10 of Title 18.2. The provisions apply notwithstanding the fact that the conduct described may not constitute a violation of the Virginia Conflict of Interests Act.

19. Employment Discrimination by Contractors Prohibited

Every Contract of over ten thousand dollars (\$10,000) shall include the following provisions:

During the performance of this Contract, the Contractor agrees as follows:

- A. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age or disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- B. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, shall state that such Contractor is an equal opportunity employer.
- C. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient to meet this requirement.

The Contractor will include the provisions of the foregoing paragraphs, a, b, and c in every Subcontract or Purchase Order of over ten thousand dollars (\$10,000), so that the provisions will be binding upon each Subcontractor or Vendor.

20. Drug-free Workplace

Every Contract of over ten thousand dollars (\$10,000) shall include the following provisions:

During the performance of this Contract, the Contractor agrees to (i) provide a drug-free workplace for the Contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every Subcontract or Purchase Order of over ten thousand dollars (\$10,000), so that the provisions will be binding upon each Subcontractor or Vendor.

For the purpose of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific Contract awarded to a Contractor in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale distribution, dispensation, possession, or use of a controlled substance or marijuana during the performance of the Contract.

21. Exemption from Taxes

The County is exempt from State Sales Tax and Federal Excise Tax. Tax Exemption Certificates indicating the County's tax exempt status will be furnished by the County of Stafford on request.

22. Substitutions

NO substitutions, including key personnel or cancellations are permitted after award without written approval by the County Administrator.

23. Assignment of Contract

This Contract may not be assigned in whole or in part without the written consent of the County Administrator.

24. Debarment

By submitting a Proposal, the Offeror is certifying that he is not currently debarred by the County. The County's debarment procedures are in accordance with Section 2.2-4321 of the Code of Virginia.

25. Each Bidder or Offeror shall certify, upon signing a Bid or Proposal, that to the best of his knowledge no Stafford County official or employee having official responsibility for the

procurement transaction, or member of his/her immediate family, has received or will receive any financial benefit of more than nominal or minimal value relating to the award of this Contract. If such a benefit has been received or will be received, this fact shall be disclosed with the Bid or Proposal or as soon thereafter as it appears that such a benefit will be received. Failure to disclose the information prescribed above may result in suspension or debarment, or rescission of the Contract made, or could affect payment pursuant to the terms of the Contract.

26. Immigration Reform and Control Act of 1986

By accepting a Contract award, Vendor certifies that it does not and will not during the performance of this Contract violate the provisions of the Federal Immigration Reform and Control Act of 1986, which prohibits employment of illegal aliens.

27. Proof of Authority to Transact Business in Virginia

A Bidder or Offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 of the Code of Virginia shall include in its Bid or Proposal the identification number issued to it by the State Corporation Commission. Any Bidder or Offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law shall include in its Bid or Proposal a statement describing why the Bidder or Offeror is not required to be so authorized. Any Bidder or Offeror described herein that fails to provide the required information shall not receive an award unless a waiver of this requirement and the administrative policies and procedures established to implement this section is granted by the County Administrator (https://cisiweb.scc.virginia.gov/z_container.aspx).

28. W-9 Form

Each Bidder or Offeror will submit a completed W-9 form with their response. In the event of a Contract award, this information is required in order to issue Purchase Orders and payments to your Firm. A copy of this form can be downloaded from <http://www.irs.gov/pub/irs-pdf/fw9.pdf>.

29. Contract Administration

This Contract will be administered by the Department of Parks, Recreation and Community Facilities.

END OF SECTION

PART 1 – INSTRUCTIONS FOR SUBMITTING PROPOSALS

1. Preparation and Submittal of Proposals

- a. All Proposals shall be signed in ink by authorized personnel of the Firm.
- b. All attachments to the Proposals requiring execution by the Firm are to be returned with the Proposals.

2. Withdrawal of Proposals

- a. The Proposer may withdraw his Proposal from consideration if the service proposed was substantially different than the other Proposals due solely to a mistake therein, provided the Proposal was submitted in good faith, and the mistake was a clerical mistake as opposed to a judgmental mistake, and was actually due to an unintentional arithmetic error, or an unintentional omission of a quantity of work, labor, or materials made directly in the compilation of the Proposal, which unintentional arithmetic error or unintentional omission can be clearly shown by objective evidence drawn from inspection of original work papers, documents, and materials used in the preparation of the Proposal sought to be withdrawn.
- b. The following is the procedure for withdrawal of Proposals:
 - (1) The Proposer must give notice in writing of his claim of the right to withdraw his Proposal within two (2) business days after the conclusion of the Proposal opening procedure.
 - (2) No Proposal may be withdrawn under this section when the result would be the awarding of the Contract on another Proposal of the same Proposer.
 - (3) No Proposer who is permitted to withdraw a Proposal shall for compensation, supply any material or labor to or perform any Subcontract or other work agreement for the person or firm to whom the Contract is awarded or otherwise benefit, directly or indirectly, from the performance of the project for which the withdrawn Proposal was submitted, without the approval of Stafford County. The person or firm to whom the Contract was awarded and the withdrawing Offeror are jointly liable to Stafford County in an amount equal to any compensation paid to, or for the benefit of, the withdrawing Proposer without such approval.

3. Miscellaneous Requirements

- a. Stafford County will not be responsible for any expenses incurred by a firm in preparing and submitting a Proposal. All Proposals shall provide a straightforward concise delineation of capabilities to satisfy the requirements of this request. Emphasis should be on completeness and clarity of content.

- b. Offerors who submit a Proposal in response to this RFP may be required to make an oral presentation of their Proposal. The Director of Parks, Recreation and Community Facilities or his designee will schedule the time and location for this presentation.
- c. The contents of the Proposal submitted by the successful Proposer and this RFP will become a part of any Contract awarded as a result of these specifications. The successful contractor will be expected to sign a Contract with Stafford County. Additional terms and provisions will be included in the Contract.
- d. Stafford County reserves the right to reject any and all Proposals received by reason of this request, or to negotiate separately in any manner necessary to serve the best interests of Stafford County. Firms submitting Proposals that are not accepted will be notified in writing.
- e. The Contractor is prohibited from assigning, transferring, conveying, subletting, or otherwise disposing of this agreement or its rights, title or interest therein or its power to execute such agreement to any other person, company, or corporation without the previous consent and approval in writing by Stafford County.

4. Clarification of Proposals

Stafford County reserves the right to contact Vendors individually for the purpose of clarifying Proposals.

5. Vendor Incurred Costs

Stafford County is not liable for any cost incurred by Vendors prior to issuance of an Agreement, Contract, or Purchase Order.

6. Right to Cancellation

Award to the selected Vendor will be made under a Contract arrangement cancelable after the first year or at the end of a fiscal year in the event that continuing funds are not appropriated.

7. Vendor Declaration

The Vendor must state that its Proposal was made without connection with any other person, company or parties making a similar Proposal and that it is in all respects fair and in good faith without collusion or fraud.

8. Terminology

Terminology used in this request for Proposal might imply or denote a particular Vendor. The terminology used and the organization of the RFP is not intended to be restrictive in any way. Appropriate interpretation of the intent of the RFP should be made by the Vendor in these situations.

9. Licensing Agreement

Any licensing agreement required by the Vendor must be fully described.

10. Proposal Property of Stafford County

All Proposals submitted in response to this RFP become the property of Stafford County. Supporting technical manuals will be returned at the request of the Vendor.

11. Confidentiality

All Proposals will be available for inspection by interested parties following the final selection date. If a Vendor wishes that any parts of his Proposal remain confidential, he should state so clearly.

12. Addenda

Any Addenda to these documents shall be issued in writing; no oral statement, explanations or commitments by whomsoever shall be of any effect unless incorporated in the Addenda.

13. Contracting

Upon award of the Contract, the RFP and the successful Offeror's Proposal will become part of the Contract. Stafford County intends to enter into a Contract which best serves the interests of the Stafford County and will require the Vendor to enter into Stafford County's "STANDARD CONTRACT FOR SERVICES". A sample of this Contract is included with this solicitation.

PART 2 – SPECIAL CONTRACT TERMS AND CONDITIONS

1. The extent and character of the work to be accomplished by the Firm shall be subject to the general control and approval of the Stafford County Administrator or his authorized representative. The Firm shall not comply with requests and/or orders issued by other than the County Administrator's representatives acting within their authority for the County of Stafford.

2. Subcontractors

The Firm shall identify all proposed Subcontractors who will be furnishing services under the terms of his Proposal. Subcontractors shall conform, in all respects, to the applicable provisions specified for the prime Contractor and shall further be subject to approval by Stafford County.

3. Termination

Subject to the provisions below, the Contract may be terminated by either party upon thirty (30) days advance written notice to the other party; but if any work or service hereunder is in progress, but not completed as of the date of termination, then this Contract may be extended upon written approval by Stafford County until said work or services are completed and accepted.

- A. Termination for Convenience

In the event that this Contract is terminated or canceled upon request and for convenience of the County without the required thirty (30) days advance written notice, then the County shall negotiate reasonable termination costs, if applicable.

- B. Termination for Cause

Termination by Stafford County for cause, default, or negligence on the part of the Contractor shall be excluded from the foregoing provision; termination costs, if any, shall not apply. The thirty (30) days advance notice requirement is waived in the event of Termination for Cause.

4. User List

Vendors are required to furnish the issuing office with a list of all locations in local governments in Virginia and nearby states that are using the same service and the name, address and telephone number of a contact person.

5. Assignment

The Contractor will be prohibited from assigning, transferring, conveying, subletting or otherwise disposing of the agreement or its rights, title, or interests therein, or its power

to execute such agreement to any other person, company or corporation without the previous consent and approval in writing by Stafford County.

6. Exceptions

Any and all exceptions to the specification included in this RFP must be fully detailed and explained on a separate schedule outlined "Exceptions to RFP". Should the Vendor not indicate and explain all exceptions, his Proposal may be rejected. The County will consider the exceptions during the evaluation of the proposal.

7. Proposal Selection

Contract(s) will be awarded by Stafford County to the most responsive and responsible Offeror(s) who's Proposal conforms to this Request and is most advantageous to Stafford County.

**SOFTWARE FOR RECREATION MANAGEMENT FOR THE COUNTY OF
STAFFORD DEPARTMENT OF PARKS, RECREATION AND COMMUNITY
FACILITIES**

RFP #1215163

SECTION 1 - BACKGROUND

The County of Stafford (County) is seeking proposals from qualified firms to provide software and maintenance services for a fully integrated, multi-user, multi-site on-line recreation tracking and management information system for the Department of Parks, Recreation and Community Facilities. (PRCF)

PRCF provides and maintains a variety of parks and active recreational facilities, as well as several natural areas for passive recreation. PRCF provides the County's 142,000+ citizens a means of enriching their lives by offering leisure opportunities such as youth and adult athletics, nature classes, entertainment series, instructional classes, swim lessons, trips, and other activities for people of all ages.

PRCF is presently automated with CLASS 8.0 recreation management software with hosted internet registration and payment server. This solution is client-server based in a Windows environment and is accessible on the desktop. Approximately nine (9) locations and thirty (30) users currently use CLASS year-round, although not all of the users utilize the system for the same purpose.

1.1 Existing Environment

PRCF runs its parks and recreation software on a hybrid platform with a local database server on SQL Server 2008 R2 and a hybrid online registration and payment processing product. The client software runs on PCs with Windows 7 Professional (32 and 64 bit) and Microsoft Office Suite 2010.

SECTION 2 – COUNTY TECHNICAL ENVIRONMENT

2.1 Network Environment

The County's data infrastructure is a managed Ethernet Based TCP/IP routed/switched network between geographically dispersed locations. The County's core network connects to multiple remote site locations via fiber optic and cable modem services

Remote site connectivity varies from location to location. Most remote sites use cable modems with a maximum throughput of approximately 10-Mbps. A few sites have fiber with a maximum throughput of 85-Mbps.

2.2 Client Architecture

The typical client pc configuration is DELL intel Core i5 processor (2.0 – 3.3 GHZ), 8GB Ram, 500 GB – 1TB hard drive. The County uses Dell or HP monitors. Windows 7 Professional 32/64 bit operating system with Microsoft Office 2010.

2.3 Web Browser Requirement

Application should be browser agnostic and support all major web browsers including, but not limited to desktop, tablet-based and smart phone based browsers.

2.4 Security

Minimum Security Requirements for applications

- HTTPS and SSL encryption must be enabled for all traffic between Web server and users.
- There must be authentication and session management to prevent attackers from compromising passwords, keys, session tokens, and any efforts to assume the identities of the other users.
- There must be Input validation against Cross Site Scripting and SQL Injection attack.
- It is critical that sensitive data (credit/debit card or bank account numbers) must be encrypted when stored or transmitted.
- The Point of Sale component of this solution must meet Payment Card Industry – Data Security Standard (PCI DSS) requirements and any future DSS PCI standards.
- The application must support wildcard SSL certificates.
- SSAE 16 certified

2.5 Third Party Access

The County currently provides secured remote network access: Cisco Any Connect VPN.

The VPN solution is utilized by vendors and contract employees that need access to servers and network infrastructure components.

The County prefers:

- All applications be compatible and able to perform to Service Level Agreement (SLA) defined metrics within our current infrastructure.
- Response from the vendor service desk to non-emergency calls within four hours and a response to critical calls (delay in work or loss of data due to system failure) within 1 hour.

2.6 Regulatory Policies

All applications should comply with

- Department of Justice Section 508 of the Disabilities Act

SECTION 3 – SCOPE OF SERVICES

3.1 Project Overview

The purpose of this Request for Proposals is to obtain a comprehensive Recreation Management System specific to Parks and Recreation that can meet the current requirements of PRCF and is capable of expansion to meet future needs. PRCF is interested in fully hosted (web) solutions with minimal local client (PC) software install, which provides staff and customers the greatest flexibility in accessing the software. PRCF is interested in finding a product that keeps credit card information separate from the County's network, minimizes or eliminates DMZ hosting requirements, has flexibility to integrate with Stafford County's

established online payment engine provided by NIC Services, LLC and their affiliate Virginia Interactive, and overall makes PCI compliance less costly for PRCF.

The ideal software solution will enable PRCF to provide excellent customer service both in person and online for its main business activities including, but not limited to, daily recreation program administration and registration, facility and field reservations, memberships, permits, childcare, league scheduling, point of sale, inventory management, gift cards, payment processing, and reporting. In addition, the system should provide for efficient and effective business processes and management tools to assist in program administration.

The system is to be essentially an existing “off-the-shelf” product that can be configurable to fit the specific needs or requirements of the County. PRCF has a preference towards cloud-based SaaS offerings, but will consider County-hosted systems as well. The solution will include a fully functional production and test/training environments throughout the term on the support contract. The County’s goal is to procure and utilize a proven system which provides the capability to significantly improve customer service and to allow for future growth in facilities and programming. Interfaces to the Sungard’s Public Sector Naviline cash receipts, finance system, and Treasurer Revenue Collection System are required.

The vendor selected will be responsible for the implementation of all selected components, project management, training, data migration solutions, and full installation that will meet the performance requirements as agreed to in the final contract.

PRCF anticipates completing a contract for this new software in February 2017 and anticipates full system implementation by or before October 1, 2017.

Project Benchmarks	Date
RFP available	November 8, 2016
Pre-Proposal Conference	November 17, 2016
Questions received until 4:30 P.M.	December 6, 2016
RFP responses due	December 15, 2016
Interviews	Late January 2017
Award	Mid February

3.2 Software Components

The ideal system will provide software solutions to meet the following business areas, as further outlined in Attachment A, Requested Functional and Technical Components:

- **Account Management/Customer Database**
The County is interested in a core customer database that allows for patron management across the various components of the business system. Strong areas of interest include a flexible search capability within the customer database and standard fields for capturing key customer information.

- **Course Registration (Online and in person)**
 The County needs a system to set up courses and complete registrations for its recreation division programming. This system will provide for user-friendly registrations by front desk staff members and directly by customers through an online interface accessible on a variety of devices.
- **Facility Reservations (Online and in person)**
 The County is looking for a robust facility reservations system, including contracts and permits. The system will be used for indoor and outdoor facility reservations, such as athletic fields and class activity rooms. An online feature for facility reservations, which includes the ability to view and/or reserve select facilities online, is highly desirable.
- **Financial Accounting**
 The County is interested in a software program that allows for accrual-basis accounting and an internal general ledger that tracks financial accounting for all transactions, such as revenues related to classes and facility rentals and aged receivables on accounts
- **Financial Integration with Sungard Public Sector**
 The County is interested in the new software system interfacing or at least exporting to the current financial system, Sungard Public Sector Naviline Solution (“SPS”). Critical functionality includes a general ledger data export. The County is also interested in an export to process refund checks in SPS.
- **Marketing/Communications**
 The County is interested in facilitating communications with its customers through different channels including text, email, Twitter, Facebook and other social media, and regular mail. The County wants to be able to email and/or text receipts and basic course registration, facility rental, and membership information. There is also interest in tools for pushing surveys and email newsletters to customers. PRCF produces a brochure for the web and for print, and data from the software system should export for this purpose.
- **Memberships (Online and in person)**
 The County is interested in a component to sell memberships, punch cards, gift cards, and permits both in person and online. PRCF currently uses memberships and punch passes for its Aquatics and Fitness programs, and currently uses permits for fishing.
- **Sports League Management/Scheduling**
 PRCF does not currently use the Class system for sports league management/scheduling. PRCF reserves field time and registers teams in a general course for its sports leagues. PRCF is interested in reviewing options for a robust sports league scheduling solution.
- **Camp Registration (Online and in person)**
 PRCF uses the Class course registration system for camp enrollments. Although this works, a summer camp component might better accommodate the various registration and payment needs for this group of courses. The County is interested in reviewing any

options available for enrollment in camp programs, including online. This could include functionality for secure sign-in/sign-out of youth into camp programs.

- **Online Accessibility**

The County is interested in a user-friendly online interface for its registration, facility reservation, and membership transactions. The interface should be flexible and accessible on personal computers, tablets, mobile phones, and other devices utilized by today's customers.

- **Payment Processing**

PRCF wants to take payments for its programs, memberships, and facility rentals using a variety of methods including cash, check, and credit/debit cards. In 2016, PRCF, through its existing software system, took in approximately \$2.5 million, with approximately \$1.6 million in credit/debit card transactions (see Fee Schedule Attachment). PRCF is concerned about the costs of PCI compliance and is looking for a product that keeps credit card information separate from the County's network, minimizes or eliminates DMZ hosting requirements, and overall makes PCI compliance less costly for PRCF. At the same time, PRCF is interested in transaction details from credit/debit card and other payment processes automatically linking to a customer transaction that is stored in the main customer database. Also, PRCF is interested in software that is EMV-ready and is compatible with current hardware (Ingenico iPP320 with pinpad, Magtek with keypad, Magtek without keypad).

- **Payment Plans**

The Department currently uses payment plans to allow customers to pay an initial deposit for some programs and pay the balance at a future due date, either in person or automatically by credit card. The Department is interested in continuing to provide and expand this service and wants to know how products address this interest.

- **Point of Sale & Inventory Management**

PRCF is interested in a point-of-sale system that provides for inventory control and internal cash controls that can support payment intake at multiple locations, as well as multiple GL accounts for items sold. This includes cash register functionality and monitoring reports. In addition, PRCF uses its current point-of-sale system to sell retail items, memberships, day passes and to accept donations and at-the-door admissions

- **Reporting**

The County expects to report and monitor the progress of its programs, the status of its facility rentals, and the history of payment transactions through an internal reporting system. The system should have a standard set of reports that allow customization and ad hoc reporting.

Additional components are highly desirable, and their functionality and availability will be considered in choosing the top candidates including:

- **Attendance Tracking**

The County is interested in functionality that allows the software system to automatically track attendance at classes within various classrooms of a center.

- **Customer Database Interface with GIS Database**
The Department is interested in an interface between the new software system and the County’s GIS database. By developing a method to check customer address information against the GIS main database, the Department can maintain similar formats for address information and better check resident and non-resident patron information. The County utilizes ESRI-based GIS systems.
- **Gift Cards**
PRCF currently uses Class to sell/accept gift certificates; however, PRCF desires to sell and track reloadable gift cards that can be used to pay for programs, classes, facility admission, rentals, memberships, etc. PRCF is interested in expanding this gift card service.
- **Smart Device/Social Media Integration**
PRCF is interested in a solution that offers mobile device friendly registration.
- **Online Ticketing & Event Registration**
PRCF is interested in reviewing available options for online ticketing and event management.

SECTION 4 – IMPLEMENTATION AND TRAINING SERVICES

4.1 Project Management Services

Proposer pricing shall include full project management services for the implementation of all the components included in the vendor proposal. In addition, pricing for project management services should be broken out by component for the highly desirable components. A designated/named “project manager” from the awarded vendor will be available and responsible for all work with the County on implementation.

4.2 Implementation Timeline

The vendor shall include a detailed project plan and timeline with the proposal including major milestones for tasks and subtasks, dates, and specify vendor and customer resources required for each task.

4.3 Installation and Integration

Proposer shall be responsible to install and integrate all software/components to complete the system to ‘final acceptance’ by the County, and this should be reflected in the proposed pricing. The pricing for installation and integration services should be provided by component for the highly desirable components, if applicable.

4.4 Data Consulting

The County intends to convert a limited amount of the historical customer data to implement the new system. Types of records to be converted into the new system include:

- Customer accounts with activity within the last 2 years
 - Two years of full activity history including, but not limited to, registration, rental, and adjustments

- Future Facility Rentals
- Balances Forward (debits/credits)
- Active memberships

Proposer shall describe in detail the data conversion tool(s) and processes you propose to use to efficiently convert this data from the current CLASS application to the proposed system.

4.5 Training

Proposer shall submit in the proposal a training program for all components included in the proposal. The Proposer shall outline the types of training classes, number of participants, duration of classes, and total number of proposed training hours. Identify what training is conducted on-site and what is recommended through remote methods. The training will include higher level training for Information Technology personnel and system administrators. Training costs for the highly desirable components should be provided by component. Hourly rates should also be included in the training program proposal. For onsite training, the County will provide an IT training room with computers with internet access and access to the County network.

4.6 Documentation

Documentation must be developed to support the software, as well as County business processes pertaining to the software. Any software tools or utilities that are desirable to tune, test, maintain, or support the System must be specified in the documentation. Any tailoring or configuring must be documented and delivered to the County. At a minimum, the vendor will provide the County with the following:

- User Documentation
- Configuration documentation
- Interface Documentation
- System administration manuals
- Application Software tutorial
- Data dictionaries
- Database setup and maintenance
- Entity relationship diagrams
- System Documentation
- Documentation for web service/interface definitions
- Help desk support call escalation process

All user documentation (including application and interface documentation, help documentation, and software tutorials) should be available online and accessible from within the relevant application. The proposer shall provide ten Training Manuals and two Administrative Manuals.

4.7 Maintenance and Support

Proposer shall submit a five (5) year maintenance and support pricing structure. Proposer shall detail what the maintenance/support contract covers, including Proposer and County responsibility. If any third-party software is required for use by the Proposer to support the

applications, it must be identified and included with the appropriate licensing in the proposal. In addition, the proposer's software maintenance and support plan should include the following components:

- Procedures to resolve critical system problems
- Emergency and 7x24 support options available
- Policy regarding future enhancements and updates
- Availability of tiered support options to handle potential escalations
- A description of extended agreements, if they are available
- Description of system availability during periods of scheduled maintenance
- Any costs for maintenance and support services should be reflected in the proposed pricing
- Descriptions of response time and escalation
- Descriptions of vendor change management and software version control
- Vendor disaster recovery and disaster avoidance capabilities, including network topology, redundant data centers, backup battery (UPS), and generator capability at each location.

SECTION 5 – FEE SCHEDULE

Vendors must itemize the unit and extended price for each product and service proposed as part of the proposed solution. Cost information must include all expected implementation and operating costs, both one-time and ongoing. Specific model numbers, quantities, and capacities should be included. Information about license sizes must be provided. Vendors should describe and quote optional components (including query tools, report writers, etc.). Any upgrade to the base system needed for optional components must be included in the cost of those components (defined in Attachment B – Fee Schedule).

In addition to the breakdown of costs described above, Stafford County requires a quoted hourly rate for unanticipated professional services that may be required to complete the project. The quoted rate(s) is expected to be applied for the duration of the project (as described herein). The rate(s) should include, but is not limited to: training, project management, programmer/analyst, and technical support analyst.

The Offeror's proposal must contain the total cost of the proposed services. Costs to perform the services may be detailed on an hourly rate, percentage, or cost per task. The detailed basis for the proposed cost of these services, such as per hour cost or per employee cost, should likewise be provided. Costs must include all items such as professional time, travel, processing and data analysis, forms, printing, or other expenses included in the proposed cost.

The Offeror shall identify a payment schedule linked to deliverables. Payment will be made to the Contractor as segments of the project are delivered or upon completion and acceptance of the services performed.

The Offeror should explain and provide details of any conditions which might increase or reduce the cost of the proposed services.

Offeror must include cost of support, upgrades, and training.

Best and final negotiated prices submitted shall be valid for a period of one hundred twenty (120) calendar days from the original date of offeror’s proposal until such time a contract is signed, unless extended in writing.

SECTION 6 – EVALUATION CRITERIA

6.1 Criteria

Evaluation Criteria	Possible Points
Functional and Technical Components	25
Approach, Work Plan, and Timetable	20
Understanding the County’s Requirements	15
Project Team Qualifications, and Experience	15
Price	15
References/Overall Experience in successfully working with recreation offices. Each Proposal must include its definition of success and how the identified experience satisfies that definition. No points will be given for experience not so identified.	10
Total	100

6.2 Evaluation Process

An Evaluation Committee (EC) composed of County staff will review all proposals. The following procedure will be utilized:

- Upon receipt of proposals, the EC will independently review and evaluate all proposals in accordance with the evaluation criteria listed above.
- Offerors **may** be required to make oral presentations to County representatives.

Significant representations made by an Offeror during the oral presentation must be reduced to writing. All written representations will become part of the Offeror’s proposal and are binding if the Contract is awarded. Oral presentations, if required, will be notified in writing.

- The EC may also ask questions of a clarifying nature from Offerors.

SECTION 7 - RFP PROCESS

Offerors are to submit written proposals which present the Offeror's qualifications and understanding of the work to be performed. Offerors are required to address each evaluation criteria in the order listed and to be specific in presenting their qualifications. The Offeror's proposal should provide all the information which it considers pertinent to its qualifications for the project and which respond to the Scope of Services and Evaluation Criteria described herein.

7.1 Proposal Format Instructions

7.1.1 Proposal Preparation

An authorized representative of the Offeror shall sign the proposal. All information requested shall be submitted. Failure to submit all information requested may result in the Evaluation Committee requiring prompt submission of missing information and/or giving lowered evaluation of the proposal. Proposals which are substantially incomplete or lacking key information may be rejected by the purchasing office. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.

7.1.2 Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

7.1.3 Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Information which the Offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed. The Offeror's proposal should provide all the information that it considers pertinent to its qualifications for the project and which respond to the Scope of Services described.

7.1.4 Each copy of the proposal should be bound or contained in a single volume where practical. All documents submitted with the proposal should be contained in that single volume. Interested Firms are cautioned to provide in their Proposals as much detail as possible pertaining to their Firm's capabilities, experience and approach to the tasks outlined in this Proposal. The total Proposal length shall not exceed seventy-five (75) **numbered** pages, excluding any appendices and/or dividers.

7.1.5 All data, materials and documentation originated and prepared by the Offeror for the Owner pursuant to the RFP will belong exclusively to the Owner and be subject to public inspection in accordance with the Virginia Freedom of Information Act (FOIA). Trade secrets or proprietary information submitted by an Offeror shall not

be subject to public disclosure under the Virginia FOIA; however, the Offeror must invoke the protections of Section 2.2-4342 of the Code of Virginia, on the form provided (see page 25).

The proposal shall contain the items listed below, organized in the following manner:

- **Project Understanding** - Briefly demonstrate your understanding of the key elements of the project, including key project objectives.
- **Scope of Services** - The proposal should contain a detailed scope of services and technical approach to undertake the project, including an initial assessment of the recommended level assets to be included in the system and level of inspection required, as well as an approach to scoping any necessary tasks and studies which may not be determined at this time or noted in this RFP.
- **Project Team and Qualifications** - Provide a succinct description of the firm's capabilities, size and range of services including subcontractors. Identify team participants, project managers and key personnel of the Consultant and subcontractors who will be actively involved in the project, team structure, reporting relationships, and the amount of work for which each staff person will be responsible. Please include résumés of key personnel. Staffing assignments should be specific enough to demonstrate understanding of the skills required and commitment of proper resources. If awarded the contract, no staffing substitutions shall be made without the Director of PRCF or his/her designee's approval.
- **Relevant Experience** - Describe the firm's experience with similar projects and issues, particularly government agencies located in Virginia. Provide no less than two (2) and no more than five (5) examples of completed Recreation Tracking and Management Information Systems which the firm has undertaken. Include client references with the following:
 - Client name and contact information
 - Project description and location
 - Total value of the services provided
 - Key personnel involved
 - Any subcontractors used
- **Project Management** - The proposal should briefly address project management including direct participants, coordination with PRCF and stakeholders, progress reporting, quality assurance, quality control, cost and schedule control, meetings, etc.
- **Detailed workplan** - In accordance with the overall project implementation schedule, the proposal should reflect a detailed workplan as specified in Section 4.2 that includes all deliverables and milestones.
- **Define information, services, and expertise needed from the County for the implementation of this project.**

- Fee proposal shall include:
 - Itemized list based on the Scope of Services with a breakdown by task/deliverable and subcontractors.
 - Maximum total lump sum fee for consulting services to complete the Scope of Services outlined herein.
 - Unit costing for adding additional modules/functions not described here within.
 - An hourly professional service fee schedule.
- Signature - Proposals must bear the signature of a principal in the firm.
- Contract for Services – The proposal shall include a statement of the Consultant’s willingness to accept the terms and conditions of Stafford County’s Standard Contract for Services (sample attached).
- Incomplete proposals will be deemed non-responsive.

SECTION 8 – TIMETABLE

Proposals must include an estimated timeline for installation and training of the software. This should include time for beta-testing of the approved websites while maintaining the existing websites.

SECTION 9 - AWARD

Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the agency shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. The County may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (*Code of Virginia, § 2.2-4359D*). Should the County determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor’s proposal as negotiated.

Contract award for services specified in this RFP are non-exclusive and does not preclude the Owner from issuing solicitations, negotiating or awarding other Contracts for similar services throughout the term of the resulting Contract.

SECTION 10 – CONTRACT PERIOD

The initial term of this Contract shall be from the date of award, on or about February 15, 2017 through December 31, 2022. The Owner reserves the right to renew the Contract for five (5) additional one (1) year periods, under the terms of the current Contract. The Consultant fees schedule may be adjusted at the end of the initial Contract period (and at the end of each extension period, if applicable), upon mutual agreement of both parties.

Notice of intent to renew will be given to the Contractor in writing by the PRCF, normally sixty (60) days before the expiration date of the current Contract. This notice shall not be deemed to commit the County to a Contract renewal.

It should be noted that multi-year Contracts may be continued each fiscal year only after funding appropriations have been approved by the Stafford County Board of Supervisors. In the event that the necessary funding is not approved, then the affected multi-year Contract becomes null and void, effective July 1st of the fiscal year for which such approval has been denied.

All Contract obligations shall prevail for at least ninety (90) days after the effective date of the Contract. For the protection of both parties, this Contract may be canceled by either party giving thirty (30) days prior notice in writing to the other party.

SECTION 11 – ADDITIONAL INFORMATION

1. **Contingent Fee Warranty:** The Consultant warrants that it has not employed or retained any person or persons not generally associated with Consultant for the purpose of soliciting or securing this agreement. The Consultant further warrants that it has not paid or agreed to pay any company or person any fee, commission, percentage, brokerage fee, gift or any other consideration contingent upon the award or making of this agreement. For breach of one or both of the foregoing warranties, the Owner shall have the right to terminate this agreement without liability, or in its discretion, to deduct from the agreed fee, payment or consideration, or otherwise recover, the full amount of said prohibited fee, commission, percentage, brokerage fee, gift or contingent fee.
2. **Insurance:** By signing and submitting a Proposal under this solicitation, the Offeror certifies that if awarded the Contract, it will have the insurance coverage specified at the time work commences. Additionally, the Offeror certifies that it will maintain all required insurance coverage during the entire term of the Contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.
3. **Authority to bind Consultant in Contract:** Proposals must give full name and address of Offeror. The person signing the Proposal should show title or authority to bind his Consultant in the Contract. Consultant name and authorized signature must appear on the Proposal in the space provided.
4. **Severability:** In the event any provision shall be adjudged or decreed to be invalid, such ruling shall not invalidate the entire Agreement but shall pertain only to the provision in

question and the remaining provisions shall continue to be valid, binding and in full force and effect.

5. Performance: Unacceptable Performance – The Owner reserves the right to inspect all operations and to withhold payment for any work not performed to or performed not in accordance with specifications/Contract documents. Payments withheld for unsatisfactory performance may be released upon receipt of satisfactory evidence that the work has been corrected to the Owner’s satisfaction. These corrections shall be at no cost to the Owner. Consultant shall correct deficiencies within twenty-four (24) hours of notice by telephone or in writing. Failure to do so shall be cause for withholding of payment for the service and may result in default action.

SECTION 12 – PROPRIETARY INFORMATION

Ownership of all data, materials, and documentation originated and prepared for the County of Stafford pursuant to the REQUEST FOR PROPOSAL shall belong exclusively to the County and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of Section 2.2-4342(F) of the Code of Virginia, in writing, either before or at the time the data or other material is submitted.

The Offeror must specifically identify the data or materials to be protected and state the reasons why protection is necessary on the “Notice of Proprietary Information Form” below. In addition, the proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining in the Proposal and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information.

The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in rejection of the proposal.

To ensure any and all proprietary data is protected, please provide one (1) redacted copy for review.

SECTION 13 – NOTICE OF PROPRIETARY INFORMATION

Confidentiality References Protection in Accordance with the Code of Virginia, Section 2.2-4342

Section Title	Page Number	Reason(s) for Withholding from Disclosure

INSTRUCTIONS: Identify the data or other materials to be protected and state the reasons by using the codes listed below. Indicate the specific words, figures, or paragraphs that constitute trade secrets or proprietary materials. The classification of an entire Bid or Proposal document, as proprietary or trade secret is not acceptable and will result in rejection of the bid or proposal.

1. This page contains information relating to "trade secrets", and "proprietary information" including processes. Operations, style of work, or apparatus. Identify confidential statistical data. Amount or source of any income...of any person (or) partnership. "See Virginia Public Procurement Act. Section 2.2-4342. Unauthorized disclosure of such information would violate the Trade Secrets Act 18 U.S.C. 1905.
2. This page contains proprietary information including confidential, commercial or financial information which was provided to the Government on a voluntary basis and is of the type that would not customarily release to the public. See Virginia Public Procurement Act, Section 2.2-4342; 5 U.S.C. 552 (b) (4); 12 C.F.R. 309.5(c) (4).
3. This page contains proprietary information including confidential, commercial or financial information. The disclosure of such information would cause substantial harm to competitive position and impair the Government's ability to obtain necessary information from contractors in the future. 5 U.S.C. See Virginia Public Procurement Act. Section 2.2-4342; 552 (b) (4); 12 C. F. R 309.5(c) (4).

SECTION 14

The County of Stafford, Virginia may cancel this RFP, reject Proposals or any portion thereof at any time prior to an award and is not required to furnish a statement of the reason

why a particular Proposal was not deemed to be the most advantageous (Section 2.2-4359, Code of Virginia).

SECTION 15 – REQUEST FOR ADDITIONAL INFORMATION

Request for additional information should be directed to:

Stafford County Department of Parks, Recreation and Community Facilities
County of Stafford
P.O. Box 339
Stafford, VA 22555-0339
Attn: Judy Sokolowski
E-mail: jsokolowski@staffordcountyva.gov

ATTACHMENT A

FUNCTIONAL AND TECHNICAL REQUIREMENTS

The matrices on the following pages identify the technical and functional needs the proposed system should meet and provide the required format for vendor responses. Vendors must provide an answer for every requirement. If the requirement does not pertain to the proposal being submitted, “N/A” must be placed in the requirement.

Use this key to determine which code to place in each of the requirement matrices below.

Matrix Column	Description
Solution Functional Requirements	This column presents desired functionality, technical, and interface capability.
Code	3 - System can completely meet this requirement with no custom code and no additional expense. For example, this code should be used when the requirement can be met by populating a table or modifying a screen as long as these tables or screen changes would not affect system update.
	2 - System can meet requirement with minor code modifications with no impact on future releases. Modifications are placed in production by the implementation date with no additional cost for modification; the modification becomes part of the next system release.
	1 - System will not meet requirement and will require modification(s). Testing and production of modifications will be in place prior to implementation date; however, the customer will assume a cost above the basic system cost for future updates.
	0 - System will not meet requirement, and modification in time for implementation is not possible.
	N/A - The requirement does not apply to the proposal.
Comments	<p>In this column, please provide additional information about your responses. In particular, we want to know:</p> <p>If your description includes any features that are not part of the base system package.</p> <p>If your response includes uses of third party software, ad-hoc query tools, “creative” use of exiting features, or custom modifications.</p> <p><i>Although costs are requested in a separate section, please provide a realistic dollar estimate if there is additional cost associated with your solution, and whether that cost is due to additional software purchase or modification work.</i></p>

Activity Records Requirements

#	Solution Requirements	Code	Comments or Additional Information
AR-1	Activity data fields are to include all of the following elements: <ul style="list-style-type: none"> • Activity number (Course Number) • Activity name • Season • Category • Sub-Category • Instructor • Location - Parent/Child • Staff Supervisor • Activity Status • Start and End Date • Start Date and time for resident, non-resident and member registration • Minimum and maximum age by year • Minimum and maximum age by month • Minimum and maximum enrollment levels • Prerequisite activity • Text areas for catalog, receipt notes, and internal staff notes, supply lists • Calculation and storage of all session dates, times, and hours • Multiple activity fees per activity by defined criteria • Class Descriptions for Parent and Child activities (i.e. one description for overall day camp, and one description for each individual week of camp.) • Scholarship Information 		
AR-2	The software supports entry of all data elements defining an activity.		
AR-3	Define recreation activities by season (i.e. trimester or annual)		
AR-4	Assign user-defined categories and subcategories to recreation activities.		
AR-5	Indicate level of proficiency necessary for participation in recreation activities.		
AR-6	Assign a location including building and room in which a recreational activity will meet.		
AR-7	Track clients waiting for a specific class or activity (wait lists)		

#	Solution Requirements	Code	Comments or Additional Information
AR-8	Ability to provide priority registration for returning clients to the same activity in different seasons/sessions.		
AR-9	Provide the ability to batch roll over programs and duplicate existing courses		
AR-10	Assign the time of day and day of the week recreational activities are to meet.		
AR-11	Automatically indicate next client on the wait list of oversubscribed classes in the event of a cancellation or refund request by another client, and reserve space automatically from waitlist.		
AR-12	Maintain a description of all classes/activities offered.		
AR-13	The system will denote each activity that has a waiting list for easy identification when viewing an activity list.		
AR-14	Allow the transfer of clients from one section, class, or activity to another with similar or different fees.		
AR-15	Provide the capability to manually override/adjust any registration requirement or limit.		
AR-16	Identify activities that do not meet minimum registration limits and provide a mechanism to easily cancel the activity from the same screen.		
AR-17	Provide an “instant” registration allowing for real time client registration and confirmation/receipt emailing or printing.		
AR-18	The software will automatically calculate all session meeting dates and generate a complete list of all dates, total session meetings, and total session hours and book the facility(ies).		
AR-19	Special notes/prompts may be assigned to individual activities; a special enrollment notes screen will automatically appear during any enrollment in the activity; special notes will print on receipts.		
AR-20	A participant can be enrolled in multiple activities without having to reselect or re-input the participant’s name each time.		
AR-21	A browse list of activities in alphabetical order would display multiple field information from the courses.		

#	Solution Requirements	Code	Comments or Additional Information
AR-22	The software must support the batch advance of participants to the next age and/or grade level as a function of the system.		
AR-23	System allows new enrollment, refunds, adjustments, scholarships, transfers, wait list entries, credits (refundable and nonrefundable) and voids.		
AR-24	System automatically checks for existence of duplicate database entries when adding new records, and, if found, displays an appropriate warning message (e.g., "John Doe already exists. Would you like to create this record anyway?")		
AR-25	Software allows for "retiring" of enrollment data and rosters at the end of a season to allow for easy setup of the software to handle the upcoming season. Retired data is stored in a historical file, and is accessible for marketing purpose. (Retiring should not be done automatically).		
AR-26	Software will allow for registration of participants into activities offered in multiple seasons at the same time, such as registration in both late Summer and early Fall programs. Software does not require one season to be closed before starting another, allowing simultaneous operation of multiple seasons.		
AR-27	Software operates simultaneously with and shares data with the Internet registration module to allow customers to register themselves into activities via the web.		
AR-28	When interfacing with league scheduling, the activity registration module can accept enrollments into team sports activities and automatically add players onto a league scheduling team roster.		
AR-29	When interfacing with facility reservation module, the activity registration module will automatically calculate all activity session meeting dates and allow facilities to be scheduled and reserved as new activities are entered.		
AR-30	System includes a designated function that is specific to group or mass registration, allowing a large number to be registered quickly.		

#	Solution Requirements	Code	Comments or Additional Information
AR-31	System will allow one person to purchase programs at different price points. For example; an adult can purchase 3 adult tickets at \$74 each and 2 children tickets at \$47 each for facility admission.		
AR-32	Multiple instructors can be assigned to each activity.		
AR-33	Software automatically checks and notifies the operator if there is a conflict with the attempt to enroll a participant into an activity.		
AR-34	<p>System tracks all of the following instructor information:</p> <ul style="list-style-type: none"> • Instructor Last Name • Instructor First Name • Address • Multiple Phone number(s) and email • Indication of whether phone numbers can be released to students • Instructor ID number • Instructors skills • Instructor’s attributes; i.e.: certificates, awards, etc. • Default type of payment, including fixed fee, percentage, or variable fee 		
AR-35	<p>System will be able to track multiple waivers per registration, including:</p> <ul style="list-style-type: none"> • Waiver of Liability • Photo Release Waiver <p>Scanned copies of waivers, or verification of electronic signature for online waivers, can be attached to each registration. Waiver status can be modified after the registration is completed.</p>		
AR-36	System will be capable of capturing data via custom forms (i.e. child information forms for camp programs, etc.). Custom forms can be developed by system administrators.		
AR-37	System allows for “no class” dates and automatically updates the activity, course, and facility booking information.		

#	Solution Requirements	Code	Comments or Additional Information
AR-38	Allow group registrations or multiple registrations for the same program linked to one client.		
AR-39	The software must accommodate skip days assigned to individual activities in addition to the skip days assigned globally.		
AR-40	Ability to merge individuals/families into one account, including all account history (payments, registrations, memberships, etc.)		

Client Records

#	Solution Requirements	Code	Comments or Additional Information
CR-1	Participant data fields include all of the following: <ul style="list-style-type: none"> • First name • Last name • Middle Initial • Address • Multiple fields for phone numbers including area code • Birthdate and auto-calculated age • Residency status integrated with County GIS to automatically validate entry • Gender • Participant ID number • Family or household ID number • Denotation of head of household • Customer balance • Customer/Account Type • Text notes • Email address(s) • Participant photograph • Email Communication Opt-Out 		
CR-2	Software allows search on multiple fields including the use of wildcard character(s).		
CR-3	Track participant records by individual, organization, and household.		
CR-4	Software is able to use GIS or other mapping tool to verify a customer's residency status.		
CR-5	System should have waivers with waiver expiration date.		
CR-6	Maintain participant liability waiver/release history.		
CR-7	Maintain participant history of classes and check against any prerequisites for registration		
CR-8	Maintain participant photo waiver/release history.		
CR-9	Maintain a participant history file with relevant medical history information within the HIPPA laws.		
CR-10	Provide additional fields for recording demographic information on participants.		

#	Solution Requirements	Code	Comments or Additional Information
CR-11	Maintain a participant history file with emergency contact including name, telephone number, and relation to client.		
CR-12	Search for participants through use of bar code/magnetic stripe scan from ID card.		
CR-13	Allow storage of multiple addresses for a client.		
CR-14	Support categorization of participant addresses (i.e. mailing addresses, mother's address, work address, etc.)		
CR-15	Allow special discounts for frequent or special category participants.		
CR-16	Ability to apply payment to someone else's account (third-party payment).		
CR-17	Ability for client to create an account online in real time.		

Desktop Publishing/Activity Promotion

#	Solution Requirements	Code	Comments or Additional Information
DP-1	<p>Provide the ability to custom-generate a report using embedded InDesign Markup Language tags, including:</p> <ul style="list-style-type: none"> • Activity and Course Title • Activity and Course Description • Course Number • Start and End Date • Start and End Time • Days of Week • Location (Facility and/or Room) • Direct URL for course registration • Instructor Name and profile • Instructor Credentials <p>Export should be to a text file, and have the ability to be customized.</p>		
DP-2	<p>Software will export activity data into a file for use with InDesign desktop publishing program for the production of an activity guide, course catalog, or activity flyers.</p>		
DP-3	<p>Provide the ability to export email addresses by account type (family, business, league contact), including:</p> <ul style="list-style-type: none"> • Email Address • Last Name • First Name • Account ID Number <p>The export should be to a CSV file. The export should be able to be filtered by any type of data captured in the system.</p>		

Financial Processing

#	Solution Requirements	Code	Comments or Additional Information
FP-1	Flag accounts with problems, (i.e. missing records, balances due, etc.)		
FP-2	Multiple transactions can be combined to a single receipt, such as combining a new enrollment, a refund, and a transfer onto a single receipt to meet overall POS needs.		
FP-3	Allows for multiple customization of receipt format. Different sites have different receipt formatting needs.		
FP-4	Software allows designated fields to be mandatory to fill out.		
FP-5	Provide the ability to reprint current receipts and easily search historical receipts and reprint or email them.		
FP-6	Provide the ability to email receipts.		
FP-7	Software must support the assignment of multiple fees for each activity and the ability to assign each fee to a different revenue account/multiple revenue accounts.		
FP-8	Software can interface to and automatically trigger a cash drawer and a receipt printer.		
FP-9	Software can maintain an audit log of automatic and manual cash drawer operations.		
FP-10	Software will produce customer invoices.		
FP-11	Software automatically calculates the cost of activities as participants enroll including calculating pro-rated fees for missed sessions. These fees may be overridden with proper security/authorization.		
FP-12	Software allows deposit to be accepted for activities, including partial payment at the time of enrollment and later collection of the remaining balance.		
FP-13	If a partial payment is received, software will allow and automatically create a payment plan for the customer. Payment plan can be manually overridden.		
FP-14	Interface with accounts receivable and the general ledger system to allow data exchange in both directions.		
FP-15	A customer account management and accounts receivable system is included to track customer balances and provide reports for all payments coming due or past due.		

#	Solution Requirements	Code	Comments or Additional Information
FP-16	Prompt the user when over or under payment occurs.		
FP-17	System will track and record deposits from activities, memberships, rentals, and leagues.		
FP-18	Prepare periodic billing for activities, rentals, and memberships with balances.		
FP-19	Integrated credit card processing with EMV standards.		
FP-20	Print client payment history.		
FP-21	Allow billings to be split between individuals and/or group.		
FP-22	Allow for refund processing of activity registrations, rental league, memberships, and deposits.		
FP-23	Allow both refundable and non-refundable credits on client accounts.		
FP-24	Ability to create, generate, and track scholarships, family discounts, variable discounts, etc.		
FP-25	Allow for entry of rental charge data into a facility rental price list. The price list will be used automatically to price charge new reservations, including hourly charges and deposits. New charges include fees for deposits, rental, customer type, facility use type, scaled fees, group size, date/time of use, and appropriate facility charges.		
FP-26	Software must track revenue by room/facility or other user-defined subset.		
FP-27	Facility rental prices list allows unique charges for each facility and variable charges based on customer types such as resident, non-resident, profit, nonprofit. Software will allow entry of multiple customer types.		
FP-28	Facility rental prices list entries to include identification and handling of deposits. The system will automatically generate a list of deposits to be refunded unless withheld for damage or other reasons.		
FP-29	Ability to generate multiple taxes and also process tax exempt.		
FP-30	Software must track income and revenue for each module's package type, broken down by individual fee charged, adjustments, and net revenue.		

#	Solution Requirements	Code	Comments or Additional Information
FP-31	System is independent of the payment processor.		
FP-32	System is able to apply multiple GL accounts to any POS, activity, rental, membership or league.		
FP-33	Set up of an unearned/deferred revenue account is required.		
FP-34	System should be configurable to limit the number of users who can flag GL accounts as taxable or non-taxable.		
FP-35	Auditors should be able to trace every transaction back to its source within the system.		
FP-36	System should have a method for converting outstanding balances from the old system to the new (unearned revenue, receivables outstanding, NSF's, credit card in process, etc.)		
FP-37	Ability for Accounting divisions within Finance to have read-only access to account/master data setup.		
FP-38	Invoice search fields include but are not limited to: dollar amount, customer number/account, customer name, account type, account number, street address, invoice date		
FP-39	Override auditing when a completed transaction needs to be modified. A report that details all overrides over a user-defined period of time (by user, terminal, date transaction overridden). Optional configuration to require high security level users to override transactions.		
FP-40	System needs to interface to/from multiple existing systems at the detailed transaction level, including but not limited to Sungard, (AR/GL exports, refunds). Update frequencies between systems will be nightly.		
FP-41	"End of the Day" button or automated process that ensures transactions for the day are reset or committed and cannot be modified by cashiers (with option to reset per terminal, location, by user, or any combination thereof).		

#	Solution Requirements	Code	Comments or Additional Information
FP-42	Check endorsement, receipt, credit card swiping/chipping devices.		
FP-43	Software is compatible with new EMV terminal chip and pin/chip and sign technology.		
FP-44	CVV or PIN credit card data is not retained once a transaction is complete.		
FP-45	Software is compatible with printers capable of franking checks with “Electronically Represented”.		
FP-46	The system can issue refunds electronically for any type of payment that originated with the system (deposits, etc.)		
FP-47	If a refund is issued electronically, the system knows if the credit card used for the original payment has expired. Approved staff can go into the system to provide options to change refund type from original payment type to alternate refund type for credit cards only and tracks reason for change (i.e. Card cancelled, stolen, disabled w/comments).		
FP-48	Sensitive customer data (bank card, bank account number, customer’s name and other identifying information) can be protected by restricting access to the data.		
FP-49	Ability to refund to the original credit card used for purchase, registration, facility rental, etc., up to 30 days after payment was made.		
FP-50	System may still record transactions when the network is down and upload transactions and confirm valid bank cards once the network is back up.		
FP-51	System shall accommodate cash basis, modified-accrual, and other accounting methods.		
FP-52	System should incorporate Generally Accepted Accounting Principles (GAAP), as it relates to Governmental Standards, in all modules. This includes, but is not limited to, internal controls, audit trail, revenue tracking, etc.		
FP-53	Software is compatible with printers capable of endorsing checks.		

#	Solution Requirements	Code	Comments or Additional Information
FP-54	Authorized users are able to run end of day deposit reports for each terminal (summarized and detailed), categorized by payment methods, users, and location.		
FP-55	Chart of Accounts set up must allow for a minimum of 15 characters for accounting lines.		
FP-56	Allow client default payment information to store client's preferred method of credit/debit card payment, which can be applied to future payments.		
FP-57	Ability to process refunds individually or in batches.		
FP-58	Ability to charge administrative fees for cancellations, withdrawals, and/or transfers.		
FP-59	Ability to process prorated refunds.		
FP-60	Ability to handle single payments for multiple transactions.		
FP-61	Ability to link payments to specific receivables.		
FP-62	Ability to perform a global fee adjustment for an entire course or program, such as for rain-outs or class cancellations		
FP-63	All PRCF revenues collected transferred to Stafford County's bank account by the next business day.		
FP-64	Ability to enter credit/debit card payment information manually.		

Facility Reservations

#	Solution Requirements	Code	Comments or Additional Information
FR-1	<p>Facility data fields are to include all of the following elements:</p> <ul style="list-style-type: none"> • Facility Code/ID • Facility Name • Center/Complex • Address • Day and evening phone • Staff supervisor • Facility type • Area default usage type (hourly or daily) • Opening and closing times • Overlapping facilities and facility attributes • Text facility notes • Facility and field “skip dates” • Default Use permit/contract disclaimer • Custom contract form to use • Minimum reservation time, in minutes • Denotation of whether facility is open 24 hours per day • Alternate contact • Alternate contact information (telephone number(s)) • Closure information (holidays, maintenance, etc.) 		
FR-2	<p>Software allows entry and management of multiple centers, facility types, and facilities. Software can search for facilities based on any one or combination of parameters.</p>		
FR-3	<p>The software will automatically accept field and facility reservations as new league schedules are created, without requiring any duplicate or additional entry. Software will also allow the League Scheduling module to access field and facility reservation data so that it will create new schedules and “schedule around” any field dates and times already reserved or already in use.</p>		
FR-4	<p>The software must accommodate individual skip days for each Center and Facility in addition to those days assigned globally.</p>		
FR-5	<p>Software able to provide security level restriction for booking facilities.</p>		

#	Solution Requirements	Code	Comments or Additional Information
FR-6	Software allows for user definable periodic retirement of old reservation data. Retired data is stored permanently in a historical file, and is accessible for marketing purposes.		
FR-7	Software will allow reservations to be processed for up to 3 years in the future.		
FR-8	The software allows for the tracking of equipment/item inventory within each facility, center, and across facilities and centers.		
FR-9	Facility reservations may be entered by the staff person that has access to that center or facility.		
FR-10	Any staff with the appropriate access may enter a facility reservation.		
FR-11	<p>Software to produce a facility statistics report, with all of the following elements:</p> <ul style="list-style-type: none"> • Center name • Facility type • Facility name • Total days available • Total hours available • Total days reserved • Total hours reserved • Usage percentage by day • Usage percentage by hour • Attendance/participation • Breakdown by usage type (activity, rental, league, administrative booking, etc.) • Revenue by usage type 		
FR-12	Software allows for default charges to be entered for facility types and customer types. Charges can also be designated for individual facilities.		
FR-13	<p>Software enables all of the following:</p> <ul style="list-style-type: none"> • Entry of new reservations • Generation of permit contracts • Generation of payment receipts • Prevention of facility double booking • Book a rental at a time a program has space reserved • Generation of customer set-up forms 		
FR-14	Software allows multiple facilities to be rented by a single customer in one step, without requiring multiple permits/contracts or duplicate data. entry.		

#	Solution Requirements	Code	Comments or Additional Information
FR-15	Software provides a user-configurable onscreen scheduling calendar, which displays existing reservations and allows “point and click” selection (via mouse) of new dates and times to reserve.		
FR-16	On-screen scheduling calendar is user-configurable by view by day, by week, or by month at a glance. Time increments in the scheduling calendar may be set as low as 5 minute increments up to 2 hour increments.		
FR-17	Software handles 24 hours, overnight, and multiple day reservations.		
FR-18	Software allows searching for unique keywords within specific facilities, such as searching meeting rooms by also being able to specify that the desired room must have a cable TV hookup.		
FR-19	Software will search and display for multi-day or multi-facility reservations.		
FR-20	The software will allow attachment of one or more user-definable Condition of Use text boxes along with each reservation that is processed. The disclaimer text will appear on permit contracts which are produced.		
FR-21	The software will allow reservations to be processed for individuals, companies or both. If a company is used, the software will allow entry of contact persons.		
FR-22	Software to track event name and number of persons attending for each reservation. After the reservation is completed, the event name is displayed in the scheduling calendar.		
FR-23	Software to allow entry and storage of standard set-up instructions, which can be individually stored and customized for each type of facility. When a reservation is processed, the software will allow attachment of standard setup instructions, and also allow entry of specialized or custom set-up instructions.		
FR-24	Software to notify a user or participant if there is a conflict with the time attempted to reserve.		
FR-25	Software must produce reservation contracts on demand or printed in batches.		
FR-26	Software allows reservation contracts to be emailed and printed as PDF files.		

#	Solution Requirements	Code	Comments or Additional Information
FR-27	Software allows reservation inquiry by person, organization, company or facility name, and provides printed reports or onscreen review of all reservations.		
FR-28	Software produces a reservation master report, including all of the following options and data elements: <ul style="list-style-type: none"> • All reservations for a specific center • All reservations for a specific facility, meeting room, or ball field • All reservations for a specific date range • All reservations for a specific customer • Combinations of the above 		
FR-29	Software produces graphical usage calendars, in monthly, weekly, and daily format. These calendars can be printed or viewed on-screen. Usage calendars should include reservations, activities, leagues, and administrative bookings.		
FR-30	Software to produce a facility event set-up report for the maintenance staff, which includes all facility use for a selected date range, and includes set-up instructions.		
FR-31	Software allows existing permit contracts to be recalled for editing and changes.		
FR-32	Software will eliminate charges associated with an individual reservation due to rain-out but maintain the reservation on the facility calendar.		
FR-33	Ability to create waitlist when the desired time block is not available. This list should not require payment or full rental detail; it should only record name, phone number, date/time, and facility.		
FR-34	System should allow for accounting separation of damage deposit and down payments. The two are often handled differently and it would be easier to track.		
FR-35	Software allows existing permit contracts to be sorted by event date or chronologically.		
FR-36	Software will allow rental contracts to be modified.		

General

#	Solution Requirements	Code	Comments or Additional Information
GN-1	Proposed software is currently installed and operating at other customer locations in the United States with the proposed modules and configurations.		
GN-2	Facility reservation software will generate league scheduling based on existing field usage and reservations to ensure there are no conflicts.		
GN-3	All software modules may operate independently and have the ability to share common data for participants and other vendors' software modules.		
GN-4	Ability to generate Ad-hoc reports through use of queries on the fields of the screen.		
GN-5	A printed user manual must be provided with the software in addition to online context sensitive help.		
GN-6	Software allows entry of global skip days, such as Christmas day. These skip days will apply to all software modules but may be overridden manually with proper security/authorization.		
GN-7	Software offers security features to grant/deny access to software functions for each user to the menu level. System provides user definable security supporting the restriction of access to system functions at the screen and function level.		
GN-8	Information included in common data files, such as address, telephone number, etc. can be updated, changed, or deleted entirely from within each individual software module. This information can also be updated without entering any of the software modules through the use of account or client module.		
GN-9	The software allows entry of a table that includes all pertinent zip or postal codes, and the corresponding city. During enrollment, the staff may enter a client's zip code, and the software will pre-fill the corresponding city name automatically. This table must be used by all software modules used in the system for this type of information.		

#	Solution Requirements	Code	Comments or Additional Information
GN-10	System provides test and or training environment to sample data to demonstrate the functions available and aid in learning the new system.		
GN-11	Software can operate individually, or operate simultaneously and share data with “companion” software modules to provide an integrated solution.		
GN-12	System must have mechanism to list staff and instructors.		
GN-13	System peripheral devices are as small and quiet as possible (e.g., receipt printers, cameras, card printers).		
GN-14	System is set up to allow for dashboard functionality that is easy to set up.		
GN-15	System is able to utilize a variety of social media outlets for marketing.		
GN-16	Mechanism in place to transfer credits and outstanding balances from old system to the new system.		
GN-17	System is able to set up email reminders for a determined time for programs, personal trainer, tennis or tee times, etc.		
GN-18	System must be compatible with PC based cameras and membership card printers.		

League Scheduling

#	Solution Requirements	Code	Comments or Additional Information
LS-1	The software must accommodate individual skip days for each league schedules in addition to those skip days defined globally.		
LS-2	Software to track categories, such as softball, and allow multiple schedules to be produced for each category.		
LS-3	Software to track team data, including team name, manager name and address, and any time restrictions when teams cannot play.		
LS-4	Software must be capable of creating schedules without relying on pre-existing scheduling templates.		
LS-5	Software must be able to read data on existing fields reservations and create new schedules around any times currently reserved. If a time is reserved, the software must attempt to schedule the next available time that day or the next game day if the time exceeds the hours of operation for the facility.		
LS-6	After a schedule is produced, the software will automatically create field reservations in the facility reservation module without duplicate data entry.		
LS-7	Software must be capable of producing schedules based upon a user-specified number of round robins and a user-specified number of weeks.		
LS-8	Software must allow the user to specify the number of times per week a team will play up to the maximum number identified game days per week. The software will then use this information in scheduling the league.		
LS-9	Software must use time restrictions entered for each team to prevent automatic scheduling of games during these restricted time slots. However, the system must include a mechanism for manually overriding these restrictions with proper security/authorization.		
LS-10	Software must allow the user definition of multiple time-slots for each play day of the week, such as 6, 7, 8 and 9PM on Monday evenings.		

#	Solution Requirements	Code	Comments or Additional Information
LS-11	Software must be capable of automatically scheduling dissimilar times on different and multiple days of the week, such as only 7pm on Mondays, but also 1, 2, 3 or 4pm on Saturdays.		
LS-12	Software must be capable of automatically scheduling double headers and bi's.		
LS-13	Software to create schedules for as few as 3 and up to 99 teams.		
LS-14	If double headers have been specified, the software must allow the user to choose whether or not to schedule the double headers back to back.		
LS-15	Software must automatically balance schedules and offer the following balancing methods: <ul style="list-style-type: none"> • Balance time slots evenly for each team. • Balance time slots evenly for each team, with no time slot gaps. • Balance sites/fields assignments evenly. • Balance sites/fields assignments evenly, with no time slot gaps. • Balance sites and time slots evenly for each team. 		
LS-16	Software must be capable of creating schedules using a single field or multiple fields.		
LS-17	When automatically creating a schedule, the software must identify conflicts that cannot be resolved by the system. The user must then be permitted to manually resolve the scheduling conflicts.		
LS-18	The software must include an on-screen customization feature, which displays the entire schedule and all pairings, and allows the user to make changes to existing schedules. If changes are made, the software must automatically detect and prevent corruption of the schedules such as double scheduling of games and double scheduling of fields.		
LS-19	The software must allow scheduling of umpires/referees automatically but make it possible for the user with the appropriate access to manually override any assignments.		
LS-20	Software uses an algorithm-based scheduling method.		

#	Solution Requirements	Code	Comments or Additional Information
LS-21	Software to produce all of the following reports: <ul style="list-style-type: none"> • Numbered pairing schedule • Team name pairing schedule • Individual team schedule • Game distribution report • Site distribution report • Time distribution report • Team vs. Team distribution report • League ranking report • League box scores report 		
LS-22	Software must track scores and standings, allowing entry of scores after games have been completed.		
LS-23	The software must accommodate scheduling track and field events.		
LS-24	Activities can be designated as team sports, such as soccer. When identified as a team sport activity, the software will: <ul style="list-style-type: none"> • Automatically track player and team names during the enrollment process • Track the maximum number of players per team and prevent over-enrollment • Automatically assign players to teams if desired by staff • Produce activity rosters that are sorted in order by teams and players • Allow manual override of team assignments • Allow players to be transferred between teams • Allow user to select team/school/coach preference • Ask for T-shirt Size (or similar) field customizable 		
LS-25	Software must have a mechanism to generate suspensions for teams or individuals.		
LS-26	Software must allow user-definable scoring methods in addition to the standard scoring methods. An example would be awarding points for sportsmanship.		
LS-27	System must allow for referees, coaches, and team members to access information about their team, league, practice and game schedules, playoffs, etc.		
LS-28	System must allow for online display of team, league, practice, and game schedules, playoffs, standings, etc.		

Mailing Lists

#	Solution Requirements	Code	Comments or Additional Information
ML-1	Software supports the creation and tracking of an unlimited number of mailing lists.		
ML-2	Mailing labels and email lists can be produced for any individual or combination of rosters.		
ML-3	Mailing labels and email lists can be produced for all or groups of instructors.		
ML-4	Mailing labels and email lists can be generated to capture: <ul style="list-style-type: none"> • Participants • Specific city or combination • Specific zip code or combination • Resident or non-resident status • Age • User Group • Season • Gender • Specific activity or combination • Last registration date • Activity wait list status • Combinations of above 		
ML-5	The system must provide a mechanism for individuals to opt out from all mailing lists, while still retaining an email address in the system.		
ML-6	Software must allow an unlimited number of mailing lists to be associated with a facility, registration, membership, or league scheduling.		
ML-7	Software must allow mailing lists to be exported to a comma-delimited format with the following fields: <ul style="list-style-type: none"> • Last Name • First Name • Email Address • Participant ID Number • Mailing List Name • User-definable field(s) 		
ML-8	Mailing list functionality (i.e. ability to access email functionality, etc.) must be able to be restricted based on user security permissions.		
ML-9	Mail merge allows for attachments.		

#	Solution Requirements	Code	Comments or Additional Information
ML-10	Person sending mail merge can receive same email (or confirmation email) for verification purposes.		

Master Records

#	Solution Requirements	Code	Comments or Additional Information
MR-1	Maintain a master listing of all facilities available for class activities, including a description, address, and directions.		
MR-2	Maintain a master list of all rooms within a facility, including occupancy limits and description of room.		
MR-3	Maintain a master listing of instructor profiles, including address, telephone number(s), and certifications/ qualifications.		
MR-4	Maintain a master listing of all participants and family account information.		
MR-5	Maintain a master listing of all leagues and teams.		
MR-6	Maintain a master listing of all memberships.		
MR-7	Maintain a master listing of classes/activities, including detailed descriptions.		
MR-8	Ability to revise notes, comments, etc., for each activity by season.		
MR-9	Ability to update/revise master listings seasonally for any circumstances related to that season.		

Membership

#	Solution Requirements	Code	Comments or Additional Information
M-1	<p>Membership data fields are to include all of the following elements:</p> <ul style="list-style-type: none"> • Membership package number • Membership package name • Variety of membership package fees • Discount • Maximum number of uses • Daily pass ID • Package Description 		
M-2	Software allows memberships to be renewed using the same/prior pass numbers. Software supports use of existing membership cards and barcodes without re-issue (front desk or online).		
M-3	When card is scanned, the software records the visit and brings up a picture of the cardholder to verify identity.		
M-4	Software shows credits and refunds of memberships.		
M-5	Software handles sales of daily passes		
M-6	Software allows pass numbers to be assigned to a customer either at the time of sale or at a later time.		
M-7	Software allows multiple memberships on a single card.		
M-8	Software supports use of bar code scanning.		
M-9	Software supports manual keyboard input member information in case of scanner failure.		
M-10	Software is compatible with creating membership cards with barcodes, using equipment that is either in place or optionally available.		
M-11	Software is capable of interfacing with identification card production systems.		
M-12	When the bar code reader scans a membership card, it automatically verifies the card to be valid and updates the member's attendance record.		
M-13	Software produces a visual and audio warning if a scanned membership card is invalid.		

#	Solution Requirements	Code	Comments or Additional Information
M-14	Software supports single membership for family on multiple cards. Each member's visit would be recorded, regardless of the card used against the single membership.		
M-15	Membership module able to interface with future access control systems to unlock doors to certain area (staff specified) when ID card barcode is scanned (ex: gate kicker)		
M-16	Ability to generate membership usage statistics, including number of memberships sold		
M-17	System handles punch card memberships		
M-18	Ability to generate membership renewal notices.		
M-19	Ability to verify and add clients to "membership" file.		
M-20	Ability to set up any validity length (e.g. 3 months, 1 year, etc.).		
M-21	Ability to restrict validity to certain days, times, etc. (e.g. prime-time, non prime-time, weekends only, etc.).		
M-22	Ability to restrict validity to a certain facility or group of facilities		
M-23	Ability to handle a number of validity options including a fixed number of days (e.g. valid for the next 90 days) as well as fixed date ranges (e.g. Sept. 1 to Dec. 31).		
M-24	Ability to restrict use to customers within certain age ranges (e.g. between 13 and 18, over 18, etc.).		
M-25	Ability to assign memberships and passes to individuals, families, and organizations.		
M-26	Ability to generate membership pass usage statistics – daily, monthly, quarterly, yearly breakdowns.		
M-27	Ability to compare period(s) with previous year(s).		
M-28	System has full barcoding/magnetic stripe scanning capability.		

#	Solution Requirements	Code	Comments or Additional Information
M-29	Barcode/magnetic stripe scanning retrieves customer information instantly. No manual search is required.		
M-30	System handles, if desired, all aspects of the card production process, including maintaining customer data, capturing digital images, encoding magnetic stripes and/or smart cards, and physical printing of the cards themselves on site.		
M-31	List reports associated with Membership Management. (Attach additional sheet entitled: "Membership Management, M-31")		
M-32	Ability to send automated email notifications for payments due.		

Point of Sale

#	Solution Requirements	Code	Comments or Additional Information
POS-1	Software has the ability to calculate and track customer balances, accept customer payments on account.		
POS-2	Software has the ability to post adjustments to a customer's account balance.		
POS-3	Software allows collection of payments by cash, check, credit card, gift certificate, or from account if the customer has a credit balance.		
POS-4	Ability to make purchase at online POS without creating an account. Access for non-client transactions; i.e., donations, facility daily admissions		
POS-5	Incomplete payments can be accepted including "split" payments with part from a different tender, part from account, etc.		
POS-6	System is able to apply multiple GL accounts to any POS button.		
POS-7	System is able to configure shortcut/function keys on screen that map to specific transaction types and business rule for processing.		
POS-8	System allows online payment of services; currently due and advance payment, 24/7/365; and payments posted to the interfaced system as a completed transaction.		
POS-9	POS functionality will include mobile application integration and meet all current PCI, NFC (near field communication) technology (i.e., Apple pay or Google wallet) and EMV standards.		
POS-10	Credit card reader allows customer to enter their email address if they prefer to have their receipt emailed to them.		
POS-11	Point of Sale (POS) module provides full cash register/point of sale functionality (e.g. system can fully replace cash register).		
POS-12	POS buttons and associated functionality are configurable per terminal and other functional groupings.		
POS-13	Software allows offline transactions when network is down, to automatically upload when network is back up.		
POS-14	With proper authorization, user can correct, void an item, and/or cancel a transaction.		

#	Solution Requirements	Code	Comments or Additional Information
POS-15	Ability to enter over/short amounts to balance daily deposit.		
POS-16	POS is fully integrated with other system modules. (e.g. taking a payment for a program automatically opens the POS module and pulls the balance forward.)		
POS-17	POS and other modules have access to the same account balance. (e.g., parent can put a \$200 credit on account and the registrant can use that credit through POS.)		
POS-18	Ability to record and track a variety of sales transactions including snack bar sales, retail sales (e.g. t-shirt, sports equipment, etc.), membership sales, rental charges, etc.		
POS-19	Items can be set-up as a specific price (PLU) or as an open price (department)		
POS-20	A pop-up prompt can be assigned to a POS individual item to ask a specific question and record the response.		
POS-21	A drop-in item (e.g. adult swim) can be tagged as an attendance item. This attendance can be reported on individually or as a consolidated attendance report for programs, rentals, memberships and drop- ins.		
POS-22	Ability to record and calculate taxes by commodity.		
POS-23	Ability to supply customers with itemized receipts.		
POS-24	Receipts are numbered in order to allow for the identification of transactions and provide a full audit trail.		
POS-25	Ability to assign particular sales to preset keys.		
POS-26	Ability to display cash transactions including balance owing and change to be returned.		

#	Solution Requirements	Code	Comments or Additional Information
POS-27	Cashiers have the ability to use different terminals in a given day and the transactions specific to a user are accumulated as one total for the day. Similarly, the number of users on a single register is not limited.		
POS-28	Ability to update programming centrally (e.g. for pricing changes, tax changes, changes to product mix, etc.).		
POS-29	System accommodates reporting on a centralized basis (e.g. system-wide totals) as well as on a local basis (e.g. totals for a particular station only).		
POS-30	Ability to print a detailed transaction record (e.g. traditionally through a second tape).		
POS-31	Ability to summarize transactions, payment type, general ledger account, location.		
POS-32	Ability to track non-revenue admissions.		
POS-33	Prints customer itemized and numbered receipts.		
POS-34	Provides breakdown of payment method used.		
POS-35	POS module accommodates multiple payment methods including cash, checks, debit/credit cards, gift cards, coupons, etc.		
POS-36	System includes locking cash drawers including automatically opening them when a particular transaction is completed.		
POS-37	System can utilize two cash drawers connected to the same terminal and assigned to different users.		
POS-38	System can print UPC/SKU/barcode labels for items.		
POS-39	Touch screen functionality available.		
POS-40	Parent Lookup lists available.		

On Screen Viewing

#	Solution Requirements	Code	Comments or Additional Information
SV-1	Provide on-screen viewing for historical record of client registrations and financial information.		
SV-2	Provide on-screen viewing of course descriptions.		
SV-3	Provide on-screen viewing of instructor profile information.		
SV-4	Provide on-screen viewing of multiple activities simultaneously.		
SV-5	Provide on-screen viewing of historical record of any transaction previously generated.		
SV-6	Provide on-screen view of participation reports/statistics.		
SV-7	Provide on-screen viewing of reports, including financial reports.		
SV-8	Ability to query on screen and view results.		
SV-9	Provide on-screen viewing of transaction receipt records.		
SV-10	Provide on-screen viewing of class/ activity rosters.		
SV-11	User definable sort order for online viewing of class/activity lists.		
SV-12	During enrollment, the receipt number is displayed on screen for recording on customer's check even if the receipt is not printed.		
SV-13	All reports may be printed and/or viewed on-screen. If viewed on-screen, a zoom feature is provided to enable closer examination of the report.		
SV-14	Software allows inquiry by participant's name, and on screen review of all registered activities (current and historic) and the current balance of the participant's account.		
SV-15	Provide inventory count sheets		
SV-16	System tracks/maintains inventory counts		

Reports/Printing

#	Solution Requirements	Code	Comments or Additional Information
RP-1	Software produces enrollment receipts either on demand or in printed batches.		
RP-2	Print instructor profiles.		
RP-3	Print equipment lists.		
RP-4	Print all standard reports saved in the system.		
RP-5	Print special instructions and comments.		
RP-6	Print adhoc on-screen query results.		
RP-7	Print wait list reports.		
RP-8	Print activity attendance sheets.		
RP-9	Print client payment history.		
RP-10	Print facility location descriptions.		
RP-11	Print program schedules by day, week, or month.		
RP-12	System includes a built-in financial report engine common to all modules that allows the export of financial data to an external accounting system at least once per day.		
RP-13	Provide for customized agency logos to be printed on forms and reports without the use of pre-printed forms.		
RP-14	Print or view activity/section rosters.		
RP-15	Print or view activity program descriptions.		
RP-16	Software is able to produce receipt printing based on user defined criteria.		
RP-17	Able to print receipts and reports on plain/standard paper.		
RP-18	Provide the ability to print month-end and season/quarter/trimester summary of financial records.		
RP-19	Provide the ability to print eason/quarter/trimester end summary of activity participation.		
RP-20	Software is able to produce batch printing of client mailing lists based on user defined criteria.		
RP-21	User definition of titles/footers on forms		
RP-22	Print program, league, facility and membership fee matrices.		
RP-23	Software produces net revenue reports, including a summary or detail format, and sorted by facility, center, or revenue account.		
RP-24	Software allows rosters to be sorted and printed by a variety of queries from data fields.		

#	Solution Requirements	Code	Comments or Additional Information
RP-25	Software produces attendance sheets that include actual session meeting date(s) and a capability to sign in and sign out.		
RP-26	Software produces rosters, including all of the following options and data elements: <ul style="list-style-type: none"> • Range of activity numbers • Specific revenue account, category, instructor, or supervisor • Activities starting within a specific range • Detail or summary roster formats. • Printed rosters, or mailing labels for participants on a roster • Inclusion/exclusion by enrollment type, such as wait list, etc. • Bus List • Rosters with selected prompts 		
RP-27	Software will produce and print wait list confirmations.		
RP-28	Text to include on receipts, vouchers, and wait list confirmations is user definable.		
RP-29	Software will produce and print all of the following “End of Day” reports: <ul style="list-style-type: none"> • Net Revenue by summary, by revenue account • Receipt payment report, listing all receipts processed, payment type, and totals • Payment distribution summary, showing all payment distributions • Account transfer report, showing funds flow among revenue accounts • Financial summary for “at a glance” executive review 		
RP-30	Software produces monthly and yearly reports similar to the End of Day reports.		
RP-31	Daily, monthly, and yearly reports can be specified by date range, starting and ending receipt numbers and starting and ending gift certificate numbers, etc.		
RP-32	Software produces summary and detail income, expense, and net revenue reports. Each of these reports can be sorted by activity, location, season (quarter/trimester), category (program area) or revenue account.		
RP-33	Software produces refund report, showing all refunds for a specified date range.		

#	Solution Requirements	Code	Comments or Additional Information
RP-34	Software produces reports of all deposits coming due, including a scheduled payment report.		
RP-35	Software produces registration trend reports by user-defined criteria (i.e. 5-year registration trend data for summer day camps for a specific date).		
RP-36	Software produces all of the following activity reports: <ul style="list-style-type: none"> • Master report listing all activities, descriptions, dates, times, etc. • Report listing all activities and all text descriptions, notes, etc. • Under minimum enrollment report • Over Maximum enrollment report • Full activity report • Activity totals and statistics (registered, attended, historical comparisons) • Facility usage by activities and sessions report • Participants by school, age, area, city, zip code, etc. • Resident and non-resident participation • Duplicated and unduplicated participation • Online vs front desk registration 		
RP-37	Print cash transaction report and receipts.		
RP-38	Print refund vouchers.		
RP-39	Print over/under payment report.		
RP-40	Print general ledger summary.		
RP-41	Compile and report statistics on types of and number of participants/clients.		
RP-42	Compile and report statistics on the number of registrants.		
RP-43	Compile and report statistics on the number and types of activities per session.		
RP-44	Display statistics using graphic representations (i.e., pie charts, bar graphs).		
RP-45	Software produces reports, by activity, for income, expenses, and net revenues.		
RP-46	Facilities module allows reporting rain-out occurrences.		

#	Solution Requirements	Code	Comments or Additional Information
RP-47	Software will produce all of the following membership package reports: <ul style="list-style-type: none"> • Basic report on packages, showing package ID, name and sales level • Text report on each package, showing package description • Sales report by package, including income, refund and net revenue totals. • Voucher report by package, including refund information 		
RP-48	Software produces reports of membership rosters of each membership packages.		
RP-49	Software produces membership and program renewal and non-renewal reports.		
RP-50	Software produces membership usage reports.		
RP-51	Software produces population and demographics reports.		
RP-52	Software produces daily activity report.		
RP-53	Software produces credit card expiration report.		
RP-54	Software produces income reports by membership package.		
RP-55	Software allows end users and/or system administrators (via role based permissions) to create custom reports for use by defined system users.		
RP-56	Compile and report statistics on the revenue generated within a given time period by site, program, GL account, etc.		
RP-57	System has a scheduler that allows reports and exports to be scheduled automatically and emailed to one or more individual or group email accounts.		
RP-58	Detailed report about transaction history over a user-defined time period.		
RP-59	Graphical display of busy and slow times of the day, by terminal.		
RP-60	Software produces a refund report showing all refunds for a specified date range, center, or facility.		
RP-61	Users can export the reports they are authorized to use to Excel, Word, pdf		
RP-62	Receipts can be printed from the computer to a standard printer (8.5 x 11 paper) in lieu of a specific receipt printing device.		

#	Solution Requirements	Code	Comments or Additional Information
RP-63	Software to allow for management of and produce reports for all overlapping facilities, such as soccer field grassy area that overlaps the outfield area of a ballfield.		
RP-64	Software to produce reports of all centers, facility types, and individual facilities.		
RP-65	Software will produce an instructor payment history report.		
RP-66	Reports can be previewed, printed, saved to a file, or emailed		

Web Access

#	Solution Requirements	Code	Comments or Additional Information
WA-1	<p>Web access registration must perform all functions as an operator assisted registration. This includes but is not limited to the following:</p> <ul style="list-style-type: none"> • Enforcement of all constraints • Gathering information required for specific activities • Interfaces with other modules for automatic, real-time update of information based on the function performed. • Creation of client account • Completion of transaction with option to print waivers, confirmations and receipts • Online acknowledgement/signature for waiver 		
WA-2	<p>Software must utilize information contained in the activity records to dynamically populate web pages for use in web-based activity registration.</p>		
WA-3	<p>Software must be capable of displaying an activity and its corresponding description through direct entry of the activity number or by use of a hyperlink menu system.</p>		
WA-4	<p>The software must dynamically utilize a hyperlink menu system based on the activities and categories in the activity registration system.</p>		
WA-5	<p>The software must accommodate linking directly to a parent and/or child activity, an activity type, activities occurring at a specific facility, or activities returned as part of a search.</p>		
WA-6	<p>The software must include a search capability to query different aspects of the website and return hyperlink results for easy navigation based on the search results. Search capability must allow users to query courses based on one or more of the following criteria:</p> <ul style="list-style-type: none"> • Location • Date • Time • Participant Age • Program Cost • Category • Keyword <p>Keyword searches must query entire parent and child activity title and description, and not be character limited.</p>		

#	Solution Requirements	Code	Comments or Additional Information
WA-7	The software must include search analytics, allowing system administrators to evaluate commonly used search terminology.		
WA-8	The software must be Google Analytics enabled, and capable of recording a campaign code.		
WA-9	The software must allow system administrators to edit style sheets and templates.		
WA-10	The software must allow dynamic display of images associated with courses and facilities.		
WA-11	All dynamically created pages must be capable of easily incorporating user defined information while maintaining their dynamic nature. Example: Changing the standard heading, title, or footer information while the page content is dynamically generated.		
WA-12	The software must be capable of handling an unlimited number of simultaneous internet connections.		
WA-13	The software must be capable of simultaneous participant registration on different internet connections.		
WA-14	The software must accept and verify credit card payments and issue receipts.		
WA-15	The system must utilize secure connections for accepting and transmitting all participant information.		
WA-16	The software must provide the same functionality and security when accessed from any of the current versions of Microsoft Internet Explorer, Google Chrome, or Firefox.		
WA-17	The software must dynamically generate web pages based on information contained in the facility scheduling records.		
WA-18	The software must process facility booking applications and mark the facility occupied pending approval/denial of the responsible staff member.		
WA-19	The system must allow facilities, courses, memberships, leagues, etc., to be marked unavailable for web access or booking.		
WA-20	The software must provide internal mechanisms for protections against unauthorized access to website information.		
WA-21	The software must allow the inclusion of user generated web pages.		
WA-22	Software must meet PCI requirements.		

#	Solution Requirements	Code	Comments or Additional Information
WA-23	Software must allow non-client account POS transactions.		
WA-24	Software must interface with County's current financial system.		
WA-25	The software must be responsive to different screen sizes and be fully functional on mobile devices.		
WA-26	Ability to have images, graphics, and movies play on the website.		
WA-27	Internet system is multilingual and gives Internet customers the option of viewing pages in English and Spanish.		
WA-28	Ability for customers to robustly search for programs online (by title, description, etc.)		
WA-29	Internet system must be user friendly/easy to use.		

The vendor will also provide a technical architecture diagram(s) documenting the key components of the solution and their inter-relationships.

The vendor will document any exceptions to the requirements and compatibility stated in the Technical Environment section.

Below Section to be completed for All Solutions (regardless of On-Premise or Hosted)

#	Solution Requirements	Code	Comments or Additional Information
	Technical		
T-1	Utilize a user-friendly user interface		
T-2	Application can be configured, modified and enhanced to meet the County’s business requirements while still maintaining vendor support.		
T-3	User configurable menus, fields and screens.		
T-4	Provide a flexible and secure security management process for assigning privileges and rights.		
T-5	Provide a full password security process based on roles and groups		
T-6	Multiple security/limited view levels that include group, role-based or user access (view, modify, report)		
T-7	Granularity exists in user security (i.e. page, table, field level).		
T-8	The system should allow an administrator to suspend an ID from future usage.		
T-9	User access can be integrated with Microsoft Active Directory.		
T-10	Application provides for application and data integration via methods such as Web Services, REST.		
T-11	System should be able to send bi-directional information in a variety of formats including: XML, stored procedure, web services etc.		
T-12	Ability to import/export data in a variety of formats e.g. Excel, XML, Text.		
T-13	Does your product integrate with Microsoft Office e.g. export to Excel, Word, Exchange?		
T-14	The system should be compatible with the Microsoft Office suite, including Outlook.		

#	Solution Requirements	Code	Comments or Additional Information
T-15	Ability for users to execute standard reports.		
T-16	Provides a user friendly on-line query tool with full math and logic capabilities and ability to save for future use		
T-17	Solution includes on-line help, user manuals, installation procedures, configuration and maintenance procedures, and operations manuals.		
T-18	Are customers in production with the solution that you have proposed? If so, how many?		
T-19	System allows single user to be in multiple modules at the same time.		
T-20	System allows single user to log in from multiple workstations at the same time.		
T-21	Ability to have multiple users viewing the same record but only one user updating at a time.		
T-22	Provide ability to include links to external documents or applications from within the system.		
T-23	Ability to attach scanned documents to each customer record		
T-24	Ability to track last time waiver was signed		
T-25	Ability to block dates off for statutory holidays and have the system adjust program dates; holidays should be adjustable by location		
T-26	Compatible with existing computing environment.		
T-27	Integration with County's Website.		
T-28	The software should contain an Application Programming interface (API) or web services interface.		
T-29	Provide an audit trail of all system activity, including by user, date and time.		
T-30	Provide an automatic log-off feature after a specified period of inactivity.		

#	Solution Requirements	Code	Comments or Additional Information
T-31	Provide alerts for unauthorized or suspicious activity.		
T-32	Provide full backup and restore functions with logging.		
T-33	System should not display or print passwords.		
T-34	The system should periodically request the user reset their password.		
T-35	The system should set a minimum password length.		
T-36	Provide user option to reset password.		
T-37	Passwords should be stored/encrypted without a means to un-encrypt.		
T-38	Sensitive data must be encrypted.		
T-39	Provide Integrations to the following systems, including, but not limited to: GIS(ESRI)		
T-39a	Integration: Sungard Public Sector Financial System.		
T-39b	Integration: Sungard Public Sector Cash Receipts.		
T-39c	Integration with Musco Sports Lighting, LLC		
T-39d	Integration with Treasurer Revenue Collection System (RCS)		
T-40	Provide compatibility with mobile devices including phones and tablets.		
T-41	Solution should be Browser Agnostic.		
T-42	Provide a solution that operates with current version of Microsoft SQL reporting services and Crystal Reports.		
T-43	Identify the platform(s) on which vendor's solution is maintained and supported, and recommend their preferred platform, listing minimum system requirements.		
T-44	Provide the ability to run the system in multiple environments, development, production, training/quality assurance.		
T-45	The system can run on Hyper-V virtual servers.		
T-46	System may still record transactions when the network is down and upload transactions and confirm valid bank cards once the network is up.		

#	Solution Requirements	Code	Comments or Additional Information
T-47	Software allows offline transactions when network is down, to automatically upload when network is up		
T-48	Convert data from Class SQL database in a format that can be edited and updated in the proposed solution		
T-49	The company's systems are Payment Card Industry (PCI) Compliant. Please provide certification.		
T-50	The company has a proven history of transacting customer funds securely. Please indicate the amounts of funds transacted annually.		
T-51	Ability for County to link from its CivicPlus website to the proposed solution's public-facing site via iFrames.		

Below section to be completed if the proposed solution is On-Premise (i.e. solution resides at the County)

#	Solution Requirements	Code	Comments or Additional Information
	Servers and Operating System		
S-1	Support for Microsoft Windows Operating System 2010 to current		
S-2	Number of Virtual Servers Required		
S-3	Operating System(s) with Version #		
S-4	Recommended drive space requirements		
S-5	Recommended RAM (GB)		
S-6	Recommended # Processors (and Speed if Physical)		
S-7	Pre-requisite configuration and software to be installed on Operating System, if any		
	Relational Database Management System		
S-8	Microsoft SQL Versions supported		
S-9	Estimated database size requirements		
S-10	Specific database configuration requirements, if any		

Below Section to be filled out if proposed solution is hosted by vendor (i.e. Software as a Service)

#	Solution Requirements	Code	Comments or Additional Information
S-11	Does hosted solution provide rack space for our equipment or is the hosted solution a turn-key solution?		
S-12	Is your environment Single or Multi-Tenant? If multi-tenant, how do you ensure segregation of client data?		
S-13	Does the County have any input with the decision?		
S-14	Where are the hosting sites located?		
S-15	Who owns the datacenters?		
S-16	Hosting sites and IPs must be located within the United States.		
S-17	Who manages the data centers?		
S-18	Do you publish a standard Service Level Agreement?		

#	Solution Requirements	Code	Comments or Additional Information
S-19	Across how many data centers would the service be hosted?		
S-20	What is your application availability as a percentage?		
S-21	Does the hosting environment have access to backup power when primary power goes out of service?		
S-22	How often do you test the backup power to ensure it is working properly?		
S-23	Should a data center become unavailable, how would this affect our service?		
S-24	How many clients do you host now?		
S-25	How large are the clients?		
S-26	How long have you hosted the client?		
S-27	The data may not be used by the vendor or a third party for marketing-related purposes.		
S-28	The client owns the data.		
S-29	Explain the process to ensure that data is protected in case the vendor is purchased or ceases to exist.		
S-30	The solution should provide for periodic downloads of data to our in-house servers. Please describe how the proposed download process works.		
S-31	Please describe the processes required for application integration (on premise or hosted).		
S-32	Provide the ability to encrypt the data in transmission and at rest.		
S-33	Provide specified turnaround times to repair the system and implement any periodic changes, upgrades, or patches.		
S-34	What are the scheduled maintenance windows?		
S-35	Explain any data storage limitations.		
S-36	Describe system scalability, either up or down.		

#	Solution Requirements	Code	Comments or Additional Information
S-37	Are patches/upgrades to the application and servers included in your hosting services?		
S-38	How is system monitored?		
S-39	What proactive steps are taken to avoid system problems?		
S-40	What are the limitations, if any, in your hosted option as compared to the on-premise option?		
S-41	What options exist in database platforms?		
S-42	What are the options for the server OS?		
S-43	What is the network bandwidth and carrier?		
S-44	What type of security audits does the datacenter perform? How often?		
S-45	How often are backups performed and where are they stored?		
S-46	Please describe the disaster recovery process.		
S-47	Is there a fail over site where data is replicated? Where and who owns it?		
S-48	What are the standard Service Level Agreements (SLA) used in your contract?		
S-49	What happens if the SLA fall below specified target?		
S-50	Is full application support available with your hosted service?		
S-51	Can the vendor provide high availability on a 24X7 schedule?		
S-52	Can the vendor provide 99.9% uptime after exclusion of scheduled maintenance and hardware failure?		
S-53	What is your tier level?		
S-54	Is the datacenter SAE16 Certified?		
S-55	Is the data center PCI Level 1 Certified?		

Attachment B

FEE SCHEDULE

Complete this attachment by indicating all costs associated with each product and/or service included in the proposal. Also include aggregate pricing if price advantages are available. Include any and ALL additional costs not specifically listed below.

Transactions	Count	Amount
Number of annual transactions (all 9 facilities combined)	50970	\$2,627,498.03
Number of transactions paid online (credit card/EFT)	4257	\$ 432,920.87
Number of transactions paid by offline (credit card/EFT)	15946	\$1,249,096.89
Number of transactions paid by cash or Check	30767	\$ 945,480.27
Transaction Fees		
Cash Sale (per transaction)		
Check Sale (per transaction)		
Credit Card/EFT Sale (per transaction)		
One-Time Costs		
Professional Services for Software Implementation		
Initial Training Services		
Data Migration		
Customization		
Project Expenses (travel, per diem, etc.)		
Implementation of additional module(s)/functions		
Additional costs (please specify)		
Annual Costs		
SaaS hosting		
Payment Processing hosting		
Technical Support (during business hours)		
Technical Support (after business hours)		
Software updates & upgrades (as needed, annual, etc.)		
Hourly rate for professional services		
Future Training (remote, online)		
Enhancements		
Additional Module functionality (incl. all associated fees)		
Hardware (provide separate sheet to include make, model #)		
CPU		
Monitor		
Credit Card readers (EMV capable)		
Camera for desktop		
Signature Pin Pad		
POS printer		

Membership card reader	
Membership card printer	
Cash drawer	
Other (please specify)	
Total recurring annual costs	
Year 1 costs	
Year 2 - 5 costs	

NAME OF VENDOR

RETURN THIS FORM WITH PROPOSAL

STAFFORD COUNTY SOFTWARE ACCEPTANCE TEST REQUIREMENTS

Acceptance Tests

-Stafford County requires four types of acceptance tests: functional, performance, reliability and availability.

-Acceptance tests will be conducted first on each System Component independently. Upon acceptance of all System Components, a final set of Functional, Performance and Reliability Acceptance Tests will be performed on the integrated System to ensure that all Components work together as intended and at the contracted performance levels. The County will notify the Proposer of the successful completion of each test in accordance with task completion requirements in the Statement of Work.

-In the event a Level 1 Error is corrected by the Proposer, then subsequently fails on two (2) additional occasions within the test period, the County has the right to be refunded all previous payments under the Contract.

Functional Acceptance Testing Requirements

-Functional Acceptance Testing occurs before system cutover. Each System Component will be tested individually, and then in an integrated environment to ensure that all components work together as intended.

-The County and Proposer will work together to confirm all System functionality. Each specific System function agreed to as part of the final Contract should be tested and tracked from original documentation by the Proposer.

-During the Functional Acceptance Test, the Contractor will demonstrate the operation of each proposed or required feature, function, and interface based on the test plan that will be approved by the County prior to contract signing.

-If a requirement fails a test, the Contractor will have up to ten (10) days to either correct the discrepancy or work with the County to develop a mutually agreeable date of when it will be corrected. Once a failed requirement is corrected, the Contractor and the County will conduct additional testing of that requirement to verify that it passes the test.

Performance Testing Requirements

-The Performance Test will be conducted after the successful implementation and functional testing of each System Component, and again in a live integrated environment after system cutover to ensure that performance standards are maintained when all Application Components are in use.

-Each System Component must demonstrate that it can conform to the performance requirements for 30 days after System Component Cutover and then again for 90 days in the fully operational and integrated environment after all System Components have been cutover. Should any System

Component fail to meet the performance criteria for any reason, the problem will be corrected by the Proposer and the Acceptance Period will restart upon correction.

Stress Testing Requirements

-A stress test will be conducted to demonstrate the capability of the System or System Component to handle peak volumes. The Contractor will design and apply a stress test to simulate full capacity utilization by the County's departmental users of the system. The stress test should perform the equivalent of a live load testing on the application for a minimum period of three (3) hours. The test should simulate live operation of the proposed system.

Reliability Testing Requirements

-The purpose of the Reliability Test is to demonstrate the operational capability and reliability of the System Components and System, and to test the ability of the System Component or System to adhere to the performance standards in a live environment over time.

Reliability Testing will be conducted for 30 consecutive days after cutover of each System Component and again for 90 consecutive days in an integrated environment once all System Components are cutover.

-During Reliability Testing, errors will be classified and remedied as described in the following paragraphs:

Level 1 Error —Error affects multiple users, critical operations and/or database functionality. Level 1 Errors result in data loss, data corruption, prevented productive use of System Component or System, inoperative servers or systemic workstation failures. Contractor will have 24 hours to fix and test the problem. Once problem is resolved, a new acceptance test period will begin. Once the System Component or System operates for the total number of intended consecutive days without a Level 1 Error, the Reliability Test will be completed for that System Component or the System.

Level 2 Error —Error affects productive use and operations of the System Component or System, or System or System Component does not meet performance or availability standards. A procedural work-around is not available. Contractor will have 24 hours to fix and test the problem. Once problem is resolved, a new acceptance test period will begin. Once the System Component or System operates for the total number of intended consecutive days without a Level 2 Error, the Reliability Test will be completed for that System Component or the System.

Level 3 Error — System Component or functionality does not work as expected, resulting in an incomplete, unintended or erroneous operation. Productive use of the affected application or component is not significantly impacted and a procedural work-around is available. Contractor will attempt to fix the error during the Reliability Test period. If Contractor is not able to fix the error during the Reliability Test period, the Contractor and County will develop a mutually acceptable plan to remedy the error in a future fix release.

Level 4 Error — System or System Component contains minor errors that do not impact productive use of the affected application or module. The Contractor and County will develop a mutually acceptable plan to remedy the error in a future fix release, and System or System Component will be accepted.

Final System Acceptance

Final System Acceptance will occur after the completion of the overall System 90-day Reliability Test and a mutually agreeable plan to remedy Level 3 and Level 4 errors has been developed.

In order to ensure the Contractor is aware of the County's terms and conditions, the following statement regarding payment terms shall be in every solicitation:

Invoice

Payments shall be based on actual work performed and measured. Upon the request, the Contractor shall provide the County with any additional documentation regarding actual work performed that the County deems necessary or appropriate. Invoices shall show the Stafford County Purchase Order number and are subject to review and approval by the Stafford County Administrator or his designee.

**SOFTWARE FOR RECREATION MANAGEMENT FOR THE COUNTY OF
STAFFORD DEPARTMENT OF PARKS, RECREATION AND COMMUNITY
FACILITIES**

RFP #1215163

SIGNATURE SHEET

Company Name: _____

Address: _____

E-mail: _____

Telephone Number: _____ Fax: _____

Name and Title of Person Submitting Proposal: _____

Name of Authorized Agent: _____

Title of Authorized Agent: _____

Signature: _____

SCHEDULE "A"
INSURANCE COVERAGE

The kinds and amounts of insurance provided are as follows:

- A. **Workers' Compensation**: Statutory
- B. **Automobile Liability**: Provide a minimum of \$2,000,000 combined single limit for each occurrence because of bodily injury including death. The policy shall cover all persons involved, at any time, and arising out of the ownership, maintenance, or use of owned, non-owned, or hired automobiles.
- C. **Comprehensive General Liability**: Insurance shall be furnished with the limits of not less than:

<u>Liability</u>	<u>Each Occurrence</u>	<u>Aggregate</u>
Bodily Injury	\$1,000,000	\$2,000,000
Property Damage	\$500,000	\$2,000,000

- D. **Additional Insured**: The Stafford County Board of Supervisors, County Administrator, its officers, agents, employees, and volunteers shall be named as Additional Insured on the Automobile and Comprehensive General Liability coverage listed above.
- E. **Engineers Professional Liability**: "Errors and Omissions" coverage in the amount of two million dollars (\$2,000,000) shall be provided.

SMALL AND MINORITY BUSINESS ENTERPRISES

The Stafford County Procurement Code and relevant Federal and State Laws, Orders and Regulations, require the County of Stafford to ensure that its procurement practices are non-discriminatory and promote equality of opportunity for Small and Minority Business Enterprises.

Definitions:

1. **Small Business:**

For the purposes of this document a Small Business concern is one which, regardless of ownership or control:

- (a) does not exceed two-hundred and fifty (250) employees.; or
- (b) gross annual income does not exceed ten (10) million dollars; or
- (c) is independently owned and operated (not subsidiary of another firm).

2. **Minority Business:**

A business entity which is operated and controlled by a minority.

- (a) The terms "operated and controlled" shall mean that the managerial and official staff of this entity shall be comprised of minority persons, sufficient in ratio and gross earnings to demonstrate that the business transactions are, in fact, controlled by minority persons; and that the primary power, direct or indirect, to influence the management of this entity shall rest with minority persons or a corporation, partnership, or sole proprietorship in which minority persons collectively own, operate, control and share in earning of fifty one percent (51%) or more of such an enterprise.
- (b) A minority person shall mean Black, Hispanic; Asian or Pacific Islanders; American Indian or Alaskan Native; and women, regardless of races or ethnicity.

PLEASE CHECK THE FOLLOWING INFORMATION RELEVANT TO YOUR FIRM:

Minority Business Firm: Yes _____ No _____

Small Business Firm: Yes _____ No _____

The above information is requested for statistical purposes only. All firms tendering responses will receive equal consideration for award.

CONTACT FOR ADMINISTRATION:

NAME: _____

ADDRESS (OFFICE): _____

TELEPHONE (OFFICE): _____

**STAFFORD COUNTY
STANDARD CONTRACT FOR SERVICES**

This Contract is entered into this ____ day of _____, 2016, by and between the Board of Supervisors of Stafford County, Virginia, or its authorized agents, and the Contractor identified below for services identified herein, on the following terms and conditions. This Contract is prepared in accordance with Chapter 20 of the Stafford County Code.

1. Definitions.

(a) As used in this Contract, the term “County” shall mean the Board of Supervisors of Stafford County, Virginia, or the using department identified below and authorized by the Purchasing Regulations or other law to enter contracts. For purposes of this Contract, the “County” shall mean _____ . (If this line is blank, the County shall mean the Board of Supervisors).

(b) As used in this Contract, the term “Contractor” shall mean:

2. Where brackets are provided beside any provision of this Contract, only those provisions which are marked shall apply. Such brackets shall be marked by the County as part of the bid process.

3. Provision of Services.

(a) The contractor hereby agrees to provide the following services to the County:

(b) The time, manner and place for performance of such services shall be:

4. **Time and Essence.**

Time shall be of the essence in this Contract, except where it is herein specifically provided to the contrary.

5. **County Obligations.**

(a) In return for the services identified above, the County shall pay the Contractor the following amounts:

(b) In addition to any provision of Paragraph 5 hereof, the Contractor agrees to grant the County a two percent (2%) discount for all invoices, provided that the County pays any invoice or other billing within ten (10) working days of receipt thereof.

6. **Termination for Convenience of the County.**

(a) The parties agree that the County may terminate this Contract, or any work or delivery required hereunder, from time to time either in whole or in part, whenever the County Administrator of Stafford County shall determine that such termination is in the best interest of the County.

(b) Termination, in whole or in part, shall be effected by delivery of a Notice of Termination signed by the County Administrator or his/her designee, mailed or delivered to the Contractor, and specifically setting forth the effective date of termination.

(c) Upon receipt of such Notice, the Contractor shall:

(i) cease any further deliveries or work due under this Contract, on the date, and to the extent, which may be specified in the Notice;

(ii) place no further orders with any subcontractors except as may be necessary to perform that portion of this Contract not subject to the Notice;

(iii) terminate all subcontracts except those made with respect to contract performance not subject to the Notice;

(iv) settle all outstanding liabilities and claims which may arise out of such termination, with the ratification of the Purchasing Officer of Stafford County; and

(v) use its best efforts to mitigate any damages which may be sustained by him as a consequence of termination under this clause.

(d) After complying with the provisions of subparagraph (c), above, the Contractor shall submit a termination claim, in no event later than six months after the effective date of their termination, unless one or more extensions of three months each are granted by the Purchasing Officer.

(e) The Purchasing Officer, with the approval of the County's signatory to this Contract, shall pay from the using department's budget reasonable costs of termination, including a reasonable amount for profit on supplies or services delivered or completed. In no event shall this amount be greater than the original contract price, reduced by any payments made prior to Notice of Termination, and further reduced by the price of the supplies not delivered, or the service not provided. This Contract shall be amended accordingly, and the Contractor shall be paid the agreed amount.

(f) In the event that the parties cannot agree on the whole amount to be paid to the Contractor by reason of termination under this clause, the Purchasing Officer shall pay to the Contractor the amounts determined as follows, without duplicating any amounts which may have already been paid under the preceding paragraph of this clause:

(i) with respect to all Contract performance prior to the effective date of Notice of Termination, the total of:

(A) cost of work performed or supplies delivered;

(B) the cost of settling and paying any reasonable claims as provided in paragraph 6 (c) (iv), above;

(C) a sum as profit on (A) determined by the Purchasing Officer to be fair and reasonable.

(ii) the total sum to be paid under (i) above shall not exceed the contract price, as reduced by the amount of payments otherwise made, and as further reduced by the contract price of work or supplies not terminated.

(g) In the event that the Contractor is not satisfied with any payments which the Purchasing Office shall determine to be due under this clause, the Contractor may dispute any claim in writing to the County Administrator or his/her designee in accordance with Paragraph 15 of this contract concerning Disputes.

(h) When termination for the convenience of the County is a provision of this Contract, the Contractor shall include similar provisions in any subcontract, and shall specifically include a requirement that subcontractors make all reasonable efforts to mitigate damages which may be suffered. Failure to include such provision shall bar the Contractor from any recovery from the County whatsoever of loss or damage sustained by a subcontractor as a consequence of termination for convenience.

7. **Termination for Default**

Either party may terminate this Contract, without further obligation, for the default of the other party or its agents or employees with respect to any agreement or provision contained herein.

8. Examination of Records.

(a) The Contractor agrees that the County or any duly authorized representative, shall, until the expiration of three (3) years after final payment hereunder, have access to and the right to examine and copy any directly pertinent books, documents, papers and records of the Contractor involving transactions related to this Contract.

(b) The Contractor further agrees to include in any subcontract for more than \$10,000 entered into as a result of this Contract, a provision to the effect that the subcontractor agrees that the County or any duly authorized representative shall, until the expiration of three (3) years after final payment under the subcontract, have access to and the right to examine and copy any directly pertinent books, documents, papers and records of such Contractor involved in transactions related to such subcontract, or this Contract. The term subcontract as used herein shall exclude subcontracts or purchase orders for public utility services at rates established for uniform applicability to the general public.

(c) The period of access provided in subparagraphs (a) and (b) above for records, books, documents and papers which may relate to any arbitration, litigation, or the settlement of claims arising out of the performance of this contract or any subcontract shall continue until any appeals, arbitration, litigation, or claims shall have been finally disposed of.

9. Termination for Non-Appropriation of Funds.

(a) If funds are not appropriated for any succeeding fiscal year subsequent to the one in which this Contract is entered into, for the purposes of this Contract, then the County may terminate this Contract upon thirty (30) days prior written

notice to the Contractor. Should termination be accomplished in accordance with this Section, the County shall be liable only for payments due through the date of termination.

(b) The County agrees that should it terminate in accordance with this Section, it shall not obtain services for six months which are substantially equal to or similar to those for which this Contract was entered into. This provision shall survive any termination of the Contract.

[] 10. **Insurance.**

The Contractor shall maintain insurance, in the amount and form set forth herein, to insure against the risks which are identified herein. The insurance required hereby shall be:

11. **Assignability of Contract.**

Neither this Contract, nor any part hereof, may be assigned by the Contractor to any other party without the express written permission of the County.

12. **Modifications or Changes to this Contract.**

(a) Change Orders. The Purchasing Officer, with the concurrence of the County's signatory to this Contract, shall without notice to any sureties, have the authority to order changes in this Contract which affect the cost or time of performance. Such changes shall be ordered in writing specifically designated to be a change order. Such orders shall be limited to reasonable changes in the services to be performed or the time of performance; provided that no Contractor shall be excused from performance under the then changed Contract by failure to agree to such changes, and it is the express

purpose of this provision to permit unilateral changes in the Contract subject to the conditions and limitations herein.

(b) The Contractor need not perform any work described in any change order unless they have received a certification from the County that there are funds budgeted and appropriated sufficient to cover the cost of such changes.

(c) The Contractor shall make a demand for payment for changed work within thirty (30) days of receipt of a change order, unless such time period is extended in writing, or unless the Purchasing Officer required submission of a cost proposal prior to the initiation of any changed work or supplies. Later notification shall not bar the honoring of such claim or demand unless the County is prejudiced by such delay.

(d) No claim for changes ordered hereunder shall be considered if made after final payment in accordance with the Contract.

13. **Warranties.**

14. **Additional Bond Security.**

If any surety upon any bond furnished in connection with this Contract becomes unacceptable to the County, the Contractor shall promptly furnish such additional security as may be required from time to time to protect the interest of the County and a person supplying labor and materials in the prosecution of work contemplated by this Contract.

15. **Disputes.**

Any dispute concerning a question of fact as a result of this Contract shall be decided by the County Administrator, or his/her designee, who shall render his/her decision in writing and mail or otherwise forward a copy to the Contractor within 90 days of the receipt of

the claim. The decision of the County Administrator, or his/her designee, shall be final and conclusive unless the Contractor appeals the decision within six months of the date of the final written decision, by instituting legal action as provided in the Code of Virginia § 2.2-4364 (1950, as amended). The Contractor may not institute a legal action, prior to receipt of the County Administrator's, or his/her designee, decision on the claim, unless the County Administrator, or his/her designee, fails to render such a decision within the time specified.

The Contractor's contractual claims, whether for money or other relief, shall be submitted in writing to the County Administrator or his/her designee, no later than 60 days after the final payment; however, written notice of the Contractor's intention to file such a claim shall have been given at the time of the occurrence or beginning of the work upon which claim is based. Nothing herein shall preclude the Contractor from submission of an invoice for final payment within a certain amount of time after completion and acceptance of the work or acceptance of the goods. Pendency of claims shall not delay payment of amounts agreed due in the invoice for final payment.

16. **Nondiscrimination.**

During the performance of this contract, the Contractor agrees as follows:

(a) The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin, except where religion, sex or national origin is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

(b) Contractor shall state in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor is an equal opportunity employer.

(c) Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient compliance with this provision. Contractor shall include the provisions of the foregoing subparagraphs (a), (b), and (c) in every subcontract or purchase order of over \$10,000 so that the provisions will be binding upon each subcontractor or vendor.

[] 17. **Additional Terms and Conditions.**

18. **Integration Clause.**

This Contract shall constitute the whole agreement between the parties. There are no promises, terms, conditions, or obligations other than those contained herein, and this contract shall supersede all previous communications, representations, or agreements, written or verbal, between the parties hereto.

19. **Legal Status**

All individuals performing work pursuant to this contract must be U.S. Citizens or possess documents that allow them to be employed and work in the United States.

20. **Faith-Based Clause.**

This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia Section 2.2-4343.1 or against a bidder or offeror because

of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

County Representative

Title

Contractor or Duly Authorized
Representative

Title

Revised 5/2015