ADDENDUM No. 1

RFP No. 966

Parks & Recreation Management Software

Due: April 22, 2016 at 2:00 P.M. (local time)

The following adjustments shall be made to the Request for Proposal for Parks & Recreation Management Software, RFP No. 964 on which proposals will be received on/or before April 22, 2016 at 2:00 P.M. (local time).

The information contained herein shall take precedence over the original documents and all previous addenda (if any), and is appended thereto. **This Addendum includes 4 page(s).**

Offeror is to acknowledge receipt of this Addendum No. 1, including all attachments in its Proposal by so indicating in the proposal that the addendum has been received. Proposals submitted without acknowledgement of receipt of this addendum will be considered nonconforming.

The following forms provided within the RFP Document must be included in submitted proposal:
  - **Attachment A – Legal Status of Respondent**
  - **Attachment B - City of Ann Arbor Non-Discrimination Declaration of Compliance**
  - **Attachment C - City of Ann Arbor Living Wage Declaration of Compliance**
  - **Attachment D - Vendor Conflict of Interest Disclosure Form**

__Proposals that fail to provide these completed forms listed above upon proposal opening will be deemed non-responsive and will not be considered for award.__

I. QUESTIONS AND ANSWERS

The following Questions have been received by the City. Responses are being provided in accordance with the terms of the RFP. Respondents are directed to take note in its review of the documents of the following questions and City responses as they affect work or details in other areas not specifically referenced here.

Q1.   Demonstrations/Site Visits - Is the City flexible with regards to onsite demonstrations vs. WebEx demonstrations? We are finding there is an influx of RFP's from current CLASS customers and it is simply not possible for our staff to visit each location as a result of the RFP's. We have had great success in providing WebEx demonstrations and hope the City will consider this option.

A1.   Remote demonstrations such as WebEx, GoToMeeting, etc. are acceptable.

Q2.   The City indicates a go live date of no later than February 6, 2017. While at this time, that is reasonable, we are unable to guarantee implementation/training dates until a Purchase Order/Signed Agreement is received. The timing of those events would determine availability for installations. Is this acceptable?

A2.   Yes, this is acceptable.

Q3.   Is an SQL database a requirement for a City-hosted system or is an imbedded database with very little maintenance required by IT acceptable?

A3.   A SQL database, regardless of what premise it is located, is preferred to support financial integration, custom reporting, and archiving. If a remotely hosted database can provide the same functionality and accessibility, then it will be considered.

Q4.   How many *concurrent* staff users would be accessing the software?

A4.   10 TO 20

Q5.   Any chance you can provide Word or Excel formats of the sections/attachments that require entry or to be filled out so we can answer these sections electronically?

A5.   Contact Rick Powell via e-mail to RPowell@a2gov.org for any available electronic versions.

Q6.   Revenue - What is the annual revenue of your organization?

A6.   Approximately $3M

Q7.   What percentage of revenue comes from online registration?   If not currently offering online registration, does your organization plan to?

A7.   10%

Q8.   Organization Setup & Banking - Does the organization; have requirements on how quickly the funds have to be deposited into the bank (e.g. within 48 hours of the transaction)?

A8.   Prefer next day but can wait up to a week for the right situation.

Q9.   Have departments within your organization that require either 1) separate reporting or 2) separate security for your users (e.g. share the same bank account for deposits, but require separate financial reports, separate security logins, etc.)?

A9.   Yes – similar to incumbent system

Q10.   If yes, how many departments?

A10.   Varies

Q11.   Use one or multiple merchant bank accounts to deposit funds into (e.g. is the pool required to operate independently)?

A11.   One bank account

Q12.   Accept credit cards online today?

A12.   Yes.

Q13.   If yes, what merchant bank and gateway provider do you use?

A13.   Incumbent Vendor (Active Networks)

Q14.   Pay for credit card fees today?

A14.   No

Q15.   Expect to have in-person transactions?

Q15.   Yes

Q16. Registrations - Roughly, how many registrations does the organization complete each year (e.g. 5,000, 20,000,100,000+)? Could you break down by number of activities, rentals, POS transactions, pool memberships, etc.?

A16. Approximately 10,000 Program Registrations, Breakdown unavailable.

Q17. Sports - Does the organization require team formation? How many teams does your organization support? Does the organization require League Management? Do you use software for creating game schedules? If so, which software product?

A17. This information is available in the RFP and Attachment G - System Requirements Workbook.

Q18. Facilities - How many facilities are available to be rented? How many rentals occur annually? Do fees vary for different types of renters? Does your organization issue permits? Does your organization want to publish a facility reservation calendar for the public to view? Does the organization require that the public is able to reserve facilities online (e.g. ball field or picnic site)? Are any of the facilities a senior center? If yes, how many? Are any of the facilities a community center? If yes, how many?

A18. This information is available in the RFP and Attachment G - System Requirements Workbook

Q19. Memberships - Does the organization support fitness centers? If yes, does your organization have unattended access to the fitness center? Require gate check in? If yes, at how many locations (e.g. places where ID badges are scanned)? Support community centers, if yes, support drop in classes? Require ID cards? Require any pass fulfillment (e.g. beach badges)? Rent lockers? Issue multi use punch card guest passes? Sell day passes? Sell gift cards? Offer any other types of memberships?

A19. This information is available in the RFP and Attachment G - System Requirements Workbook

Q20. Integrated Point of Sale - how many locations will the Point of Sale service be used (e.g. 3 rec centers, 2 pools)?

A20. This information is available in the RFP and Attachment G - System Requirements Workbook

Q21. Before/After Care/Tuition Management - Does the organization support before or after care programs? If yes, do you require monthly billing? Require check in/check out of before/after care?

A21. This information is available in the RFP and Attachment G - System Requirements Workbook and the City's Parks and Recreation website www.a2gov.org.

Q22. Summer Camps - Does the organization run summer camps? If yes, What type of camp enrollment is offered (list all that apply), i. One enrollment for entire camp, weekly sessions or daily enrollment? ii. AM / PM / Full Day option? iii. Before or after care? iv. Transportation? v. Day trips? vi. Discounts for siblings and/or multiple sessions?

A22. This information is available in the RFP and Attachment G - System Requirements Workbook and the City's Parks and Recreation website www.a2gov.org.

Q23. Pricing/Packaging - What is the highest priced ticket item? Does the organization offer special discounts/multi discount packages? If so, explain. Does the organization offer scholarships, vouchers, waivers or free-reduced lunch?

A23. This information is available in the RFP and Attachment G - System Requirements Workbook

Q24. Reporting - Does the organization have any custom reporting needs?

A24. This information is available in the RFP and Attachment G - System Requirements Workbook

Q25. Training - Is web-based training via GoToMeeting acceptable?

A25. Yes

Q26. We employ a session based "train-the-trainer" model whereby we train up to 5 people/service/session for no additional cost. How many people are required to be trained for: a. Program Management, Finance, Ecommerce, Marketing, b. Membership Management/Gate Check, c. Facilities Management, d. POS, e. League Management

A26. 5

Q27. Data Migration - Does the organization require any data migration? If yes, what software would we be migrating from? What type of data migration is required? Family and Individual Data, b. Family, Individual and Transactional (up to 1 year of registration history)

A27. This information is available in the RFP and Attachment G - System Requirements Workbook

Q28. Integration - Does the organization require integration with any current systems (e.g. financial systems)?

A28. This information is available in the RFP and Attachment G - System Requirements Workbook

Q29. Technology - Require specific technology? Require mobile apps? Require texting?

A29. This information is available in the RFP and Attachment G - System Requirements Workbook

Q30. Other - Please define an "Agency Pass"

A30. It is that same as a Membership Pass, but for an Organization or Agency.

Respondents are responsible for any conclusions that they may draw from the information contained in the Addendum.