



REQUEST FOR PROPOSALS

The City of Edinburg is soliciting sealed Request for Proposals; hereinafter referred to as RFP, to be received by the City Secretary's Office located at 415 W. University Drive, Edinburg, Texas 78541. City of Edinburg normal business days are Monday through Friday between the hours of 8:00 a.m. to 5:00 p.m. and shall be closed on recognized holidays.

RFP'S will be received until **3:00 p.m. Central Time**, on **Monday, November 17, 2014**, shortly thereafter all submitted RFP'S will be gathered and taken to the Edinburg City Hall Community Room, 1st Floor, to be publicly opened and read aloud. Any RFP received after the closing time will not be accepted and will be returned to the submitter unopened. It is the responsibility of the submitter to see that any RFP submitted shall have sufficient time to be received by the City Secretary's Office prior to the RFP opening date and time. The receiving time in the City Secretary's Office will be the governing time for acceptability of the RFP's. RFP's will not be accepted by telephone or facsimile machine. All RFP'S must bear original signatures and figures. The RFP shall be for:

RFP #2015-005 RECREATION FACILITY MANAGEMENT SOFTWARE

If you have any questions or require additional information regarding this RFP, please contact Mr. Joe Filoteo, Director of Parks & Recreation, at (956) 381-5631.

Hand Delivered RFP'S:

415 W. University Drive
C/o City Secretary Department (1st Floor)

If using Land Courier (i.e.FedEx, UPS):

City of Edinburg
C/o City Secretary
415 W. University Drive
Edinburg, Texas 78541

If Mailing Proposals:

City of Edinburg
C/o City Secretary
P.O. Box 1079
Edinburg, Texas 78540-1079

The City of Edinburg reserves the right to refuse and reject any or all RFP's and to waive any or all formalities or technicalities and to accept the RFP deemed most advantageous to the City, and hold the RFP's for a period of **60** days without taking action.

RFP's must be submitted in an envelope sealed with tape and prominently marked on the lower left hand corner of the envelope with corresponding RFP number and title.



415 W. University Drive • P.O. Box 1079 • Edinburg, Texas 78540
Phone (956) 388-8204 • Fax (956) 383-7111



Please read your requirements thoroughly and be sure that the RFP offered complies with all requirements/specifications noted. Any variation from the solicitation requirements/specifications must be clearly indicated by letter, on a point by point basis, attached to and made a part of your RFP. If no exceptions are noted, and you are the successful respondent, it will be required that the service(s) be provided as specified.

PURPOSE

(1) The purpose of these solicitation documents is to execute a Professional Services Contract for:

RECREATION FACILITY MANAGEMENT SOFTWARE

INTENT

(2) The services to be provided under this RFP shall be in accordance with and shall meet all specifications and/or requirements as shown in this solicitation for RFP. There is no intention to disqualify any respondent who can meet the requirements.

SUBMITTAL OF RFP

(3) RFPs shall be submitted in sealed envelopes as called referenced on the attached solicitation. Four (4) complete sets of the response One (1) original marked "**ORIGINAL**," and three (3) copies marked "**COPY**". RFPs submitted by facsimile (fax) or electronically shall **NOT** be accepted. Submittal of an RFP in response to this solicitation constitutes an offer by the respondent. Once submitted, RFP's become the property of the City of Edinburg and as such the City reserves the right to use any ideas contained in any RFP regardless of whether that respondent/firm is selected. Submission of a RFP in response to this solicitation, by any respondent, shall indicate that the respondent(s) has/have accepted the conditions contained in the RFP, unless clearly and specifically noted in the RFP submitted and confirmed in the contract between the City and the successful respondent otherwise. RFPs which do not comply with these requirements may be rejected at the option of the City. RFPs must be filed with the City of Edinburg before the deadline day and hour. No late RFPs will be accepted. They will be returned to respondent unopened (if properly identified). Failure to meet RFP requirements may be grounds for disqualification.

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TIME ALLOWED FOR ACTION TAKEN

(4) The City of Edinburg may hold RFP/s **60** days after deadline without taking action. Respondents are required to hold their RFP/s firm for same period of time.

RIGHT TO REJECT/AWARD

(5) The City of Edinburg reserves the right to reject any or all RFPs, to waive any or all formalities or technicalities, and to make such awards of contract as may be deemed to be the best and most advantageous to the City of Edinburg.

ASSIGNMENT

(6) Respondents are advised that the City of Edinburg shall not allow the successful respondent to sell, assign, transfer, or convey any part of any contract resulting from this RFP in whole or in part, to a third party without the written approval of the City of Edinburg.

AWARD

(7) Respondents are advised that the City of Edinburg is soliciting RFPs and award shall be made to the respondent that in the opinion of the City of Edinburg is the best qualified.

NUMBER OF CONTRACTS

(8) THE CITY reserves the right to award one, more than one, or no contract(s) in response to this RFP.

STATUTORY REQUIREMENTS

(9) It shall be the responsibility of the successful respondent to comply with all applicable State & Federal laws, Executive Orders and Municipal Ordinances, and the Rules and Regulations of all authorities having jurisdiction over the work to be performed hereunder and such shall apply to the contract throughout, and that they will be deemed to be included in the contract as though written out in full in the contract documents.

ALTERATIONS/AMENDMENTS TO RFP

(10) RFP **CANNOT** be altered or amended after opening time. Alterations made before opening time must be initialed by respondent guaranteeing authenticity. No RFP may be withdrawn after opening time without acceptable reason in writing and only after approval by the City of Edinburg.

NO RESPONSE TO RFP

(11) If unable to submit a RFP, respondent should return inquiry giving reasons.

LIST OF EXCEPTIONS

(12) The respondent shall attach to his/her RFP a list of any exceptions to the specifications/ requirements.

PAYMENT

(13) The City of Edinburg will execute payment by mail in accordance with the State of Texas Pay Law after SERVICES have been completed, introduced to the City, and found to meet City of Edinburg specifications/requirements. No other method of payment will be considered.

SYNONYM

(14) Where in this solicitation package SERVICES is used, its meaning shall refer to the request for RECREATION FACILITY MANAGEMENT SOFTWARE as specified.

RESPONDENT'S EMPLOYEES

(15) Neither the Respondent nor his/her employees engaged in fulfilling the terms and conditions of this Service Contract shall be considered employees of the City. The method and manner of performance of such

undertakings shall be under the exclusive control of the vendor on contract. The City shall have the right of inspection of said undertakings at any time.

INDEMNIFICATION CLAUSE

(16) The Respondent agrees to indemnify and save harmless the City, from all suits and actions of every nature and description brought against them or any of them, for or on account of the use of patented appliances, products or processes, and he shall pay all royalties and charges which are legal and equitable. Evidence of such payment or satisfaction shall be submitted upon request of the Purchasing Agent, as a necessary requirement in connection with the final estimate for payment in which such patented appliance, products or processes are used

INTERPRETATIONS

(17) Any questions concerning the project and/or specifications/requirements with regards to this solicitation for statement(s) of qualifications shall be directed to the designated individuals as outlined in the RFP. Such interpretations, which may affect the eventual outcome of this request for statements of qualifications, shall be furnished in writing to all prospective Respondents via Addendum. No interpretation shall be considered binding unless provided in writing by the City of Edinburg in accordance with paragraph entitled "Addenda and Modifications".

VERBAL THREATS

(18) Any threats made to any employee of the City, be it verbal or written, to discontinue the providing of item/material/services for whatever reason and/or reasons shall be considered a breach of contract and the City will immediately sever the contract with the Respondent/Consultant on contract.

CONFIDENTIAL INFORMATION

(19) Any information deemed to be confidential by the respondent should be clearly noted on the pages where confidential information is contained; however, the City cannot guarantee that it will not be compelled to disclose all or part of any public record under Texas Public Information Act, since information deemed to be confidential by the respondent may not be considered confidential under Texas Law, or pursuant to a Court order.

PAST PERFORMANCE

(20) Respondent's past performance shall be taken into consideration in the evaluation of RFP submittal.

JURISDICTION

(21) Contract(s) executed as part of this solicitation shall be subject to and governed under the laws of the State of Texas. Any and all obligations and payments are due and performable and payable in Hidalgo County, Texas.

RIGHT TO AUDIT

(22) The City of Edinburg reserves the right to audit the vendor's books and records relating to the performance of this contract. The City of Edinburg, at its own expense, shall have the right at all reasonable times during normal business hours and upon at least twenty-four (24) hours' advance notice, to audit, to examine, and to make copies of or extracts from the books of account and records maintained by the vendor(s) with respect to the Supply/Service and/or Purchase Contract. If such audit shall disclose overpayment by City to vendor, written notice of such overpayment shall be provided to the vendor and the amount of overpayment shall be promptly reimbursed by vendor to the City. In the event any such

overpayment is not paid within ten (10) business days after receipt of such notice, the unpaid amount of such overpayment shall bear interest at the rate of one percent (1%) per month from the date of such notice until paid.

VENUE

(23) The parties agree that venue for purposes of any and all lawsuits, cause of action, arbitration, and/or any other dispute(s) shall be in Hidalgo County, Texas.

CONFLICT OF INTEREST

(24) CHAPTER 176 OF THE TEXAS LOCAL GOVERNMENT CODE Effective January 1, 2006, Chapter 176 of the Texas Local Government Code requires that any vendor or person considering doing business with a local government entity disclose in the Questionnaire Form CIQ, the vendor or person's affiliation or business relationship that might cause a conflict of interest with a local government entity. By law, this questionnaire must be filed with the records administrator of the City of Edinburg not later than the 7th business day after the date the person becomes aware of facts that require the statement be filed. See Section 176.006, Local Government Code. A person commits an offense if the person violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor. For more information or to obtain Questionnaire CIQ visit the Texas Ethics Commission web page at www.ethics.state.tx.us/forms/CIQ.pdf.

IF YOU HAVE ANY QUESTIONS ABOUT COMPLIANCE, PLEASE CONSULT YOUR OWN LEGAL COUNSEL. COMPLIANCE IS THE INDIVIDUAL RESPONSIBILITY OF EACH PERSON OR AGENT OF A PERSON WHO IS SUBJECT TO THE FILING REQUIREMENT. AN OFFENSE UNDER CHAPTER 176 IS A CLASS "C" MISDEMEANOR.

CONFIDENTIALITY OF INFORMATION AND SECURITY

(25) Should the successful respondent become the holder of and have access to confidential information in the process of fulfilling its responsibilities in connection with an awarded contract the successful respondent agrees that it shall keep such information confidential and will comply fully with the laws and regulations of the State of Texas, ordinances and regulations of the City, and any applicable federal laws and regulations relating to confidentiality.

TERMINATION OF CONTRACT

(26) The City of Edinburg reserves the right to terminate the contract if, in the opinion of the City of Edinburg, the successful vendor's performance is not acceptable, no funds are available, or if the City wishes, without cause, to discontinue this contract. Termination will be in written form allowing a 30-day notice.

RESPONSE DEADLINE

(27) Responses to the RFP must be addressed to City Secretary, City of Edinburg, 415 W. University Drive by **Monday, November 17, 2014 until 3:00 p.m.** for consideration. An original and three (3) complete sets of the response must be submitted no later than this date and time in a **sealed envelope** indicating that its contents are in response to the RFP for **"RECREATION FACILITY MANAGEMENT SOFTWARE"**. **Respondents are advised that all confidential records must be submitted in a separate sealed envelope and marked accordingly.**

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Edinburg, Texas 78540-1079

ADDENDA AND MODIFICATIONS

(28) Any changes, additions, or clarifications to the RFP are made by amendments (addenda). Any respondent in doubt as to the true meaning of any part of the RFP or other documents may request an interpretation from the Purchasing Division. At the request of the respondent, or in the event the Purchasing Division deems the interpretation to be substantive, the interpretation will be made by written addendum. Said Addenda shall be mailed, e-mailed, hand delivered and/or faxed, to all prospective respondents. All Addenda issued in respect to this RFP shall be considered official changes to the original documents. Verbal statements in response to inquiries and/or requests for explanations shall not be authoritative or binding. It shall be the respondent's responsibility to ensure that they have received all Addenda in respect to this project. Furthermore, respondents are advised that they must recognize, comply with, and attach a signed copy of each Addendum which shall be made part of their RFP Submittal. Respondent(s) signature on Addenda shall be interpreted as the respondent's "recognition and compliance to" official changes as outlined by the City of Edinburg and as such are made part of the original solicitation documents. Failure of any respondent to receive any such addendum or interpretation shall not relieve such respondent from its terms and requirements. The City may issue a written addendum no later than five calendar days prior to the date bids must be received. Addendums are available online at www.cityofedinburg.com.

RFP PREPARATION COSTS

(29) The City of Edinburg shall not be held liable for any costs incurred by any respondent for work performed in the preparation of and production of a RFP or for any work performed prior to execution of contract.

EQUAL EMPLOYMENT OPPORTUNITY

(30) Respondent agrees that they will not discriminate in hiring, promotion, treatment, or other terms and conditions of employment based on race, sex, national origin, age, disability, or in any way violate Title VII of 1964 Civil Rights Act and amendments, except as permitted by said laws.

AUTHORIZATION TO BIND RESPONDENT TO RFP

(31) RFPs MUST give full firm name and address of respondent, and be manually signed. Failure to do so will disqualify your RFP. Person signing bid must show title or AUTHORITY TO BIND HIS/HER FIRM IN A CONTRACT. Firm name and authorized signature must appear on each page that calls for this information. The legal status of the Respondent whether corporation, partnership, or individual, shall also be stated in the RFP. A corporation shall execute the RFP by its duly authorized officers in accordance with its corporate by-laws and shall also list the state in which it is incorporated. A partnership Respondent shall give full names

and addresses of all partners. All partners shall execute the RFP. Partnership and Individual Respondent shall state in the proposal the names and addresses of all persons with a vested interest therein. The place of residence of each Respondent, or the office address in the case of a firm or company, with county and state and telephone number, shall be given after the signature.

Confidential Information Respondents are advised that all confidential records must be submitted in a separate sealed envelope and marked accordingly.

SECTION I

INFORMATION & INSTRUCTIONS

1.0 Purpose of the Request for Proposal:

The City of Edinburg Parks and Recreation Department is requesting proposals from qualified software and implementation service providers for a Recreation Facility Management Software. The City of Edinburg Parks and Recreation Department operates fifteen parks, Baseball/Softball fields, Soccer Fields, Basketball/Volleyball Courts, Family Leisure Recreation Programs, 5K, 10K Run/Walks, Community Special Events, Swimming Pools, and Public Buildings servicing a population of 81,029 citizens. The proposed Recreation Facility Management Software will be used at approximately twenty locations and will be accessed by over thirty full-time, part-time and seasonal staff.

The purpose of this Proposal is to obtain competitive pricing to purchase a proven Recreation Facility Management Software system. The Proposed system must be a web based hosted solution and compatible with Windows 7, 8 and Mac operating systems and work with Internet Explorer, Chrome, Firefox and Safari web browsers.

The system must automate Online Registration, Program Management, Facility Scheduling, Online Reservations, Membership Management, Facility Check-ins, and League Management. The system must also have a Master Calendar, Email Marketing Tools, User Alerts, Real-time Reporting, and be accessible by mobile devices such as smartphones and tablets.

The selected proposer shall provide training support services for the City's staff during the implementation of the system and on-going maintenance and telephone support.

1.1 **Bid Questions:** Proposers must submit proposals in accordance with the instructions contained in this RFP. All requested information must be submitted with the proposal. Instructions for preparation and submission of proposals are contained in this package. Questions regarding this request for proposal should be directed to the appropriate individual listed below:

Purchasing: Lorena Fuentes, 956-388-8972 lfuentes@cityofedinburg.com
Technical: Leo Gonzales Jr., 956-388-8201 lgonzales@cityofedinburg.com
Specifications: Joe Filoteo, 956-381-5631 jfiloteo@cityofedinburg.com

1.2 **Bid Opening/Proposal Due Date:** The complete original proposal and three (3) copies must be submitted in a sealed package and received in accordance with the instructions detailed in the cover letter. All proposals shall be marked **RFP #2015-005 RECREATION FACILITY MANAGEMENT SOFTWARE**. Proposers shall file all documents necessary to support their proposal and include them with their proposal. Proposers shall be responsible for the actual delivery of proposals during business hours to the address indicated in the cover letter. It shall not be sufficient to show that the proposal was mailed in time to be received before scheduled closing time.

1.3 **Late RFP's:** Any bid proposal received after the date and time indicated in the cover letter, shall not be considered and will be returned unopened.

1.4 **Demonstrations:** Software demonstrations will be required, either onsite or online.

1.5 **Pricing by Product:** Software pricing must be categorized and detailed by required module/system function to include user license fees, annual maintenance, training, expenses, upgrade costs, and custom programming. The Proposer must specify in detail what services are covered and not covered under the annual maintenance agreement.

1.6 **Prices Held Firm:** All prices quoted by the proposer will remain firm for a minimum of 120 days from the opening date, unless otherwise stated by the proposer or City.

1.7 **Operating Manuals:** If requested by the City, the Proposer shall provide a complete set of operational instructions and descriptive literature for proper evaluation of the product proposed.

1.8 **Employee Training:** The successful Proposer shall provide onsite training to designated City employees as required to operate the software system purchased. Estimated onsite employee training costs must be included in the pricing section of the proposal.

1.9 **Evaluation Factors:** Basis of Award: Proposals will be evaluated according to the following criteria:

- a) Cost of Recreation Facility Management Software (20 points)
- b) Support Service and Uptime Availability (40 points)
- c) Proposer's ability to meet Recreation Facility Management Software Specifications (40 points)

Proposals will be evaluated by a Selection Committee to select the vendor of choice.

1.10 **Proposal Format:** Proposals shall be submitted in the following format and include the following information.

- a) Detailed response to information requested in Section II – Proposal Format
- b) Cost proposals per detailed specifications in Section III signed by responsible party

It is the sole responsibility of the Proposer to assure that they have received the entire Request for Proposal. Proposers will be notified in writing of any change in the specifications contained in this RFP. No verbal or written information which is obtained other than through this RFP or its addenda shall be binding on the City of Edinburg. No employee of the City of Edinburg is authorized to interpret any portion of this RFP or give information as to the requirements of the RFP in addition to that contained in or amended to this written RFP document.

1.11 **Right of Rejection and Clarification:** The City of Edinburg reserves the right to reject any and all proposals, to waive any informality in proposals received, to accept or reject any or all of the items in the proposal, and to award the contract in whole or in part and/or negotiate any or all items with individual proposers if it is deemed in the City's best interest. Moreover, the City reserves the right to make no selection if proposals are deemed to be outside the fiscal constraint or not in the best interest of the City.

1.12 **Denial of Reimbursement:** The City of Edinburg will not reimburse proposers for any costs associated with the preparation and submittal of any proposal.

1.13 **Gratuity Prohibition:** Proposers shall not offer any gratuities, favors, or anything of monetary value to any official, employee, or agent of the City of Edinburg for the purpose of influencing consideration of this proposal.

1.14 **Right of Withdrawal:** A proposal may not be withdrawn before the expiration of sixty (60) days from the proposal due date.

1.15 **Right of Negotiation:** The City of Edinburg reserves the right to negotiate with the selected proposer the exact terms and conditions of the proposal.

1.16 **Right of Rejection of Lowest Fee Proposal:** The City of Edinburg is under no obligation to award this project to the proposer offering the lowest cost proposal. Evaluation criteria included in this document shall be used in evaluating proposals.

1.17 **Exceptions to the RFP:** Proposers may find instances where they must take exception with certain requirements or specifications of the RFP. All exceptions shall be clearly identified, and written explanations shall include the scope of the exceptions, the ramifications of the exceptions for the City of Edinburg, and a description of the advantage to be gained or disadvantages to be incurred by the City as a result of these exceptions.

1.18 **Indemnification:** Proposer, at its own expense and without exception, shall indemnify, defend and pay all damages, costs, expenses, including attorney fees, and otherwise hold harmless the City of Edinburg, its employees, and agents, from any liability of any nature or kind in regard to the delivery of the Recreation Facility Management Software.

1.19 **Rights to Submitted Material:** All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, and other documentation submitted by proposers shall become the property of the City of Edinburg when received.

1.20 **Copies:** An original and three copies of the proposal and supporting documents must be submitted in response to the RFP. All responses must relate to the specifications as outlined.

1.21 **Submittal of Qualifications:** Proposers shall submit background information, financial information, key employee information, number of employees dedicated to supporting parks and recreation users only and a list a references and customer base overview.

1.22 **Price Quote:** The Price Quote for Recreation Facility Management Software provided to the City of Edinburg by the proposer shall consist of

- 1) The Request for Proposal (RFP) containing the detailed pricing for the Recreation Facility Management Software being requested by the City of Edinburg.

The City of Edinburg reserves the right to request proposer to clarify any such Recreation Facility Management Software pricing information being submitted and such written clarification shall govern in case

of conflict with the applicable requirements stated in the RFP or proposer's proposal. In all other matters not affected by the written clarifications, if any, the RFP shall govern.

1.23 Cancellation of Purchase: The City of Edinburg may cancel the purchase at any time prior to the submission of Signed Vendor Contract. Should the City of Edinburg exercise its right to cancel the purchase for any such reasons, the cancellation shall become effective on the date as specified in the notice of cancellation sent to the proposer.

INSURANCE REQUIREMENTS

Staff may waive insurance requirements for contracts \$0 - \$4,999.99, including but not limited to contracts for food, materials, SUPPLY, and construction. Workers' Compensation in amounts which satisfy statutory coverage shall be required for construction projects.

The following insurance requirements will be included in all City contracts of \$5,000 - \$14,999.99. In contracts not involving building and construction projects, as that activity is defined in TEX. LABOR CODE §406.096, contractors may obtain alternative form of worker accident insurance with minimum limits of liability of \$100,000 per claim.

Minimum Insurance Requirements	
Type of Coverage	Limits of Liability
Worker's Compensation	Statutory Coverage
Comprehensive General Liability (City named as additional insured) Bodily Injury	\$250,000 each person/\$500,000 each occurrence
Property Damage	\$100,000 each occurrence/\$100,000 aggregate or \$500,000 combined single limits

The following insurance requirements will be included in all City contracts of \$15,000 or more.

- (1) The successful bidder will be required to carry the following insurance coverage and limits of coverage, as well as list the City as an additional insured to liability coverage as requested by the City. In addition, the successful bidder shall provide the City with evidence of coverage and furnish acceptable proof of payment of insurance premiums.

- (2) The successful bidder will be required to secure and/or have insurance coverage in force with an admitted property and casualty insurance company licensed by the State of Texas to conduct business in the State of Texas.

- (3) In contracts not involving building and construction projects, as that activity is defined in TEX. LABOR CODE §406.096, contractors may obtain alternative form of worker accident insurance with minimum limits of liability of \$100,000 per claim.

Minimum Insurance Requirements	
Type of Coverage	Limits of Liability
Worker's Compensation	Statutory Coverage
Employer's Liability	Bodily Injury by Accident: \$100,000 each accident Bodily Injury by Disease: \$100,000 each employee/\$500,000 policy limit
Comprehensive General Liability Bodily Injury	\$250,000 each person/\$500,000 each occurrence
Property Damage	\$100,000 each occurrence/\$100,000 aggregate or \$500,000 combined single limits
Comprehensive Auto Liability Bodily Injury	\$100,000 each person/\$500,000 each occurrence
Property Damage	\$100,000 each occurrence/\$100,000 aggregate or \$500,000 combined single limits
City's Protective Liability Bodily Injury	\$250,000 each person/\$500,000 each occurrence
Property Damage	\$100,000 each occurrence/\$100,000 aggregate or \$500,000 combined single limits

Policies must name the City of Edinburg as an Additional Insured.

Certificates of insurance naming the CITY as an additional insured shall be submitted to the CITY for approval prior to any services being performed by Contractor. Each policy of insurance required hereunder shall extend for a period equivalent to, or longer than the term of the Contract, and any insurer hereunder shall be required to give at least thirty (30) days written notice to the CITY prior to the cancellation of any such coverage on the termination date, or otherwise. This Contract shall be automatically suspended upon the cancellation, or other termination, of any required policy of insurance hereunder, and such suspension shall continue until evidence that adequate replacement coverage is provided to the CITY. If replacement coverage is not provided within thirty (30) days following suspension of the Contract, the Contract shall automatically terminate.

SECTION II PROPOSAL FORMAT

Cover Letter

This section should contain the name and address of the proposing firm, and the name(s) and telephone numbers of the primary Contact individual(s) of the proposing firm. These individuals should be authorized to answer technical, price, and/or contract questions. The cover letter should also provide an overview of the proposal, showing a thorough understanding of the needs of the City.

Table of Contents

This page lists the proposal sections for reference purposes followed by the sections:

1. Management Summary

This section should provide an overview of the proposed application and its benefits to the City. A summary of the proposed Software capabilities (modules) should be included, as well as options and features available that the City may purchase in the future.

2. Vendor Profile/Qualifications

This section should provide background information on the Proposer, financial information, key employee information, number of employees totaling dedicated to supporting parks and recreation users only, other products offered by the Proposer, and customer base overview. While vendor financial reports are not required, vendor must indicate long-term financial stability and ethical record of conducting business. Provide name, title, phone number and email address for primary contact.

3. General System Requirements

Provide General System Requirements and Specifications, along with your development and database software description literature.

4. Application Software Requirements

Provide Application Software Requirements and Specifications, along with your software description literature.

5. Software Exceptions/Explanations

Provide detailed explanations and/or explanations to the General System and Application Software Requirements included in the bid proposal in sections III and IV.

6. Hosted Software and Support Services Pricing

Pricing must be detailed to include software license and annual maintenance fees by module, as well as onsite training fees and expenses for modules being proposed. All actual or estimated fees must be listed here, as no add-on charges will be accepted at a future date.

This form must be completed for your proposal to be considered.

7. Hardware Requirements

Describe user choices of compatible hardware and operating systems, and specify vendor recommendations, if any.

8. Vendor Sales and Support Policies

In this section, provide information about additional support services offered, philosophy of programming enhancements, telephone support, availability of source code or escrow provision, documentation, annual software support and maintenance agreement, hardware and operating system support, and installation planning. Provide proof of Escrow if applicable.

9. Software Maintenance Support

Describe in this section the software warranty period, error correction procedures, installation and cost of new releases, and enhancement design and implementation.

10. Implementation and Training

Describe your recommended Implementation Planning Schedule, project staff assignments, and training. If details not yet available, a sample plan will be sufficient.

11. User Reference List

Provide a list of current users of the application software to include Organization Name, State, contact name, Telephone number, platform, & contact email address. Users should be of comparable size and scope as the City of High Point. If possible, include references from Texas municipalities of the same size population as the City of Edinburg, Texas.

12. Vendor Standard Agreements

Provide any standard contracts including license, annual maintenance, and installation support services agreements.

**SECTION III
RECREATION FACILITY MANAGEMENT SOFTWARE
REQUIREMENTS AND SPECIFICATIONS**

Vendors must respond to each requirement as follows:

Y (Yes) Software meets this requirement completely.

M (Modify) Software does not currently meet this requirement, but will modify and include with the software delivered at no additional cost. If the modification is chargeable, please indicate amount on the response line.

F (Future) Software does not currently meet this requirement, but will be available in a future release of the application at no additional cost. If the modification is chargeable, please indicate amount on the response line.

N (No) Software does not meet the requirement and cannot or will not be modified.

NOTE: If additional room is required for answers include comments sheets in specifications portion of the proposal.

1. RECREATION FACILITY MANAGEMENT SOFTWARE – General Requirements

1.1	<u>General System Requirements</u>	<u>Response</u>	<u>Comments</u>
1.1.1	The software application must be a web based hosted solution.		
1.1.2	The software application must be compatible with Windows 7, 8 and Mac operating systems.		
1.1.3	The software application must work with Internet Explorer, Chrome, Firefox and Safari web browsers.		
1.1.4	The software application must be accessible by mobile devices such as smartphones and tablets.		
1.1.5	The Software must be designed as a multi-user system, and allow for an unlimited number of users. If limited, indicate the maximum number.		
1.1.6	Responsive software technical support via toll free telephone number for a minimum of twelve (12) business hours daily, five (5) days a week. 24/7 technical support is preferred.		
1.1.7	Responsive after-hours support options are available for support beyond standard hours provided. List any additional costs. Explain:		
1.1.8	Vendor must provide complete documentation, including electronic reference and reports manuals for software being proposed in the bid.		
1.1.9	The Vendor provides online Internet support to connect to the system to diagnose problems, and provide solutions.		
1.1.10	Provide for "dashboard" display, giving managers and supervisors current information without having to run a report or inquiry. Examples include: current reservations, top activity registrations, visit statistics, receipts by drawer, etc.		
1.1.11	System reports are produced in PDF format with graph, CSV and Excel options. List number of standard system reports and provide examples of various reports:		
1.1.12	Proposed system offers option for integrated credit card validation processing. List credit card solution options, with details:		
1.1.13	System allows for Gift Card sales and redemptions		
1.1.14	System allows for integrated electronic check processing as a payment option.		
1.1.15	System must allow for multiple language receipts to be setup and produced. Please list which languages are supported:		

1. RECREATION FACILITY MANAGEMENT SOFTWARE – General Requirements

1.2	<u>General System – Database Requirements</u>	<u>Response</u>	<u>Comments</u>
1.2.1	The basis of the proposed system should consist of a central customer database file, including the following information:		
1.2.2	Customer database information:		
	ID number, which can be assigned automatically or manually		
	Primary guardian name, address, and four (4) telephone numbers		
	Secondary guardian name, address, and four (4) telephone numbers		
	Email address		
	Emergency contact name, address, phone number (unlimited), including order of contact		
	Employer information		
	Unlimited household/organization types (e.g., non-profit, resident, non-resident, commercial, group, senior, etc.)		
	Customer/Household discount table (allow for unlimited, user-defined tables)		
	Status (active, inactive)		
	Tax status		
	Available scholarship dollars, with expiration date		
	Customer/household demographic codes		
	Tracks date customer added to the database		
	Tracks last date that customer had any activity with the City (for marketing and reporting purposes)		

1. RECREATION FACILITY MANAGEMENT SOFTWARE – General Requirements

	Restricted payment types (e.g., allow to pay with cash only)		
	Unlimited miscellaneous comments		
	Ability to associate scanned documents (such a tax forms, proof of residency, proof of insurance) to each customer record.		
1.2.3	Customer database files also includes detailed member information, with the following required information:		
	Member name		
	Status (active, inactive; if inactive, system prevents processing in any module)		
	Gender		
	Birth date (system automatically maintains and displays a computed age)		
	School grade		
	Specific member email address		
	Store photo/image of family member		
	Fully customizable, password protected medical record information		
	Ability to associate scanned documents (such shot history, birth certificate, medical forms, proof of insurance) to each member record.		
1.2.4	System must include ability to check for duplicate customer files when entering new customer records. If a new customer is added to the central database, the system must warn the operator of similar customer files (possible duplicates) already in the database.		
1.2.5	System must have the ability to merge duplicate customer records (with full history merge). Example: same customer has accidentally been entered into the database twice.		
1.2.6	Provide for Zip or postal code table to be created (by entering the Zip code, the city and state are pre-filled).		

1. RECREATION FACILITY MANAGEMENT SOFTWARE – General Requirements

1.3	<u>General System – Financial Requirements</u>	<u>Response</u>	<u>Comments</u>
1.3.1	Describe your system's ability to configure General Ledger accounts in the backend by item or service (accounting unit/ account/ activity/ category structure is 24 digits – must be able to accommodate the entire 24 digits).		
1.3.2	As revenue is tracked (i.e., transactions are processed), the revenue generated may be linked to unique general ledger codes. Revenue from any part of the system (module) may be associated with any G/L code in the system. Examples: If an Arts & Crafts program is offered, a class fee and a supply fee may be required. The system must have the ability to separate the class fee and the supply fee into two unique G/L accounts and/or sub-accounts, automatically.		
1.3.2a	Explain how revenues can be allocated to multiple accounting units/ accounts based on a percentage. The tennis center has a three-way split on tennis lesson revenues with portions going to court fees, the instructor and to the tennis director.		
1.3.2b	When fishing licenses are sold, a fixed amount of each sale goes to the NC Wildlife Resources Commission and a portion goes to the city. Explain how this can be done through your system.		
1.3.3	Describe your system's ability to track revenue to multiple different chart of account (GL) numbers (could be as many as 10 different GL numbers for a single fee) for a single system fee (line item).		
1.3.4	Describe your system's ability to create a GL interface file with the day's activity and GL account numbers (debit, cash, credit revenue) for upload to MS Govern – GEMS System. GL interface file must break out postings by type – cash, check, charge (with American Express being separate from other credit card types). Must be able to receive raw data detail in addition to summarized upload file to facilitate daily review.		
1.3.5	Explain the level of detail in the export file.		
1.3.6	Describe your system's ability to have security levels to restrict ability to backdate, make adjustments, process voids, etc.		
1.3.7	Describe your system's ability to operate in a "real-time" mode. Example: Upon the completion of a program registration, the roster, household history, cash journal, general ledger, billing information (if applicable) and activity financial status reports are all updated.		
1.3.8	Describe your system's ability to provide complete end-of-day reports, to include as a minimum:		
	End of shift-cash out process/report		

1. RECREATION FACILITY MANAGEMENT SOFTWARE – General Requirements

	Cash Collections Daily Activity by tender type and location		
	Receipt transaction listing		
	Account activity listing/Chart of accounts distribution		
1.3.9	Describe your system's ability to balance (cash out) by user/employee, assigned cash drawer, location, for any date range, any time range, by function, by general ledger account number, by payment method, or for the entire system.		
1.3.10	Describe your system's ability to allow unique logins for different users and the ability to settle up/close out as staff changes shifts (as an internal control).		
1.3.11	Describe your system's ability to operate on cash, accrual accounting, and/or modified-accrual (ability to handle deferred revenue and AR) basis.		
1.3.12	Describe your system's ability to require payment reference information to be entered during transaction processing. Example: Customer check number required for tracking purposes.		
1.3.13	Describe your system's ability to restrict payment methods available for each operator/employee. Example: Seasonal staff cannot take/process credit card payments.		
1.3.14	Describe your system's ability to allow for customer/household credit balances with ability to apply multiple ways.		
1.3.15	Describe your system's ability to allow a household with a credit balance in any module, to use that credit in any other module, automatically.		
1.3.16	Describe your system's ability to allow for split payments among multiple payment methods.		
1.3.17	Describe your system's ability to allow for multiple user-defined payment methods to be established. Example: Coupons, gift certificates, scholarships, etc.		
1.3.18	Describe your system's ability to allow for:		
	Full Payment		
	Partial Payment		
	Payment from customer credit (specific security classes only)		

1. RECREATION FACILITY MANAGEMENT SOFTWARE – General Requirements

	Payment reversals (specific security classes only)		
	Credit balance refunds to check through City Finance Department		
	Deposit refunds to check through City Finance Department		
1.3.19	Describe your system's ability to cancel any transaction(s) (specific security classes only) with the following options:		
	Apply credit to the household balance		
	Apply surcharge fees		
	Apply split refund payment types (i.e., ability to process a refund with portions applied to multiple refund payment methods)		
	Refund later from finance department (system creates a refund voucher)		
1.3.20	Describe your system's ability to allow for multiple tax rate options (for State and for County taxes) to be set up. Also describe how your system handle calculating sales tax and any rounding issues resulting from this?		
1.3.21	System must allow for multiple tax rates to be applied to a single sale/line item. (So that county sales tax and state sales tax can be applied to one item/transaction).		
1.3.22	Explain how the following will be handled in the system:		
	a) Full or partial void or cancellation		
	b) NSF – reverse payment for insufficient funds		
	c) Correction of errors found related to prior day activities (keying errors, postings to incorrect accounts, etc.)		
	d) Refunds, credit balances on customer accounts		
	e) Over/Short		
	f) Handling of gift cards/certificates		

1. RECREATION FACILITY MANAGEMENT SOFTWARE – General Requirements

1.3.23	Does system have capability for creating installment plans for customers?		
1.4	<u>General System - Reporting</u>	<u>Response</u>	<u>Comments</u>
1.4.1	System must provide standard reports that may be selected from drop down menus.		
1.4.2	Describe System Report capabilities:		
	Preview all print jobs		
	Print to either laser and/or thermal printers		
	Print to local, shared, and network printers		
	Allow for operator to select desired printer from available Windows printers		
	Standard system reports must allow for Custom Titles to be entered when printing		
	Graph directly to Excel for applicable standard system reports		
	Print standard reports in Excel or PDF format (operator selected at time of print)		
	Direct email feature from system reports with file attachment option		
	Direct email feature is able to use system central database with customer email addresses and/or your email groups/lists from Outlook.		
	Where applicable, standard reports will print in either portrait or landscape format (operator selected)		
1.4.3	Standard reports should have multiple selection criteria, allowing for customization of the reports. This capability must allow end users to create unique reports without requiring technical assistance and manipulation of a report writer.		
1.4.4	Standard report selection criteria options are memorized for each system operator.		

2. RECREATION FACILITY MANAGEMENT SOFTWARE – Online Registration

2.1	<u>Online Registration</u>	<u>Response</u>	<u>Comments</u>
2.1.1	View Available programs		
2.1.2	Register for programs		
2.1.3	Reserve a Facility		
2.1.4	View activity history		
2.1.5	View payment history		
2.1.6	System can be configured to have new online accounts go through an online account approval process.		
2.1.7	Be able to accept online payments		

3. RECREATION FACILITY MANAGEMENT SOFTWARE – Master Calendar

3.1	<u>Master Calendar</u>	<u>Response</u>	<u>Comments</u>
3.1.1	Gives high-level overview of what is going on in the organization		
3.1.2	Tracks Program schedule dates		
3.1.3	Tracks general Facility Reservations		
3.1.4	Tracks Member initiated Facility Reservations		
3.1.5	Has Monthly, Weekly, and Daily views		
3.1.6	Each Facility has its own more focused usage calendar similar to the Master Calendar		

4. RECREATION FACILITY MANAGEMENT SOFTWARE – Program Management

4.1	<u>Program Management</u>	<u>Response</u>	<u>Comments</u>
4.1.1	Define multiple Fees/Fee Types		
4.1.2	Full Roster management		
4.1.3	Set program enrollment minimum and maximums		
4.1.4	Set online enrollment begin and end dates		
4.1.5	Take program attendance		
4.1.6	Capture program related expenses		
4.1.7	Create custom questions to gather additional information from registrants		
4.1.8	Tie activities to General Ledger account codes		
4.1.9	Wait Listing		
4.1.10	Email all participants		
4.1.11	Restrict fees based on residency status		
4.1.12	Simple and Detailed Rosters		
4.1.13	Transfer registrant to different activity		
4.1.14	Create recurring schedule		
4.1.15	Automatic registration email confirmations		
4.1.16	Export roster to Excel		

5. RECREATION FACILITY MANAGEMENT SOFTWARE – Facility Scheduling

5.1	<u>Facility Scheduling</u>	<u>Response</u>	<u>Comments</u>
5.1.1	Each Facility has its own master calendar		
5.1.2	Reservations can be initiated from the calendar or from the Facility menu		
5.1.3	Double-book prevention		
5.1.4	Recurring and Single-date scheduling		
5.1.5	Ability to create and print custom permitting templates		
5.1.6	Schedule visibility on both Facility and Master Calendars		
5.1.7	Automatic reservation confirmation emails		

6. RECREATION FACILITY MANAGEMENT SOFTWARE – Online Reservations

6.1	<u>Online Reservations</u>	<u>Response</u>	<u>Comments</u>
6.1.1	Enable or disable online reservations on a per facility basis		
6.1.2	Build flexible availability calendars		
6.1.3	Define custom fee structures per facility		
6.1.4	Public views availability via simple calendar view		
6.1.5	Automatic reservation confirmation emails		
6.1.6	Restrict fees based on residency status		

7. RECREATION FACILITY MANAGEMENT SOFTWARE – Membership Management

7.1	<u>Membership Management</u>	<u>Response</u>	<u>Comments</u>
7.1.1	Open-ended or fixed duration memberships		
7.1.2	Flexible fee structures to accommodate both individual and family/group		
7.1.3	Easy renewal of existing memberships		
7.1.4	Email all members		
7.1.5	Membership based facility check-ins		

8. RECREATION FACILITY MANAGEMENT SOFTWARE – Facility Check-ins

8.1	<u>Facility Check-ins</u>	<u>Response</u>	<u>Comments</u>
8.1.1	Attended check-in mode (front-desk attendant)		
8.1.2	Self-check-in mode		
8.1.3	Guest check-in capability		
8.1.4	Barcoded id card or key fob capabilities		
8.1.5	Track check-ins at the facility, membership and individual member level		

9. RECREATION FACILITY MANAGEMENT SOFTWARE – League Management

9.1	<u>League Management</u>	<u>Response</u>	<u>Comments</u>
9.1.1	Break program registrants into teams		

9.1.2	Assign players to teams		
9.1.3	Assign player ratings to facilitate team assignment		
9.1.4	Create league schedules (Auto or Manual Mode)		
9.1.5	Record game results and track standings		
9.1.6	Automatically publish schedules and standings on Community Portal		

10. RECREATION FACILITY MANAGEMENT SOFTWARE – Email Marketing Tools

10.1	<u>Email Marketing Tools</u>	<u>Response</u>	<u>Comments</u>
10.1.1	Able to quickly and easily target specific segments of the member population based on demographic characteristics		
10.1.2	Able to quickly and easily target specific segments of the member population based on past program participation		
10.1.3	Send bulk email solution to send targeted email campaigns		

11. RECREATION FACILITY MANAGEMENT SOFTWARE – User Alerts and Reporting

11.1	<u>User Alerts and Reporting</u>	<u>Response</u>	<u>Comments</u>
11.1.1	Alerts that allow selected personnel to receive when certain important triggering events take place. Ex. Program is full.		
11.1.2	Financial Reports:		
	Revenue by Period Summary and Detail		
	Revenue by General Ledger Account Summary and Detail		

12. RECREATION FACILITY MANAGEMENT SOFTWARE – User Alerts and Reporting

	Revenue by Program		
	Payment Detail by Period		
11.1.3	Program Reports:		
	Program Detail		
	Rosters – Simple and Detailed		
	Attendance Sheets		
	Program Brochure Extract		
11.1.4	Facilities Reports		
	Single Facility Usage by Period		
	Multi-Facility Usage by Period		
11.1.5	Other		
	Email Lists		
	Refunds		
	Custom		

SIGNATURE PAGE

I have read and understood the requirements set forth in this RFP #2015-003 and agree to comply except as noted. The cost proposal includes all shipping and handling and detailed pricing on Computer Hardware items as required by the City of Edinburg.

Does the company have an office located in Edinburg, Texas? Yes _____ No _____

Has the Company ever conducted business with the City of Edinburg? Yes _____ No _____

Respectfully submitted this ____ day of _____, 2014.

SUBMITTED BY: _____

PROPOSER: _____

SIGNED: _____

NAME (PRINT): _____

ADDRESS: _____

CITY/STATE: _____ ZIP: _____

TELEPHONE: (_____) _____
Area Code

FAX: (_____) _____
Area Code

FEDERAL TAX IDENTIFICATION NUMBER: _____

EMAIL ADDRESS: _____