TOWN OF GLASTONBURY
REQUEST FOR PROPOSAL
RPGL-2020-11
RECREATION MANAGEMENT SOFTWARE
ADDENDUM NO. 2
June 19, 2020
REVISED Due Date: June 30, 2020

The attention of respondents submitting proposals for the above-referenced project is called to the following Addendum to the specifications. The items set forth herein, whether of omission, addition, substitution or other change, are all to be included in and form a part of the proposed Contract Documents for the work. Respondents shall acknowledge this Addendum on the Proposal Response Page (Attachment A).

Question 1:	*Is there an intention to replace this software as there is already an incumbent vendor providing these services?*
Answer:	The Town is currently using a client/server application and would like to switch to a web-based, vender hosted platform.

Question 2:	*For submission requirement 5, 'Copy of State of Connecticut license to perform the work required, as applicable', is this requirement applicable to this RFP?*
	    a. If yes, is this requirement required by the RFP deadline or by the time of contract execution?
	    b. If yes, could you please provide the necessary information about the license required that is necessary to execute this contract such as the link to the appropriate website and the exact name of the license required. Also the 2 week period for submission of a RFP response is very short, would this be extended so that we can submit an effective proposal?

Answer:	Requirement for the license has been removed for RFP submission.
Question 3:	*What problems are you trying to solve with the solution?*
Answer:	To move away from a client/server application and become web-based to allow for easier use from multiple satellite locations. Also desire an "all-in-one" platform that includes multiple applications as listed in Section III.
Question 4:	*What problems are not solved by your current solution?*
Answer:	Satellite location connections are difficult under the current client/server application to implement. Additional applications are desired depending on cost.
Question 5:	*What features do you rely on the most in your current solution?*
Answer:	Activity registration, facility reservations, web registrations, multiple enrollment and financial reporting tools, integration with MUNIS financial system, and credit card processing.

Question 6: **Could you provide approximate dates for the following:**
        a. Implementation start date
        b. Go live date

Answer: The following estimated dates are subject to change:
a. August 15 - October 1, 2020
b. December 1, 2020

Question 7: **Could you provide the approximate number of super administrator users, administrator users, front desk users, and other types of users?**

Answer: This information will be determined with the selected vendor.

Question 8: **Based on your answer to the question above, approximately how many of these software users require training?**

Answer: This information will be determined with the selected vendor.

Question 9: **Does your organization want onsite and/or virtual training options?**

Answer: Vendors are encouraged to provide multiple training cost options for consideration.

Question 10: **Do you have a number of records you would like to import to the new solution if chosen to do so?**
        a. If yes, how many clients need to be imported?
        b. If yes, what information do you need in the new system (contact
          information, purchase history, membership information, etc.)

Answer: The current system is household based, and the number of records will depend on the level of detail that can be imported.

Question 11: **Does your organization want a train-the-trainer program, have a super user on staff that will receive super user training program (superusers will train other staff members going forward), or multiple training options to choose from? Could you provide the approximate number of super administrator users, administrator users, front desk users, and other types of users?**

Answer: This information will be determined with the selected vendor.

Question 12: **How many super users does your organization want to train to be able to train other staff?**

Answer: This information will be determined with the selected vendor.

Question 13: **Is everyone open to the change?**

Answer: Yes.

Question 14: *Please share your common peaks and highest peaks seen during registration periods.*

Answer: Three registration periods
Summer (March), Fall (August) and Winter/Spring (December)
The first day of each registration is the highest peak with summer being the highest of all.

Question 15: *One of the requirements is to provide documentation showing PCI-DSS Certification. As a level 1 compliant organization, should we provide our certificate of compliance, our attestation of compliance, or both documents?*

Answer: Vendors are asked to submit whatever documents they currently have to satisfy the requirement.

Question 16: *Are there any current cost recovery calculations?*

Answer: N/A

Question 17: *How many program registrations are made per year?*

Answer: Approximately 40,000

Question 18: *How many drop-in passes are purchased per year?*

Answer: We have drop in fees, not passes. Pay as you go.

Question 19: *How many private lessons are purchased per year?*

Answer: Approximately 100-150

Question 20: *How many memberships are purchased per year?*

Answer: No memberships at this time.

Question 21: *How many punch cards are purchased per year?*

Answer: We currently do not offer punch cards.

Question 22: *How many facility bookings are made per year?*

Answer: Approximately 10,000

Question 23: *How many leagues occur each year?*

Answer: 6 leagues

Question 24: **How many teams register for leagues each year?**

Answer: Approximately 44 teams

Question 25: **How is your organization using forms?**

Answer: The current software allows the Town to email forms, but they must be physically collected. Most common forms is medical information, waivers, general class information. Electronic collection of forms is desired.

Question 26: **Are there any missing processes or features that are not supported by your current solution?**

Answer: The ability to use software at satellite locations including acceptance of credit cards in POS format.

Question 27: **If you track residency status, how is this managed in your current solution?**

Answer: Households provide their address and the current application defaults to residency by Glastonbury zip codes.

Question 28: **Please list your organization top 10 KPIs.**

Answer: Not able to answer.

Question 29: **Please list your organizations top 5 KPIs that you struggle with evaluating today.**

Answer: Not able to answer.

Question 30: **Describe struggles – either technical or process related to track/implement data/rules/policies etc.**

Answer: Not able to answer.

Question 31: **What does your organization need to consider making a switch to new solution?**

Answer: All of the requirements within the RFP.

Question 32: **Of the 2.2 million in, how much revenue are you collecting by revenue stream (e.g. activities, memberships, rentals, …)?**

Answer: Estimated.   Programs: $1,800,000
                              Rentals $ 400,000

Question 33: **How much sales revenue are you processing annually by:**
     a. Credit card
     b. ACH
     c. Debit
     d. Cash
     e. Check

Answer: For Parks and Recreation 78-80% credit card transactions, the rest are cash/check. No ACH. Senior Center recently started to accept credit cards. Roughly 20%

Question 34: **How many transactions are you processing annually by:**
     a. Credit card
     b. ACH

Answer: Over 6,000 credit card transactions.
No ACH

Question 35: **Approximately what percentage of transactions are completed online without any assistance from staff?**

Answer: About 70-80%

Question 36: **Please outline all hardware models currently being used and their current level of integration with your current software.**
     a. Please outline if this level of integration is sufficient or if a deeper integration is required.

Answer: Current hardware listed in RFP

Question 37: **Does the organization have its own middleware?**

Answer: The Town does not use middleware at this time.

Question 38: **Please provide an overview of all peripheral software (including version number) used by the organizations and current level of integration – examples include software to manage any aspects of your POS, ability to collect information (online forms/waivers), communications (email/text), league management, fitness, apps, digital signatures, etc.**

Answer: Currently use RecTrac version 10.3y04, Activity Registration, Facility Reservation, Webtrac (on-line registration). All financial data integrate with Town's financial software MUNIS. Credit card processor is Elavon (formerly ETS.

Question 39: *In regards to question A-4 "Software must be a multi-user system and allow for an unlimited users. If limited, please explain and provide pricing for additional users." RecTrac allows for unlimited users at no additional cost, although licensing is done by concurrent users, which is the maximum number of staff logged-in to the system at the same time. Can you estimate what this number would be? Currently the Town is licensed for twelve (12) concurrent users.*

Answer: The number of concurrent users will likely increase to 20 or more.

Question 40: *Will the Senior Services Department utilize the new solution chosen? From the RFP they state: The Senior Services Department currently uses MySeniorCenter.com for tracking programs and facilities, but has started to use RecTrac for facility reservations*

Answer: Yes

Question 41: *Will Data Migration be needed (migrating info from current system to new system)? If so, what information do you want migrated?, i.e, Memberships (Name, contact info)*

Answer: See Question 10.

Question 42: *What is the revenue/budget that has passed through your current solution for 2019?*
- *Memberships?*
- *POS items?*
- *Activities/events?*
- *Registration?*
- *Other*

Answer: See Question 32.

Question 43: *What is the total number of facilities are available to rent?*

Answer: The Town has over 200 facilities including buildings and fields that have the potential for rental. All of these facilities utilize the current software.

Question 44: *Who is the current payment processor?*

Answer: Elavon (ETS).

Question 45: *Current financial software provider?*

Answer: MUNIS.

Question 46: *Will you require data migration or would you like to start with a fresh database?*

Answer: See Question 10.

Question 47:   ***Required integrations? Apart from what is mentioned in the RFI.***

Answer: This information will be determined with the selected vendor.

END OF ADDENDUM NO. 2 TEXT