



ROANOKE COUNTY

FINANCE & MANAGEMENT SERVICES DEPARTMENT PURCHASING DIVISION

REQUEST FOR PROPOSALS Non Professional Services

RFP # 2021-030
Recreation Management System

OPENING DATE: November 19, 2020
OPENING TIME: 2:00 P.M.

The Request for Proposal and related documents may be obtained during normal business hours from the Purchasing Division, at the Roanoke County Administration Building, 5204 Bernard Drive SW, Suite 300F, Roanoke, VA 24018. This document may be viewed and/or downloaded from the County of Roanoke Purchasing Division's website at <https://www.roanokecountyva.gov/bids.aspx>. If you have any problems accessing the documents, you may contact Purchasing at (540) 772-2061.

**THIS PUBLIC BODY DOES NOT DISCRIMINATE
AGAINST FAITH-BASED ORGANIZATIONS**

DATE of RFP: October 19, 2020

REQUEST FOR PROPOSAL

RFP No. 2021-030
Issue Date: October 19, 2020
Title: Recreation Management System

Issued By: **County of Roanoke**
Roanoke County Administration Building
Purchasing Division
5204 Bernard Drive, SW, Suite 300-F
Roanoke, VA 24018-0798
Phone (540) 772-2061
Email: KHoyt@roanokecountyva.gov

Sealed proposals will be received on or before 2:00 P.M., November 19, 2020 for furnishing the services and/or items described herein. The time of receipt shall be determined by the time clock stamp in the Purchasing office.

All questions must be submitted before 4:00 p.m. on November 13, 2020. If necessary, an addendum will be issued and posted to the County website on the Current Bids/RFP Requests tab at <https://www.roanokecountyva.gov/bids.aspx>.

If proposals are hand delivered or mailed, send directly to the Purchasing Division at the address listed above. If the Roanoke County Administration Building is closed for business at the time scheduled for the proposal opening, the sealed proposal will be accepted and opened on the next business day of the County, at the originally scheduled hour.

THIS PUBLIC BODY DOES NOT DISCRIMINATE AGAINST FAITH-BASED ORGANIZATIONS.

The County reserves the right to cancel this RFP and/or reject any or all proposals and to waive any informalities in any proposal.

This section is to be completed by the Offeror and this page must be returned with the proposal. In compliance with this request for proposal and subject to all terms and conditions imposed herein, which are hereby incorporated herein by reference, the undersigned offers and agrees to furnish the services and/or items requested in this solicitation if the undersigned is selected as the successful Offeror. Unless the proposal is withdrawn, the Offeror agrees that any prices or terms for such proposal shall remain valid for sixty (60) days after opening. Notices of proposal withdrawal must be submitted in writing to the Purchasing Division.

Legal Name and Address of Firm:

Date: _____

By: _____

(Signature in Ink)

Name: _____

(Please Print)

Title: _____

Phone: _____

FAX: _____

Email: _____

Business License# _____

Virginia State Corporation Commission Identification Number: _____

TABLE OF CONTENTS
REQUEST FOR PROPOSAL NO. 2021-030
Recreation Management System

Contents

INTRODUCTION	4
SECTION 1. PURPOSE.....	6
SECTION 2. BACKGROUND.....	6
SECTION 3. INSTRUCTIONS TO OFFERORS.....	6
SECTION 4. MISCELLANEOUS.....	12
SECTION 5. PROTESTS.....	14
SECTION 6. SERVICES AND/OR ITEMS REQUIRED.....	14
SECTION 7. EVALUATION CRITERIA.....	17
SECTION 8. SELECTION PROCESS.....	17
SECTION 9. COOPERATIVE PROCUREMENT.....	19
SECTION 10. INFORMATION ON CONTRACT TO BE AWARDED.....	19
ATTACHMENT A: SAMPLE CONTRACT	20
EXHIBIT 1: SAMPLE CONTRACTOR'S INSURANCE REQUIREMENTS	33
EXHIBIT 2: SCOPE OF WORK/FEE SCHEDULE	37
ATTACHMENT B: PROPOSAL RESPONSE AND CHECKLIST	38
ATTACHMENT C: FUNCTIONAL REQUIREMENTS	43
ATTACHMENT D: TECHNOLOGY STANDARDS.....	44

COUNTY OF ROANOKE, VIRGINIA
REQUEST FOR PROPOSAL
FOR A
Recreation Management System
RFP NUMBER 2021-030

INTRODUCTION

The County of Roanoke, Virginia, is seeking proposals from Offerors to provide a cloud based Recreation Management System in accordance with all terms, conditions and specifications as set out in this Request for Proposal (RFP). The RFP and related documents may be obtained during normal business hours from the Purchasing Division, (540) 772.2061. This document may be viewed and/or downloaded from the County of Roanoke Purchasing Division's Current Bid Opportunities website at <https://www.roanokecountyva.gov/bids.aspx>. If you have any problems accessing the documents, you may contact Purchasing at (540) 772-2061 or KHoyt@roanokecountyva.gov.

Proposals, to be considered and evaluated, must be sealed and received on or before 2:00 p.m. on November 19, 2020 in the Purchasing Division, County of Roanoke, and 5204 Bernard Drive SW, Suite 300- F Roanoke VA 24018. Proposals appropriately received will be opened at this time. **Proposals received after 2:00 p.m. will not be accepted or considered.** The time of receipt shall be determined by the time clock stamp in the Purchasing Office, or if it is not working, such time shall be determined by the Purchasing official who is to open the proposals. Faxed or e-mailed proposals are not acceptable.

Each proposal: one (1) **original, marked as such and five (5) copies, marked as such**, must be appropriately signed by an authorized representative of the Offeror, and must be submitted in a sealed envelope or package. A removable media storage device containing two (2) digital copies of the proposal, one as submitted, and one **redacted to remove all confidential and proprietary material**, must be included in the proposal packet. The notation "**Recreation Management System", RFP No. 2021-030**" and the specified opening time and date must be clearly marked on the front of that sealed envelope or package. If the Roanoke County Administration Building is closed for business at the time scheduled for the proposal opening, the sealed proposal will be accepted and opened on the next business day of the County, at the originally scheduled hour.

The County of Roanoke, Virginia, and its officers, employees or agents will not be responsible for the opening of a proposal envelope or package prior to the scheduled opening if that envelope or package is not appropriately sealed and marked as specified.

The County of Roanoke, Virginia reserves the right to cancel this RFP and/or reject any or all proposals, to waive informalities in any proposal, to award any whole or part of a proposal, and to award to the Offeror whose proposal is, at the sole discretion of the County of Roanoke, determined to be in the best interest of the County.

Project evaluation and award will be accomplished in accordance with this RFP and Section **10.9** of the County of Roanoke Procurement Policy & Procedures Manual. If an award of a contract is made, notification of such award will be posted for public review on the County of Roanoke Purchasing Division's website under Current Bid Opportunities at <https://www.roanokecountyva.gov/bids.aspx> or you may contact Purchasing directly at (540) 772-2061 to request a copy of the award notification.

Unless the proposal is withdrawn, the Offeror agrees that any prices or terms for such proposal shall remain valid for sixty (60) days after opening. Notices of proposal withdrawal must be submitted in writing to the Purchasing Manager.

Inquiries regarding this RFP should be directed to Kate Hoyt, at (540) 283-8149 or via email at KHoyt@roanokecountyva.gov. Inquiries for information regarding procurement procedures and/or proposal submission shall be directed to the Purchasing Division.

This RFP consists of this Introduction, ten (10) numbered sections, and the attachments hereto.

Each Offeror is solely responsible for ensuring that such Offeror has the current, complete version of the RFP documents, including any addenda, before submitting a proposal. The County is not responsible for any RFP obtained from any source other than the County. Contact Purchasing by phone at (540) 772-2061, or by email at KHoyt@roanokecountyva.gov.

Respectfully,

Kate Hoyt
Buyer

Date: October 19, 2020

County of Roanoke, Virginia
Request for Proposal No. 2021-030
Recreation Management System

SECTION 1. PURPOSE.

The purpose of this Request for Proposal (RFP) is the procurement of a cloud-based Recreation Management System that supports the current requirements of the County of Roanoke and is scalable and flexible to meet future requirements, consistent with the terms and conditions herein set forth. Final scope of services will be negotiated with the successful Offeror.

SECTION 2. BACKGROUND.

NOT USED.

Please see Section 6. Services and/or items required.

SECTION 3. INSTRUCTIONS TO OFFERORS.

- A. Proposals must be submitted in accordance with the instructions and requirements contained in this RFP, including the Introduction. Failure to do so may result in the proposal being considered non-responsive and it may be rejected. An Offeror must promptly notify the Purchasing Division of any ambiguity, inconsistency, or error which may be discovered upon examination of the RFP. An Offeror requiring clarification or interpretation of this RFP should contact Kate Hoyt at (540) 283-8149.
- B. Until such time that an award is published, direct contact with any County employee without the express permission of the Purchasing Manager or designated representative, on the subject of this proposal, is strictly forbidden. Violation of this Instruction may result in disqualification of Offeror's proposal.
- C. Proposal Format and Content

Prospective Offerors, sometimes referred to as providers, operators, contractors, consultants, Offerors, or vendors, are to address the criteria below at a minimum as part of their submitted proposal. Proposals submitted should be organized into the following major sections. Proposals should be prepared as simply as possible and provide a concise description of the products and services proposed. Proposals are to include and may be evaluated on the factors provided herein, together with such other factors as will

protect and preserve the interests of the County of Roanoke, which may also be considered.

Section #	Section Title
-	Cover Page and Introductory Material
1	Executive Summary
2	Company Profile
3	Proposed Software
4	Implementation and Training
5	Support and Maintenance
6	Price Proposal
7	Additional Information / Value Add

Specific instructions for each proposal section are provided below. Attention should be given to accuracy, completeness, relevance, and clarity of content.

1. Cover Page and Introductory Material

The proposal must contain a cover page with the Offeror's name and address; primary Offeror contact's name, title, telephone number, and email address; and the RFP name, number, and due date. Offerors must also include a Table of Contents outlining the contents of the proposal.

2. Executive Summary [Proposal Section 1]

The executive summary should be a brief narrative, no more than two (2) pages, summarizing the proposal and outlining how the Offeror meets Roanoke County's requirements as specified in this RFP. This summary should contain as little technical jargon as possible and should be oriented towards non-technical personnel.

3. Company Profile [Proposal Section 2]

Provide a brief description of the Offeror's history and experience, including number of years in business, markets served, and office locations.

- o Provide the total number of employees in vendor organization indicating the number in development and the number in support
- o Provide office locations
- o Provide total number of active government clients and Virginia clients
- o Provide total years offering parks and recreation solutions
- o Provide company size and organization background
- o Provide information on all third-party vendors with contact information
- o Provide most recent audited financials for the vendor, including all third-party vendors
- o Provide a list of user groups with member contact information
- o Provide a brief description of any pending litigation against the vendor, including all third-party vendors

- Provide evidence showing vendor, including third-party vendors, are in good standing and are qualified to conduct business in Virginia

References: Include three (3) client references of similar size and scope to Roanoke County's that are currently live. Each reference must include:

- Name of organization
- Name, title, telephone number, and email address of the reference contact
- Scope and objectives of the project
- Project's go-live date

4. Proposed Software [Proposal Section 3]

a. Functional Requirements

List and describe all software features proposed to satisfy the functional and technical requirements of this RFP. The Offeror's response to *Attachment C: Functional Requirements* must be provided in this section.

If there is an additional cost for any feature, this should be stated in the Comments column and included as a line item in the Price Proposal.

b. Technical Requirements

Provide an overview of the technical aspects of the system, including but not limited to:

- System architecture: Describe the system architecture, including any third-party hosting providers.
- Availability: System should be designed for high availability with an uptime of 99.95%.
- PCI compliance: The system must comply with PCI Level-1 requirements and must not store credit card numbers.
- Integration capabilities: Describe capability to integrate with third-party systems, including Roanoke County's accounting system, Microsoft Dynamics, AX 2012. Describe optional integrations to existing hardware and GIS software API as outlined in previous section. Any integration costs should be outlined in the Price Proposal.
- Robust security features:
 - Permission-based access based on assigned role;
 - Single sign-on support utilizing Active Directory authentication;
 - Encryption of all data at rest and in transit.
- Audit trails: The system shall include audit trails of system changes, including what was changed, when it was changed, and by whom.

Offerors shall complete Attachment D: Technology Standards as a part of their proposal submission.

5. Implementation and Training [Proposal Section 4]

Provide a detailed plan for implementing the proposed Recreation Management System, including but not limited to:

- Project management methodology;
- System configuration, implementation, and testing methodology;
- Identify all training outlined in the proposal and costs associated with the training
- Proposed training strategy, specifying how and when training will be delivered for both on-site and off-site training sessions;
- Proposed project team structure and roles;
- Sample project schedule showing approximate timelines for the implementation project;
- Data migration - Provide a list of proposed data conversions available based on the timing of go-live. Provide the conversion steps, estimated hours and resources required for pull of legacy data. The County will be responsible for data extraction and scrubbing from the existing system. The Vendor will be responsible for overall data conversion.

Describe the expected Roanoke County requirements for the project, including:

- Number and types of staff resources required;
- Key responsibilities;
- Assumptions about prior skills and competencies.

6. Support and Maintenance [Proposal Section 5]

Provide a brief outline of the support services provided, including but not limited to:

- Types of support provided (email, phone, etc.);
- Support hours of availability;
- Incident response and escalation procedures;
- Service Level Agreements;
- Disaster recovery plan, including timelines for restoration of data and services
- Describe the tools available for software customization to meet the functional and branding needs of Roanoke County;
- Describe the lifecycle of the product proposed, including future roadmap of changes to service;
- Describe all web browsers currently supported and the plan in place to keep software compliant;
- Provide a high-level diagram and description of the architecture system which should include user administration, firewall, data transport, security, backup,

access, auditing, log files and remote access. Vendor hosted options must be in a secure, audited facility within the continental United States.

- Data Access Options: The County is required by law and regulations to maintain public records for extended periods of time, some of which would extend beyond the length of the contract. Discuss methodology for periodically transporting selected data back to the County for record retention aside from standardized reporting

Describe the process for planned changes, including upgrades, patches, and hotfixes. Explain how clients are notified of planned and emergency maintenance.

Any costs associated with support and maintenance services should be outlined in the Price Proposal.

7. Price Proposal [Proposal Section 6]

Offerors should submit their price proposal that includes pricing for all products and services identified in the proposal, including any integration costs, travel costs, and value-add items. All pricing must be provided in US dollars with taxes excluded.

Pricing should be provided in a format similar to the following table:

#	Item	Cost Type	Cost
1	Annual Subscription Fee	Recurring	\$
2	Implementation, Configuration, and Training	One-time	\$
3	Data Migration	One-time	\$
	[add additional lines as necessary]		
	Total Year 1 Cost		\$
	Total 5 Year Cost		\$

8. Additional Information / Value Add [Proposal Section 7]

Include any additional functionality not specifically mentioned in this RFP that the Offeror believes would add value to the project. If there is an additional cost for any value-added item, this should be stated in the description and included as a line item in the Price Proposal.

Copies of the Offeror's sample contract(s) for products and services related to this RFP must also be provided for review.

D. Attachment C: Functional Requirements

Offerors are required to complete the functional requirements list provided as Attachment C to RFP 2021-030. Offerors must respond to each individual requirement listed in the Excel document, per the example below. For any “Partial” or “Future” response, provide an explanation of how the requirement will be met in the comments column.

Response Code	Description
Yes	Requirement is fully supported by the proposed solution.
Partial	Requirement is partially supported by the proposed solution. Include comments describing how the requirement is supported.
Future	Requirement is not currently supported but is on the product roadmap for release in the next 12 months.
No	Requirement is not currently supported and is not on the product roadmap for release in the next 12 months.

- E. Offeror shall provide one redacted copy of its proposal fit for public dissemination, in the event the County must respond to a Freedom of Information Act request. A removable media storage device containing two (2) digital copies of the proposal, one as submitted, and one **redacted to remove all confidential and proprietary material**, must be included in the proposal packet. Offeror shall not mark its entire proposal as confidential and/or redact the entire proposal; doing so may result in the disqualification of Offeror’s proposal.
- F. The County may request additional information, clarification, or presentations from any of the Offerors after review of the proposals received.
- G. The County has the right to use any or all ideas presented in reply to this RFP, subject only to the limitations regarding proprietary/confidential data of Offeror.
- H. The County is not liable for any costs incurred by any Offeror in connection with this RFP or any response by any Offeror to this RFP. The expenses incurred by Offeror in the preparation, submission, and presentation of the proposal are the sole responsibility of the Offeror and may not be charged to the County.
- I. Only the County will make news releases pertaining to this RFP or the proposed award of a Contract.
- J. Each Offeror who is a stock or nonstock corporation, limited liability company, business trust, or a limited partnership or other business entity shall be authorized to transact business in the Commonwealth of Virginia as a domestic or foreign business entity if required by law. Each such Offeror shall include in its proposal response the Identification Number issued to it by the Virginia State Corporation Commission (SCC) and should list its business entity name as it is listed with the SCC. Any Offeror that is not required to be authorized to transact business in the Commonwealth as a domestic or foreign business entity as required by law shall include in its proposal

response a statement describing why the Offeror is not required to be so authorized. (See Va. Code Section 2.2-4311.2).

K. Each Offeror is required to disclose if it has ever been debarred, fined, had a contract terminated, or found not to be a responsible bidder or Offeror by any federal, state, or local government, and/or private entity. If so, please give the details of each such matter and include this information with the proposal response.

SECTION 4. MISCELLANEOUS.

A. Ownership of Material - Ownership of all data, materials, and documentation originated and prepared for the County pursuant to the RFP 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 the Offeror shall not be subject to public disclosure under the *Freedom of Information Act*, unless otherwise required by law. **However, the Offeror must invoke the protection 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 written notice must **SPECIFICALLY identify the data or materials to be protected and state the reason why protection is necessary.** The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining 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.

B. As this is a RFP, no information regarding the proposal records or the contents of responses will be released except in accordance with Section 2.2-4342 of the Code of Virginia. Once an award has been made, all proposals will be open to public inspection subject to the provisions set forth above.

C. **IMPORTANT NOTICE - ADDENDUMS AND NOTICES OF AWARD**

Any interpretation, correction, or change of the RFP will be made by an addendum. The County Purchasing Division or its designee will issue Addenda that will be posted to the County website on the Current Bid Opportunities tab at <https://www.roanokecountyva.gov/bids.aspx>.

Interpretations, corrections or changes of this RFP made in any other manner will not be binding and Offerors must not rely upon such interpretations, corrections, or changes.

Vendors may visit <http://roanokecountyva.gov/list.aspx> to sign up via 'Notify Me' to receive emails or text message notices about bids, proposals, addendums, bid

tabulation and awards. Vendors can sign up to receive notification in selected commodity/service categories. It is the vendor's responsibility to keep information current in the system in order to receive the notifications. The sign up only requires an email address and/or a cell phone number for receiving text messages (if your phone is capable) and your choice of categories. **However, each Offeror is solely responsible for ensuring that such Offeror has the current, complete version of the RFP documents, including any addenda, before submitting a proposal. The County is not responsible for any RFP obtained from any source other than the County.**

Although 'Notify Me' will be the only way to receive automatic notification, all BIDS/RFP Information will continue to be posted on our website, and can be picked up at the Purchasing Division, 5204 Bernard Drive, Suite 300F, Roanoke, VA 24018. Phone # (540) 772-2020.

The County is not responsible for any RFP obtained from any source other than the County. Contact Kate Hoyt by phone at 540-283-8149, or by email at KHoyt@roanokecountyva.gov.

- D. No Offeror shall confer on any public employee having official responsibility for a purchasing transaction any payment, loan, subscription, advance, deposit or money, service, or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value is exchanged.
- E. The County may make investigations to determine the ability of the Offeror to perform or supply the services and/or items as described in this RFP. The County reserves the right to reject any proposal if the Offeror fails to satisfy the County that it is qualified to carry out the obligations of the proposed contract.
- F. The successful Offeror must comply with the nondiscrimination provisions of Virginia Code Section 2.2-4311, which are incorporated herein by reference.
- G. The successful Offeror must comply with the drug-free workplace provisions of Virginia Code Section 2.2-4312, which are incorporated herein by reference.
- H. It is the policy of the County of Roanoke to maximize participation whenever possible by minority and women owned business enterprises in all aspects of County contracting opportunities.
- I. The successful Offeror shall comply with all applicable County, State, and Federal laws, codes, provisions, and regulations. The successful Offeror shall not during the performance of any resultant contract knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.

- J. Providers of any outside services shall be subject to the same conditions and requirements as the successful Offeror in regards to law, code, or regulation compliance. The County reserves the right of approval for any subcontract work, including costs thereof.
- K. Ethics in Public Contracting. The provisions, requirements, and prohibitions as contained in Sections 2.2-4367 through 2.2-4377, of the Virginia Code, pertaining to bidders, offerors, contractors, and subcontractors are applicable to this RFP.
- L. Conflict of Interests Act. The provisions, requirements, and prohibitions as contained in Sections 2.2-3100, et seq., of the Virginia Code are applicable to this RFP.
- M. The procurement provisions of the Virginia Public Procurement Act as well as the County Procurement Manual, apply to this RFP, unless specifically modified herein. The County's Procurement Manual can be reviewed on the County's electronic procurement website.
- N. Insurance Requirements:
Successful Offeror, and any of its subcontractors, shall, at its sole expense, obtain and maintain during the life of the resulting Contract the insurance policies and/or bonds required. Any required insurance policies and/or bonds shall be effective prior to the beginning of any work or other performance by successful Offeror, or any of its subcontractors, under any resultant Contract. The policies and coverages required are those as may be referred to in the sample contract and/or the terms and conditions attached to this RFP. All such insurance shall be primary and noncontributory to any insurance or self-insurance the County may have.

SECTION 5. PROTESTS.

Any Offeror who wishes to protest or object to any award made or other decisions pursuant to this RFP may do so only in accordance with the provisions of Sections 2.2-4357, 4358, 4359, 4360, 4363, and 4364 of the Code of Virginia, and only if such is provided for in such Code section. Any such protest or objection must be in writing signed by a representative of the entity making the protest or objection and contain the information required by the applicable Code Sections set forth above. Such writing must be delivered to the County Purchasing Manager within the required time period.

SECTION 6. SERVICES AND/OR ITEMS REQUIRED.

The following are the services and/or items that the successful Offeror will be required to provide to the County, and should be addressed in each Offeror's proposal.

A. General Information

The selected software product will serve the needs of the County's recreation division in handling all aspects of business operation as described below. Our primary business functions are activity registration, membership management, timed event ticketing and facility booking. The software will serve as our primary financial management tool for incoming revenue, with an integration with the County's existing financial software.

Approximately 40 full-time and 200 part-time staff members will use this product, with 20 public facing point of sale terminals spread throughout six primary locations. We expect the software to be utilized on up to 60 terminals overall, with up to 40 concurrent users at any given time. The department's annual business volume in fiscal year 2019-2020 was approximately \$5 million in transactions through this product. However, projected revenue for each of the next two fiscal years will be estimated at \$4 million due to service reductions brought on by COVID19.

B. Scope of Services

Proposed solutions should include the following functionality:

- **Activity registration:** Including courses, classes, drop-ins and custom sessions.
- **Timed ticketing:** For admission to an aerial adventure course, water park, and events.
- **Ticketing Check-in:** An app or web based mechanism to scan or check in ticket holders.
- **Facility booking:** Such as picnic shelter and birthday party room rental on an hourly basis.
- **Campground booking:** Including map and date selection for a series of days.
- **Membership management:** For a 7,000 member recreation facility, including check-in feature.
- **Scheduled payments:** Recurring credit card charges for memberships or programs.
- **Point of Sale:** For integrated customer facing transactions and multiple payment types.
- **Inventory Management:** For gift shop and concessions locations, barcode printing preferred.
- **Account Management:** For a customer database of over 40,000 users.
- **Waiver Management:** The ability to create multiple waiver types and attach to customer accounts.
- **Online Transactions:** Customer portal for program, ticket and membership management.
- **Reporting:** Built-in options with preferred ad-hoc report creation

- **Accounting:** Multiple GL support with custom export to Microsoft Dynamics AX 2012.
- **Marketing Support:** Including auto-generated emails, SMS capability, statistical data reporting.
- **Secure data:** Storage and encryption with PCI Level1 compliance
- **Staff Management:** With security level settings and audit trails.
- **User Friendly:** Interface for both staff and customers.

Offerors shall also provide implementation services, training, ongoing support, and software updates for their proposed solution.

C. **Current Systems: Hardware & Software Integrations**

Roanoke County's current product for recreation and facility management is MaxGalaxy, which was implemented in 2015. MaxGalaxy relies on Microsoft Silverlight for its user interface, which will no longer be supported by Microsoft as of October 2021. As a result, this new product has a hard implementation deadline.

Preference may be given to software products capable of integrating with current peripheral systems. If the proposed solutions are incapable of integration, estimated costs must be provided for the implementation of new compatible products or services.

- **Microsoft Dynamics AX 2012:** Multiple GL export on a weekly basis to Roanoke County's financial software is required. Automated process is preferred.
- **Payment Processing:** We are currently contracted with WorldPay (formerly Vantiv) as a gateway processor, and for data storage for batch scheduled payments. Please specify gateway processors compatible with your software. If software provider also serves as the gateway processor, please outline transaction fees passed back to the County or to our customers.
- **Active Directory Federated Services:** Single sign on credentials for staff based on Roanoke County's active directory database.
- **GIS Integration:** Address verification of resident vs. non-resident status as confirmed by API verification with Roanoke County's ESRI GIS system.
 - Please specify if you use Esri REST Services for GIS integration
 - Please specify version of ArcGIS platform supported
- **Hardware & Peripheral Devices:**
 - **Verifone VX805 Card Readers:** 15 in current inventory
 - **Epson TM88 Receipt Printers:** 15 in current inventory
 - **APG Cash Drawers:** 10 in current inventory
 - **Honeywell MS7120 Orbital Scan Device:** 5 in current inventory
 - **Honeywell Hyperion 1300G Scanner:** 6 in current inventory
 - **Zebra GK4Z0D Label Maker:** 1 in current inventory

A description and/or listing of the services and/or items that the successful Offeror will be required to provide to the County under this RFP are those that are set forth in this RFP, referred to in any way in the sample contract, in any terms and conditions, and/or in any attachments to this RFP.

Each Offeror should carefully read and review all such items and should address such items in its proposal. However, the final description of the services and/or items to be provided to the County under this RFP is subject to negotiations with the successful Offeror, and final approval by the County.

SECTION 7. EVALUATION CRITERIA.

Offerors will be evaluated for selection on the basis of those most qualified to meet the requirements of this RFP. The County of Roanoke does not use a numerical or weighted scoring system when evaluating selection criteria. Major criteria to be considered in the evaluation may include, but shall not necessarily be limited to, the items referred to above and those set forth below:

- A. Company background, staffing, and experience;
- B. Proposed Software: Quality, adaptability, and ability to meet functional requirements;
- C. Implementation and training;
- D. Integration with existing systems;
- E. Support and maintenance;
- F. Proposed cost;
- G. Reporting capabilities;
- H. Ease of use for staff and customers.

SECTION 8. SELECTION PROCESS.

- A. Pursuant to Section 2.2-4302.2 (A)(4) of the Code of Virginia, selection of the Offeror will be as follows:
 1. The County's designee shall engage in individual discussions with two or more Offerors, if there be that many deemed fully qualified, responsible and suitable on the basis of initial responses with emphasis on professional competence to provide the required services. Repetitive informal interviews shall be permissible. Such Offerors shall be encouraged to elaborate on their qualifications and performance data or staff expertise pertinent to the proposed projects as well as alternative concepts. These discussions may encompass nonbinding estimates of total project costs including, where appropriate, design, construction, life cycle cost, nonbinding estimates of price for services, and other matters. Methods to be utilized in arriving at a price for services may also be discussed. Properly designated proprietary information from

competing Offerors shall not be disclosed to the public or competitors, except as may be required by law.

2. At the conclusion of discussions, outlined in the paragraph above, on the basis of evaluation factors published in the RFP and all information developed in the selection process to this point, the two (2) or more Offerors whose professional qualifications and proposed services are deemed most meritorious shall be ranked in order of preference.
3. Negotiations shall then be conducted, beginning with the Offeror ranked first. If a contract satisfactory and advantageous to the County can be negotiated at a price considered fair and reasonable, the award shall be made to that Offeror. Otherwise, negotiations with the Offeror ranked first shall be formally terminated and negotiations conducted with the Offeror ranked second, and so on until such a contract can be negotiated at a fair and reasonable price.
Offerors should provide a copy of their standard contract(s) along with their proposal submission. 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.

B. All proposals submitted in response to this RFP will be reviewed by the Purchasing Division or its designee for responsiveness prior to referral to a selection committee or person. A committee consisting of County personnel and/or others and/or an appropriate individual will then evaluate all responsive proposals, conduct the negotiations, and make recommendations to the County as appropriate. The award of a contract, if made, will be made to the Offeror whose proposal best furthers the interest of the County. The County reserves the right to reject any and all proposals, to waive any informality or irregularity in the proposals received, and to make the award to the Offeror whose proposal is deemed to be in the best interest of the County.

C. Product Demonstration: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the selection committee or person. **These presentations shall include on-site demonstrations of the Offeror's proposed solution.** Offerors should be prepared to schedule such an on-site demonstration if requested; expected demonstration dates are December 2020, although this timeline is subject to change. This provides an opportunity for the Offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. Oral presentations are strictly at the option of the County and may or may not be conducted.

D. The County reserves the right to make multiple awards as a result of this solicitation.

SECTION 9. COOPERATIVE PROCUREMENT.

The procurement of goods and/or services provided for in this Contract is being conducted pursuant to Virginia Code Section 2.2-4304 and on behalf of other public bodies in Virginia. Unless specifically prohibited by the Awarded Offeror, any resultant contract may be used by other public bodies in Virginia as allowed by Section 2.2-4304. The Awarded Offeror shall deal directly with each public agency or body seeking to obtain any goods and/or services pursuant to this Contract or from this procurement and in accordance with Virginia Code Section 2.2-4304. The County of Roanoke shall not be responsible or liable for any costs, expenses, or any other matters of any type to either the Contractor or the public agency or body seeking to obtain any goods and/or services pursuant to this cooperative procurement provision.

SECTION 10. INFORMATION ON CONTRACT TO BE AWARDED.

The Sample Contract marked as Attachment A to RFP # 2021-030 contains terms and conditions that the County will include in any contract that may be awarded, but such terms and conditions may be changed, added to, deleted, or modified as may be agreed to between the County and the Offeror during negotiations. However, if an Offeror has any objections to any of the terms or conditions set forth in the Sample Contract or any changes or additions thereto that the Offeror wants to discuss during negotiations, the Offeror should set forth such objections, changes, or additions in such Offeror's proposal submitted in response to this RFP. Otherwise, submission of a proposal by an Offeror will obligate such Offeror, if it is the successful Offeror, to enter into a contract containing the same or substantially similar terms and conditions as contained in such Sample Contract. Other terms and conditions, if necessary, will be negotiated with the successful Offeror.

END

ATTACHMENT A: SAMPLE CONTRACT

**COUNTY OF ROANOKE, VIRGINIA
SAMPLE CONTRACT BETWEEN COUNTY OF ROANOKE AND
[VENDOR NAME]
RECREATION MANAGEMENT SYSTEM**

This Contract # _____ is dated _____, 20____, between the County of Roanoke, Virginia, hereinafter referred to as the "County" or "Owner", and _____
(legal name and address of contractor)
hereinafter referred to as the "Contractor."

WITNESSETH:

WHEREAS, Contractor has been awarded this nonexclusive Contract by the County for furnishing all equipment, materials, goods, labor, and services necessary for _____ and associated work in accordance with this Contract and the documents referred to herein, all such items or services also being referred to hereinafter as the Work or Project.

NOW, THEREFORE, THE COUNTY AND THE CONTRACTOR AGREE AS FOLLOWS:

SECTION 1. WORK TO BE PERFORMED AND DOCUMENTS.

For and in consideration of the money hereinafter specified to be paid by the County to the Contractor for the Work provided for in this Contract to be performed by the Contractor, the Contractor hereby covenants and agrees with the County to fully perform the services, provide any materials called for to construct, and complete the Work called for by this Contract in a good and workmanlike manner in accordance with this Contract and the documents referred to herein in order to fully and properly complete this Contract within the time stipulated, time being made of the essence for this Contract. It is also agreed by the parties hereto that the documents to this Contract consist of this Contract and the following documents listed below (Contract Documents), all of which are and constitute a part of this Contract as if attached hereto or set out in full herein, viz:

1. Insurance Requirements (Exhibit 1).
2. Scope of Work/Fee Schedule (Exhibit 2).
3. Proposal submitted by Contractor and dated _____ (Exhibit 3). **(To be provided after selection of Successful Offeror.)**
4. Final negotiated scope and terms as applicable.
5. Request for Proposal No. 2021-030, which is incorporated herein by reference.

The parties agree that if there are any differences between the provisions of the above referenced documents, the provisions of the County documents and this Contract will control over any Contractor supplied documents or information.

SECTION 2. CONTRACT AMOUNT.

The County agrees to pay the Contractor for the Contractor's complete and satisfactory performance of the Work, in the manner and at the time set out in this Contract, but the total amount for all such requests will not exceed \$, as provided for in this Contract and that this Contract amount may be increased or decreased by additions and/or reductions in the Work as may be authorized and approved by the County, and the Contract amount may be decreased by the County's assessment of any damages against the Contractor, as may be provided for in this Contract or by law, and the County retains the right of setoff as to any amounts of money the Contractor may owe the County. However, Contractor further acknowledges and agrees that any request for Contractor to perform Work under this Contract is in the sole discretion of the County and that there is no guarantee of any minimum amount of Work that may be requested by the County and that no Work may be requested.

SECTION 3. TERM OF CONTRACT.

- A. The term of this Contract shall be for one (1) year, from [Click here to enter a date.](#), through [Click here to enter a date.](#), at which time it will terminate, unless sooner terminated pursuant to the terms of the Contract or by law or unless extended as set forth herein at the option of the County.
- B. By mutual agreement of the parties, the contract may be renewed for up to four (4) additional one (1) year periods of any combination thereof. If either party wants to renew the Contract that party shall give a written request to renew to the other party before the expiration of the original term or any renewal term of the Contract. The party receiving such request shall either accept or reject in writing such request within ten (10) days of receipt of that request, provided, however, if the party receiving the request to renew fails to respond within ten (10) days, the request to renew shall be deemed to be rejected, unless the parties mutually agree otherwise.
- C. All terms and conditions shall remain in force for the term of this Contract and for any renewal period unless modified by mutual agreement of both parties. Prices shall not be increased during the initial term of this Contract.

SECTION 4. TIME OF PERFORMANCE.

The Contractor shall commence the Work to be performed under this Contract on such date as is established and fixed for such commencement by written notice (which may be initially given verbally in an emergency situation) to proceed given by the County representative to the Contractor, and the Contractor covenants and agrees to fully construct, perform, and complete the Work and/or provide the goods called for by this Contract established by such

notice. The Contractor further agrees that the Work shall be started promptly upon receipt of such notice and shall be prosecuted regularly, diligently, and uninterrupted at a rate of progress that will ensure full completion thereof in the shortest length of time consistent with the Contract Documents and that Contractor will cooperate and coordinate with the other County contractors or employees doing other work or using the area where Contractor is working.

SECTION 5. PAYMENT.

- A. The County and Contractor agree that the County will only pay the Contractor for time actually spent and materials actually provided on the Project requested and accepted by the County. The payment requested shall be for the services completed and/or materials supplied for the Project, as specified in the Scope of Work (Exhibit 2) and as approved by the Requesting County Department. A written progress report detailing work completed, identified problems, and remaining work shall accompany each request for payment, together with sufficient documentation of all reimbursable expenses or costs.
- B. Also, sufficient documentation of all costs, expenses, materials supplied, and/or hours worked may be requested by the County and, if so, may be required prior to the processing of any such request for payment. Payment will only be made for work actually performed, services actually supplied, and/or materials or goods furnished to the County, all of which need to be approved and accepted by the County prior to such payment, unless otherwise provided for in the Contract documents. Invoices for work rendered and accepted shall be submitted by Contractor directly to the Requesting County Department. Approval and payment of such invoices shall be the responsibility of the Requesting County Department or designee. Once a payment request has been received by the County, the County will process such payment request. If there are any objections or problems with the payment request, the County will notify the Contractor of such matters. If the payment request is approved and accepted by the County, payment will be made by the County to the Contractor not more than 30 days after such request has been approved.
- C. The services the Contractor may be requested to provide the County are those items set forth in Exhibit 2 (Scope of Work) and/or Exhibit 3 (Proposal), which list of services may be amended by the mutual agreement of the parties. The prices to be paid to the Contractor for such services provided to and accepted by the County under the provisions of this Contract shall be the current price(s) as set forth in Exhibit 2. Unless otherwise stated in this Contract, the price(s) shall include all applicable charges such as pick up, delivery, printing, packaging, shipping, and other charges.

SECTION 6. SALES TAX EXEMPTION.

The County is exempt from payment of State Sales and Use Tax on all tangible personal property purchased or leased for the County's use or consumption. The Virginia Sales and

Use Tax Certificate of Exemption number is 217-074292-9. This tax exempt status does not transfer to the Contractor for any taxes associated with the work under this Contract.

SECTION 7. FREE ON BOARD, RISK OF LOSS, AND TITLE.

All prices include F.O.B Destination, inside delivery, unless otherwise noted in this Contract. The risk of loss from any casualty, regardless of cause, shall be on the Contractor until the items have been delivered to County personnel making the request and accepted by the County. The risk of loss shall also be on the Contractor during the return of any items to the Contractor. Title to the items shall pass to the County upon receipt and acceptance of such items by the County.

SECTION 8. INSPECTION.

The County shall have a reasonable time after receipt of items and before payment to inspect all items for conformity to this Contract. If all or some of the items delivered to the County do not fully conform to the provisions hereof, the County shall have the right to reject and return such nonconforming items, at the sole cost of the Contractor.

SECTION 9. WARRANTY OF MATERIAL AND WORKMANSHIP.

Contractor agrees that all items provided to the County will be new, or if an item is refurbished or remanufactured, such item will meet the industry standards for such item and the item shall be clearly labeled as refurbished or remanufactured, and that all such items include such warranties as may be provided by Virginia law together with any warranties provided by the manufacturer of the item. Contractor shall use reasonable commercial efforts to assist the County in processing warranty claims against a manufacturer. Contractor also agrees that the services provided under this Contract shall be completed in a professional, good and workmanlike manner, with the degree of skill and care that is required by like contractors in Virginia. Further, Contractor warrants that such services shall be completed in accordance with the applicable requirements of this Contract and shall be correct and appropriate for the purposes contemplated in this Contract. Contractor agrees that Contractor shall repair or replace, at Contractor's sole expense, and to the satisfaction of the County, any items, material, equipment, or part of the item that is found by the County to be defective or not in accordance with the terms of this Contract.

SECTION 10. PAYMENTS TO OTHERS BY CONTRACTOR.

The Contractor agrees that Contractor will comply with the requirements of Section 2.2-4354 of the Virginia Code regarding Contractor's payment to other entities and the Contractor will take one of the two actions permitted therein within 7 days after receipt of amounts paid to Contractor by the County. Contractor further agrees that the Contractor shall indemnify and hold the County harmless for any lawful claims resulting from the failure of the Contractor to make prompt payments to all persons supplying the Contractor equipment, labor, tools, or material in connection with the work provided for in the Contract. In the event of such claims,

the County may, in the County's sole discretion, after providing written notice to the Contractor, withhold from any payment request or final payment the unpaid sum of money deemed sufficient to pay all appropriate claims and associated costs in connection with the Contract and make such payment, if the County determines it to be appropriate to do so.

SECTION 11. HOLD HARMLESS AND INDEMNITY.

Contractor shall indemnify and hold harmless the County and its officers, agents, and employees against any and all liability, losses, damages, claims, causes of action, suits of any nature, costs, and expenses, including reasonable attorney's fees, resulting from or arising out the negligence acts or omissions of Contractor, or its employees, agents, assigns or subcontractors on or near County's property or arising in any way out of or resulting from any of the work or items to be provided under this Contract, and this includes, without limitation, any fines or penalties, violations of federal, state, or local laws or regulations, personal injury, wrongful death, or property damage claims or suits. Contractor agrees to and shall protect, indemnify, and hold harmless all the parties referred to above from any and all demands for fees, claims, suits, actions, causes of action, settlement or judgments based on the alleged or actual infringement or violation of any copyright, trademark, patent, invention, article, arrangement, or other apparatus that may be used in the performance of this Contract.

SECTION 12. COMPLIANCE WITH LAWS AND REGULATIONS, AND IMMIGRATION LAW.

Contractor agrees to and will comply with all applicable federal, state, and local laws, ordinances, and regulations, including, but not limited to all applicable licensing requirements, environmental regulations, and OSHA regulations. Contractor further agrees that Contractor does not and shall not during the performance of its Contract, knowingly employ an unauthorized alien as defined in the Federal Immigration Reform & Control Act of 1986.

SECTION 13. INDEPENDENT CONTRACTOR.

The relationship between Contractor and the County is a contractual relationship. It is not intended in any way to create a legal agency or employment relationship. Contractor shall, at all times, maintain its status as an independent contractor and both parties acknowledge that neither is an agent, partner or employee of the other for any purpose. Contractor shall be responsible for causing all required insurance, workers' compensation (regardless of number of employees) and unemployment insurance to be provided for all of its employees and subcontractors. Contractor will be responsible for all actions of any of its subcontractors, and that they are properly licensed.

SECTION 14. REPORTS, RECORDS, AND AUDIT.

Contractor agrees to maintain all books, records, electronic data, and other documents relating to this Contract for a period of five (5) years after the end of each fiscal year

included in this Contract. The County, its authorized employees, agents, representatives, and/or state auditors shall have full access to and the right to request, examine, copy, and/or audit any such materials during the term of the Contract and such retention period, upon prior written notice to Contractor. This includes the County's right to audit and/or examine any of the Contractor's documents and/or data as the County deems appropriate to protect the County's interests.

SECTION 15. INSURANCE REQUIREMENTS.

Contractor and any of its subcontractors for this Contract shall maintain the insurance coverage's set forth in Exhibit 1 to this Contract and provide the proof of such insurance coverage set forth in Exhibit 1, including workers' compensation coverage regardless of the number of Contractor's employees. Such insurance coverage shall be obtained at the Contractor's sole expense and maintained during the life of the Contract and shall be effective prior to the beginning of any work or other performance by the Contractor under this Contract. Additional insured endorsements, if required, must be received by the County within 30 days of the execution of this Contract or as otherwise required by the County's Risk Manager.

SECTION 16. DEFAULT.

If Contractor fails or refuses to perform any of the terms of this Contract, which includes providing poor services, work or materials, the County may, by written notice to Contractor, terminate this Contract in whole or in part. In addition to any right to terminate, the County may enforce any remedy available at law or in equity in connection with such default, and Contractor shall be liable for any damages to the County resulting from Contractor's default. The County further reserves the right to immediately obtain such work or services from other entities in the event of Contractor's default.

SECTION 17. NONWAIVER.

Contractor agrees that the County's waiver or failure to enforce or require performance of any term or condition of this Contract or the County's waiver of any particular breach of this Contract by the Contractor extends to that instance only. Such waiver or failure is not and shall not be a waiver of any of the terms or conditions of this Contract or a waiver of any other breaches of the Contract by the Contractor and does not bar the County from requiring the Contractor to comply with all the terms and conditions of the Contract, and further does not bar the County from asserting any and all rights and/or remedies it has or might have against the Contractor under this Contract or by law.

SECTION 18. FORUM SELECTION AND CHOICE OF LAW.

This Contract shall be governed by, and construed in accordance with, the laws of the Commonwealth of Virginia, without application of Virginia's conflict of law provisions. Venue for any litigation, suits, and claims arising from or connected with this Contract shall only be proper in the Roanoke County Circuit Court, or in the Roanoke County General District Court

if the amount in controversy is within the jurisdictional limit of such court, and all parties to this Contract voluntarily submit themselves to the jurisdiction and venue of such courts, regardless of the actual location of such parties. The provisions of this Contract shall not be construed in favor of or against either party, but shall be construed according to their fair meaning as if both parties jointly prepared this Contract.

SECTION 19. SEVERABILITY.

If any provision of this Contract, or the application of any provision hereof to a particular entity or circumstance, shall be held to be invalid or unenforceable by a court of competent jurisdiction, the remaining provisions of this Contract shall not be affected and all other terms and conditions of this Contract shall be valid and enforceable to the fullest extent permitted by law.

SECTION 20. NONDISCRIMINATION.

- A. During the performance of this Contract, Contractor agrees as follows:
 - i. Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, 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. Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - ii. Contractor in all solicitations or advertisements for employees placed by or on behalf of Contractor will state that Contractor is an equal opportunity employer.
 - iii. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- B. Contractor will include the provisions of the foregoing Section A (i, ii, and iii) in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

SECTION 21. DRUG-FREE WORKPLACE.

- A. During the performance of this Contract, Contractor agrees to (i) provide a drug-free workplace for 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 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 on behalf of Contractor that Contractor maintains a drug-free workplace; and (iv) include the

provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

B. For the purposes 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, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

SECTION 22. FAITH BASED ORGANIZATIONS.

Pursuant to Virginia Code Section 2.2-4343.1, be advised that the County does not discriminate against faith-based organizations.

SECTION 23. DATA ON CONVICTIONS FOR CERTAIN CRIMES AND CHILD ABUSE AND NEGLECT CERTIFICATION OF CONTRACTOR

The Contractor certifies that none of the persons who will provide services requiring direct contact with students on school property during school hours or during school-sponsored activities has been convicted of any of the following felony or misdemeanor offenses: felony sex or violence offenses; other felony offenses or misdemeanor sex offenses within the past ten years.

The Contractor further understands and acknowledges (1) that if he or his agents makes a materially false statement regarding any of the above offenses, he will be guilty of a Class 1 misdemeanor and may forfeit profits derived from the contract. Further, the Contractor understands and acknowledges that before any person is permitted to provide such services subsequent to this certification, he must complete a new certification regarding such person in a form satisfactory to Roanoke County and the Roanoke County School Board. Data and Conviction information will be requested before the County of Roanoke/Schools enters into a contract / when required.

SECTION 24. ASSIGNMENT.

Contractor may not assign or transfer this Contract in whole or in part except with the prior written consent of the County. If consent to assign is given, no such assignment shall in any way release or relieve the Contractor from any of the covenants or undertakings contained in this Contract and the Contractor shall remain liable for the Contract during the entire term thereof.

SECTION 25. CONTRACTUAL DISPUTES.

Contractual claims, whether for money or for other relief, including any disputes as to change orders or extra work, shall be submitted, in writing, no later than sixty (60) calendar days after final payment or payment designated as a final payment; however, written notice of the

Contractor's intention to file such claim must be given at the time of the occurrence or beginning of the work upon which the claim is based. Such notice is a condition precedent to the assertion of any such claim by the Contractor. A written decision upon any such claims will be made by the Board of Supervisors or its designee (hereafter "BOS"). The Contractor may not institute legal action prior to receipt of the County's decision on the claim unless the BOS fails to render such decision within ninety one hundred twenty (90) calendar days from submittal of its claim. The decision of the BOS shall be final and conclusive unless the Contractor within six (6) months of the date of the final decision on a claim or from expiration of the 90 day time limit, whichever occurs first, initiates legal action as provided in Section 2.2-4364 of the Code of Virginia. Failure of the County to render a decision within said ninety (90) calendar days shall not result in the Contractor being awarded the relief claimed nor shall it result in any other relief or penalty. The sole result of the County's failure to render a decision within said ninety (90) calendar days shall be Contractor's right to immediately institute legal action. No administrative appeals procedure pursuant to Section 2.2-4365 of the Code of Virginia has been established for contractual claims under this Contract.

SECTION 26. SUCCESSORS AND ASSIGNS.

The terms, conditions, provisions, and undertakings of this Contract shall be binding upon and inure to the benefit of each of the parties hereto and their respective successors and assigns.

SECTION 27. HEADINGS.

The captions and headings in this Contract are for convenience and reference purposes only and shall not affect in any way the meaning and interpretation of this Contract.

SECTION 28. COUNTERPART COPIES.

This Contract may be executed in any number of counterpart copies, each of which shall be deemed an original, but all of which together shall constitute a single instrument.

SECTION 29. AUTHORITY TO SIGN.

The persons who have executed this Contract represent and warrant that they are duly authorized to execute this Contract on behalf of the party for whom they are signing.

SECTION 30. NOTICES.

All notices must be given in writing and shall be deemed valid if sent by certified mail, return receipt requested, or by a nationally recognized overnight courier, with a receipt, addressed as follows (or any other address that the party to be notified may have designated to the sender by like notice):

To County: County of Roanoke

Requesting County Department
Requesting County Department Address

Email: name@roanokecountyva.gov

Copy to: County of Roanoke
Purchasing Division
Attn: Kate Hoyt
5204 Bernard Drive, SW, Suite 300-F
Roanoke, Virginia 24018-2020

Email: KHoyt@roanokecountyva.gov

If to Contractor:
Attn: _____, President/CEO

Email Address: _____
Phone: _____

Notices shall be deemed to be effective one day after sending if sent by overnight courier or three (3) days after sending it by certified mail, return receipt requested.

SECTION 31. PROTECTING PERSONS AND PROPERTY.

The Contractor expressly undertakes both directly and through its subcontractors, to take every reasonable precaution at all times for the protection of all persons and property at the location of the Work or in the vicinity of the Work or that may be affected by the Contractor's operation in connection with the Work. The Contractor will maintain adequate protection of all Contractor's Work to prevent damage to it and shall protect the County's property from any injury or loss arising in connection with this Contract and to protect adjacent property to prevent any damage to it or loss of use and enjoyment by its owners. Contractor agrees to be responsible for the entire Work and will be liable for all damages to the Work, including, but not limited to, damages to any property of the County or to any property in the vicinity or adjacent to the Work. All damage with respect to the Work caused by vandalism, weather, or any other cause, other than resulting from the sole negligence of the County shall be the responsibility of the Contractor. Contractor shall also be responsible for any inventory shortages and discrepancies of any type.

SECTION 32. CONTRACT SUBJECT TO FUNDING.

This Contract is subject to funding and/or appropriations from federal, state, and/or local governments and/or agencies. If any such funding is not provided, withdrawn, or otherwise not made available for this Contract, the Contractor agrees that the County may terminate this Contract on seven (7) days written notice to Contractor, without any penalty or damages.

being incurred by the County. Contractor further agrees to comply with any applicable requirements of any grants and/or agreements providing such funding.

SECTION 33. SUSPENSION OR TERMINATION OF CONTRACT BY COUNTY.

The County, at any time, may order Contractor to immediately stop work on this Contract, and/or by seven days (7) written notice may terminate this Contract, with or without cause, in whole or in part, at any time. Upon receipt of such notice, the Contractor shall immediately discontinue all services affected (unless the notice directs otherwise), and deliver to the County all data (including electronic data), drawings, specifications, reports, project deliverables, estimates, summaries, and such other information and materials as may have been accumulated by the Contractor in performing this Contract whether completed or in process (unless otherwise directed by the notice).

1. If the termination or stop work order is due to the failure of the Contractor to fulfill any of its Contract obligations, the County may take over the Work and prosecute the same to completion by contract or otherwise. In such case, the Contractor shall be liable to the County for any damages allowed by law, and upon demand of County shall promptly pay the same to County.
2. Should the Contract be terminated or work is stopped not due in any way to the fault of the Contractor, the Contractor shall only be entitled to compensation for services actually performed and materials actually supplied prior to notice of termination or to stop work and which are approved by the County and any applicable federal or state approving agency. No profit, overhead, or any other costs of any type are allowed after the date of such notice of termination or stop work order.
3. The rights and remedies of the County provided in this Section are in addition to any other rights and remedies provided by law or under this Contract and County may pursue any and all such rights and remedies against Contractor as it deems appropriate.

SECTION 34. ETHICS IN PUBLIC CONTRACTING.

The provisions, requirements, and prohibitions as contained in Sections 2.2-4367 through 2.2-4377, of the Va. Code, pertaining to bidders, offerors, contractors, and subcontractors are applicable to this Contract.

SECTION 35. COMPLIANCE WITH STATE LAW; FOREIGN AND DOMESTIC BUSINESSES AUTHORIZED TO TRANSACT BUSINESS IN THE COMMONWEALTH OF VIRGINIA.

Contractor shall comply with the provisions of Virginia Code Section 2.2-4311.2, as amended, which provides that a contractor organized as a stock or nonstock corporation, limited liability

company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 or as otherwise required by law. Contractor shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the Contract. The County may void the Contract if the Contractor fails to remain in compliance with the provisions of this section.

SECTION 36. OWNERSHIP OF REPORTS AND DOCUMENTS.

Contractor agrees that all reports and any other documents (including electronic data) prepared for, obtained in connection with, and/or required to be produced in connection with this Contract shall be delivered by the Contractor to the County and all such items shall become the sole property of the County. The Contractor agrees that the County shall own all rights of any type in and to all such items, including but not limited to copyrights and trademarks, and the County may reproduce, copy, and use all such items as the County deems appropriate, without any restriction or limitation on their use and without any cost or charges to the County from Contractor. Contractor hereby transfers and assigns all such rights and items to the County. Contractor further agrees Contractor will take any action and execute any documents necessary to accomplish the provisions of this Section. The Contractor also warrants that Contractor has good title to all materials, equipment, documents, and supplies which it uses in the Work or for which it accepts payment in whole or in part.

SECTION 37. ENTIRE CONTRACT.

This Contract, including any attachments, exhibits, and referenced documents, constitutes the complete understanding between the parties. This Contract may be modified only by written agreement properly executed by the parties.

SIGNATURE PAGE TO FOLLOW.

THIS AGREEMENT may be modified in writing by mutual agreement of both parties.

IN WITNESS WHEREOF, the parties hereto have signed this Contract by their authorized representatives.

(Full Legal Name of Consultant/Contractor)

By _____

Printed Name and Title

ROANOKE COUNTY BOARD OF SUPERVISORS

By _____

Printed Name and Title

Approved as to execution:

County Attorney/Assistant County Attorney

CONTRACT 2021-030
BETWEEN COUNTY OF ROANOKE AND [VENDOR NAME]
FOR RECREATION MANAGEMENT SYSTEM

EXHIBIT 1: SAMPLE CONTRACTOR'S INSURANCE REQUIREMENTS

REFERENCE: RFP # 2021-030

INSURANCE REQUIREMENTS SECTION

The Contractor shall comply with the insurance requirements set forth in the Contract, including the items set forth below:

- A. Neither the Contractor nor any subcontractor shall commence work under this Contract until the Contractor has obtained and provided proof of the required insurance coverages to the County, and such proof has been approved by the County. The Contractor confirms to the County that all subcontractors have provided Contractor with proof of such insurance, or will do so prior to commencing any work under this Contract.
- B. Contractor, including all subcontractors, shall, at its and/or their sole expense, obtain and maintain during the life of this Contract the insurance policies and/or coverages required by this section. The County and its officers, employees, agents, assigns, and volunteers shall be added as an additional insured to the general liability and automobile coverages of any such policies and such insurance coverages shall be primary and noncontributory to any insurance and/or self-insurance such additional insureds may have. The Contractor shall immediately notify in writing the County of any changes, modifications, and/or termination of any insurance coverages and/or policies required by this Contract. The Contractor shall provide to the County with the signed Contract an Acord certificate of insurance which states in the description of operations section one of the two paragraphs below:
 - (1) The County and its officers, employees, agents, assigns, and volunteers are additional insureds as coverage under this policy includes ISO endorsement CG 20 33 which provides that the insured status of such entities is automatic if required by a contract or a written agreement. (If additional insured status is automatic under a different coverage form, Contractor must attach a copy of the coverage form to its certificate. Any required insurance policies shall be effective prior to the beginning of any work or other performance by Contractor and any subcontractors under this Contract).

OR

(2) ISO endorsement CG 20 10 will be issued, prior to the beginning of any work or other performance by Contractor under this Contract, to the County and its officers, employees, agents, assigns, and volunteers naming them as an additional insured under the general liability coverage. (A copy of the binder confirming the issuance must be attached to the certificate. Any required insurance policies shall be effective prior to the beginning of any work or other performance by Contractor and any subcontractors under this Contract).

However, if B (1) or (2) cannot be provided, the County's Risk Manager, in such Manager's sole discretion, may approve such other certificate of insurance or insurance document(s) that the Risk Manager deems acceptable. The County of Roanoke shall also be named as the Certificate Holder.

C. The following insurance coverages and limits are required in order to provide services or materials to Roanoke County general government agencies and the Roanoke County Public Schools. These limits may be adjusted depending on the type of service or materials being provided and the exposure to risk.

The Successful Offeror shall carry Liability Insurance in the amount specified below, including contractual liability assumed by the Successful Offeror, and shall deliver a Certificate of Insurance from carriers acceptable to the owner specifying such limits. The Certificate shall show the County of Roanoke and Roanoke County Public Schools, their supervisory boards and members thereof, officers, agents, employees and volunteers as an additional insureds on the Commercial General Liability, Automobile Liability and Excess/Umbrella Liability coverage. The additional insured status shall be endorsed to the coverage with the provision that this coverage "is primary to all other coverage the County of Roanoke and/or Roanoke County Public Schools may possess." A Certificate of Insurance evidencing the additional insured status must be presented to the County of Roanoke and/or Roanoke County Public Schools along with a copy of the Endorsement prior to work or services beginning.

The coverage shall be provided by a carrier(s) rated "Excellent" by A.M. Best. In addition, the insurer shall agree to give the County 30 days' notice of its decision to cancel coverage.

(1) Workers' Compensation

Statutory Virginia Limits

Employers' Liability Insurance

- \$100,000 for each Accident by employee
- \$100,000 for each Disease by employee
- \$500,000 policy limit by Disease

(2) Commercial General Liability - Combined Single Limit

- \$1,000,000 each occurrence including contractual liability for specified agreement

- \$2,000,000 General Aggregate (other than Products/Completed Operations)
- \$2,000,000 General Liability-Products/Completed Operations
- \$1,000,000 Personal and Advertising injury
- \$ 100,000 Fire Damage Legal Liability

Coverage must include Broad Form property damage and (XCU) Explosion, Collapse and Underground Coverage

(3) **Business Automobile Liability** – including owned, non-owned and hired car coverage

- Combined Single Limit - \$1,000,000 each accident

Compliance by the Contractor with the foregoing requirements as to carrying insurance shall not relieve the Contractor of their liabilities provisions of the Contract

D. Contractual Liability covers the following indemnity agreement: "The Successful Offeror agrees to indemnify, defend and hold harmless the County of Roanoke and Roanoke County Public Schools, their supervisory boards and members thereof, officers, agents, employees and volunteers from any claims, damages, suits, actions, liabilities and costs of any kind or nature, including attorneys' fees, arising from or caused by the provision of any services, the failure to provide any services or the use of any services or materials furnished (or made available) by the Successful Offeror, provided that such liability is not attributable to the County or School Division's sole negligence."

E. The classification code numbers appearing on the Commercial General Liability coverage parts shall not exclude the symbols "X-C-U".

F. The intent of this insurance specification is to provide the coverage required and the limits expected for each type of coverage. With regard to the Business Automobile Liability and Commercial General Liability, the total amount of coverage can be accomplished through any combination of primary and excess/umbrella insurance. However, the total insurance protection provided for Commercial General Liability or for Business Automobile Liability, either individually or in combination with the Excess/Umbrella Liability, must total \$1,000,000 per occurrence. This insurance shall apply as primary insurance with respect to any other insurance or self-insurance programs afforded the County of Roanoke and Roanoke County Public Schools. This policy shall be endorsed to be primary with respect to the additional insured.

G. The certificate holders on the Accord form Certificates of Insurance shall be:
 Roanoke County Board of Supervisors
 5204 Bernard Drive, Suite 300F
 Roanoke, VA 24019-0798
 Attn: Purchasing Dept.

H. **Claims Made Policies**

If the liability insurance purchased by the Offeror has been issued on a "claims made" basis, the Offeror must comply with the following additional conditions. The limits of liability and the extensions to be included as described previously in these provisions, remain the same. The Offeror must either:

- (1) Agree to provide certificates of insurance evidencing the above coverage for a period of two (2) years after final payment for the Contract for General Liability policies. This certificate shall evidence a "retroactive date" no later than the beginning of the Offeror's work under this Contract, or
- (2) Purchase the extended reporting period endorsement for the policy or policies in force during the term of this Contract and evidence the purchase of this extended reporting period endorsement by means of a certificate of insurance or a copy of the endorsement itself.

END

CONTRACT 2021-030
BETWEEN COUNTY OF ROANOKE AND VENDOR NAME
FOR RECREATION MANAGEMENT SYSTEM

EXHIBIT 2: SCOPE OF WORK/FEE SCHEDULE

REFERENCE: RFP# 2021-030

The final scope of services will be negotiated with the Selected Offeror.

The services, work, and/or items that the Contractor shall provide in a timely and proper manner in accordance with the Contract include, but are not necessarily limited to, the following:

ATTACHMENT B: PROPOSAL RESPONSE AND CHECKLIST

Fully complete the following pages and submit along with Page 2 (Signature Page) of the RFP and all applicable attachments.

I. General Information

Offeror's (Legal Business) Name: _____

Doing Business As (If Different Name): _____

Person to Contact Regarding this RFP (Name): _____

Telephone Number: (____) _____

Email Address: _____

Check type of organization:

Corporation _____

Partnership _____

Sole Proprietor (Individual) _____

Other (describe) _____

If Sole Proprietor (individually owned), number of years in business: _____

Have you ever operated under another name? Yes _____ No _____

If yes -

Other name: _____

Number of years in business under this name: _____

State license number under this name: _____

II. Cover page and Introductory Material

The proposal must contain a cover page with the Offeror's name and address; primary Offeror contact's name, title, telephone number, and email address; and the RFP name, number, and due date. Offerors must also include a Table of Contents outlining the contents of the proposal.

III. Executive Summary [Proposal Section 1]

The executive summary should be a brief narrative, no more than two (2) pages, summarizing the proposal and outlining how the Offeror meets Roanoke County's requirements as specified in this RFP.

IV. Company Profile [Proposal Section 2]

Provide a brief description of the Offeror's history and experience, including number of years in business, markets served, and office locations.

References: Include a minimum of three (3) client references of similar size and scope to Roanoke County's that are currently live. Each reference should include: organizational name, official address, contact person and title, email, and phone number.

Offeror shall submit a current annual financial report, the previous year's report, and a statement regarding any recent or foreseeable mergers or acquisitions. Financial statements may be marked as "confidential" in accordance with the requirements set out in Section 3. E. of this RFP.

V. Proposed Software [Proposal Section 3]

List and describe all software features proposed to satisfy the functional and technical requirements of this RFP.

The Offeror's response to *Attachment C: Functional Requirements* should be provided in this section.

VI. Implementation and Training [Proposal Section 4]

Provide a detailed plan for implementing the proposed Recreation Management System.

VII. Support and Maintenance [Proposal Section 5]

Provide a brief outline of the support services provided.

VIII. Price Proposal [Proposal Section 6]

Offerors should submit their price proposal that includes pricing for all products and services identified in the proposal, including any integration costs, travel costs, and value-add items. All pricing must be provided in US dollars with taxes excluded.

Pricing should be provided in a format similar to the table shown in Section 3. C. of this RFP.

IX. Additional Information / Value Add [Proposal Section 7]

Include any additional functionality not specifically mentioned in this RFP that the Offeror believes would add value to the project.

Copies of the Offeror's sample contract(s) for products and services related to this RFP must also be provided for review. Offeror shall submit any conditions to the Offeror's proposal or exceptions to the sample contract (Attachment A to the RFP).

X. Conflict of Interest

Offeror, owner, officer, employees, agents and immediate family members are not now, and have not been in the past year, an employee of the County of Roanoke or has no responsibility or authority with the County that might affect the procurement transaction or any claim resulting therefrom. (Initial above.)

OR

State the complete name and address of each such person and their connection to the County of Roanoke. Each Offeror is advised that the Ethics in Public Contracting and Conflict of Interests Act of the Virginia Code, as set forth in Section 4 (L) of the RFP, apply to this RFP.

Name _____ Address _____

XI. Convictions and Debarment

If you answer yes to any of the following, include an additional attachment to your proposal, stating the person or entity against whom the conviction or debarment was entered. Provide the location and date of the conviction or debarment, describe the project involved, and explain the circumstances relating to the conviction or debarment, including the names, addresses and phone numbers of persons who might be contacted for additional information.

1. In the last ten years, has your organization or any officer, director, partner, owner, project manager, procurement manager or chief financial officer of your organization:

a. ever been found guilty on charges relating to conflicts of interest?

Yes No

2. a. Is your organization or any officer, director, partner or owner currently debarred or enjoined from doing federal, state or local government work for any reason?
Yes No

b. Has your organization or any officer, director, partner or owner ever been debarred or enjoined from doing federal, state or local government work for any reason?
Yes No

XII. Compliance

If you answer yes to any of the following, provide an attachment to your proposal which gives the date of the termination order, or payment, describes the project involved, and explains the circumstances relating to same, including the names, addresses and phone numbers of persons who might be contacted for additional information.

1. Has your organization:

a. ever been terminated on a contract for cause?
Yes No

XIII. Confidential & Proprietary Information

Identify the section and page number of any information in your proposal that has been identified as confidential, proprietary or a trade secret (see Section 4(A) of the RFP).

Page Number	Section	Description of Confidential and/or Proprietary Information
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Offeror shall provide one redacted copy of its proposal fit for public dissemination, in the event the County must respond to a Freedom of Information Act request. The redacted copy of Offeror's proposal shall be provided on USB Drive or other electronically transferable media and shall be redacted to protect any confidential and/or proprietary information and shall be labeled as such. Offeror shall not mark its entire proposal as

confidential and/or redact the entire proposal; doing so may result in the disqualification of Offeror's proposal.

Attachments:

The following items should be included with your RFP response. Place a check mark on the line next to each applicable item submitted with your proposal. Write N/A (not applicable) on the line next to those items that do not apply to your response.

Signature Page (Pg. 2) of RFP _____

Removable Media Containing
Redacted Version of Proposal _____

Attachment B (Proposal Response
And Checklist) to RFP 2021-030 _____

1. Cover Page & Introductory Material _____
2. Executive Summary _____
3. Company Profile _____
4. Proposed Software _____

Attachment C: Functional Requirements List _____
Attachment D: Technology Standards _____

5. Support and Maintenance _____
6. Price Proposal _____
7. Additional Information / Value Add _____

Conflict of Interest _____
Convictions and Debarment _____
Compliance _____
Confidential and Proprietary Information _____

RFP No. 2021-030

ATTACHMENT C: FUNCTIONAL REQUIREMENTS

Note: Functional Requirements List will also be made available as an Excel file downloaded directly from the project website.

Pricing			
Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	Does the system charge per transaction?		
2	Does the system charge a fee per module? If so, please outline the cost.		
3	Does the system charge a fee per user/license? If so, please outline the cost.		
4	Does the system charge per workstation? If so, please outline the cost.		
5	Is your price fixed throughout the term of the agreement? (Assuming the scope of the project stays the same).		
6	Can "convenience fees" be passed on to the customer through online purchase in lieu of (or to reduce) annual maintenance costs?		
7	Is the proposed solution inclusive of a credit card gateway/processor, or will that be provided by Roanoke County? (If so, please name all compatible processors)		
Technical Requirements			
Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	If the solution is hosted, are the servers tier 4? If below tier 4, please stipulate the level and the provider.		
2	Software to be installed is the latest available. Identify the most current stable release for all software and firmware to be installed.		
4	System is compatible with Microsoft Windows 10 or higher systems and standard USB hardware. Provide system requirements and hardware/software recommendations.		
5	System supports operations on Microsoft SQL Server 2016 or higher as the server platform.		
6	Provide hardware requirements for: touch screens, pin pads, cameras, gate kickers/turnstiles/door locks, cash drawers, scanners, photo ID card printers, and any other applicable devices.		
7	Does the software utilize any plug-ins such as Java, Silverlight, Flash etc.? If so, please state which plug-ins are required and why.		
8	All software applications and any recommended hardware must be compliant with a routed IP network.		
9	System operates in a real time. Example: upon completion of a program registration, the rosters, client accounts, all financials, schedules, statistics, reports, etc. are updated automatically.		

10	Provide the communication and deployment plan for system upgrades and all other maintenance and service interruptions.		
-----------	--	--	--

11	If there is a "thin or thick client" installed on workstations, does the client get installed under the "All Users" profile where every user has access to it, or is it installed only for the user that is logged on?		
-----------	--	--	--

Support Requirements

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	A primary point of contact will be assigned as the Project Manager who will act as the point of contact for the course of the implementation.		
2	An account representative will be assigned, who will act as a central point of contact after implementation.		
3	The vendor has a dedicated support website with product information, support and software release downloads.		
4	The vendor support provides a ticketing or issue tracking system that is accessible online.		
5	The vendor offers phone support. If so, please indicate hours of operation including the time zone.		
6	Will remote access be required to provide support? If so, please explain methods used.		
7	System documents and training materials are available online.		
8	End user training can be provided remotely via the Internet.		
9	How are support resources and priorities managed. What is the escalation process?		
10	Product revisions, upgrades and enhancements are provided for no additional cost as part of support and/or maintenance.		
11	Does your support have a Service Level Agreement (SLA)? If so, describe the major section of the SLA (uptime guarantees, performance guarantees, liability, etc.).		
12	Indicate the rate for customizations and modifications (i.e. custom reports)		
13	Describe how support could be maintained and/or system operation could be preserved in the case the vendor should cease operations.		

Online Services Requirements

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
------	----------------	--------------------	---------------------------

1	The online aspect of the system is to be compatible with all current versions of Chrome, Firefox, Edge, and Safari.		
2	All Internet communication is to be encrypted; websites are to use TLS 1.2. Indicate the encryption used.		
3	Public facing websites are to be adaptable and mobile-friendly.		
5	Does the proposed system include or require other specific functional components for, or related to, web presence? Explain.		
6	System controls what database information is allowed for online viewing and/or processing. Information (for web display and use) only needs to be managed once.		
7	Online system functions/data managed in the central recreation system/database. No duplication of data required.		
8	System administrator can define a timeout to remove any held items from an incomplete, inactive transaction.		
9	Web application provides ability to completely customize the “look and feel” of the website through cascading style sheets. The site can be configured to have the same colour, fonts, backgrounds, and header as the existing website. How are these changes maintained when updates are deployed? Explain.		
11	Ability to add custom tracking code using Google Analytics.		
12	Images and graphics display on the website and add custom hyperlinks.		
13	System has options for custom online program guide/ brochure capabilities. Please describe.		
14	System allows for custom brochure export		

Web CUI – Customer Management

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System controls online log-in to the database via a unique identifier (customerID and password, email address and password) and prevents duplications		
2	Web application enforces strong password rules including forcing change when system generated password is first utilized.		
3	Automated retrieval of password, if forgotten.		
4	System supports failed login lock-out policies.		
5	System provides for self-service account creation depending on definable system parameters (set by system administrator).		

6	Web application gives option to validate customer's street address when an account is created.		
7	Ability to update a customer account online for those account components/fields defined by the system administrator.		
8	System has the ability to not allow further account activity until outstanding balance on account is paid.		
9	Customers can view their transaction history and reprint receipts.		
10	System supports holds on memberships. Example: a customer is away for a period of time, their account can be put on hold until they return.		

Web CUI – Membership Management

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	Detailed membership product information displayed including description of membership types, plans, terms, benefits and fee(s).		
2	Current members can view existing memberships and usage.		
3	System allows for online membership processing/sales.		
4	System allows for online membership renewal processing.		
5	System administrators can control which passes are allowed for online purchase.		
6	Memberships can be scanned from a mobile device. Remaining punches or membership expiry is identified, if applicable.		
7	The system has the ability for remote scanning for non- networked locations using mobile application or web app.		
8	System allows for online core class registration with valid membership plan, type and term.		
9	System allows for membership discount to be applied for program registration with valid membership plan, type and term.		
10	System allows for updates to member's account and payment information.		
11	Waivers can be completed and attached to a member account or specific program.		

Web CUI- Program Registration

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System has online program registration.		
2	Ability to feature programs with user-defined low registration numbers on the web automatically.		

3	Online registration site includes content management features that allows users to upload documents and content on a regular basis.		
4	System has the ability to automatically display available programs (based on user-defined settings).		
5	System allows customers to browse programs and availability online.		
6	System controls the dates and times allowed for online registration by program and by customer type (i.e. residency)		
7	A detailed program search function allows customers to search for programs online. Flexible keyword search capability.		
8	Detailed program information – display of current enrollment, comments, fees, dates, times, instructors, holidays, ages and grades can be viewed as defined by system administrator.		
9	System has a method for calculating automatic registration discounts for members with a defined membership plan, type and term.		
10	Customers can register multiple family members for multiple programs on the same transaction during online registration and make one single payment.		
11	System can present and process custom program questions/prompts during the online registration process.		
12	Detailed program registration receipts are provided in PDF format, both onscreen and directly emailed to the customer's email address.		
13	Program registrant contact lists to advise participants of program changes via email or other method of notification.		
14	Ability to offer third party program registration.		
15	System allows for online weight room orientation, private swim lesson, eg. scheduling.		
16	Does the system allow for online withdrawals?		
17	Does the system allow the County to display programs online, but not allow registration?		
18	Can the system assign different registration dates (both online and in person) for members, general public, and residents?		

Web CUI - Ticketing

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System allows customers to purchase tickets online		

2	Multiple tickets of a single type/pricepoint can be purchased in one transaction		
3	Customers receive a ticket-style receipt with a scanable barcode or coupon code		
4	Timed slots can be selected for ticket purchases		
5	Ticket prices can be set to correspond to participant age		
6	Customers can be assigned a space, area, or seat within a ticketed venue		
7	Ticketed time slots that are filled will be marked for in the customer portal as "FULL"		
8	Automatic cross promotion of similar events during the registration process.		

Web CUI - Facility Booking

Item		Response (Y/P/F/N)	Explanation/Clarification
1	Allows for online facility bookings. The ability to complete bookings online can be turned on and off by system administrators.		
2	Ability to control which facilities are allowed and not allowed for online booking.		
3	System can control minimum and maximum days/hours in advance that a booking can be made online.		
4	Ability to book multi day activities such as a campground.		
5	The system can store facility images (pictures and videos) for access/display.		
6	System has the ability to display detailed facility information, including availability, schedules, comments, fees and facility images (based on user-defined settings).		
7	System includes a detailed facility search function allowing for customers to search for available facilities online.		
8	Customers can make facility bookings directly from graphical display and map views.		
9	Allows for online facility reservation processing with or without immediate payment.		
10	System provides detailed booking information download to mobile device for viewing purposes.		
11	Ability to add on purchases to a facility booking.		
12	Ability for the customer to send a liability waiver to other external participants, such as a birthday party invitation.		

Program Registration and Scheduling

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	Integration with facility bookings		

2	Software tracks the date and user when user creates and modifies a program. Admins can view the history of changes.		
3	System includes a search function enabling users to easily find program details and information based on program criteria. Describe search parameters.		
4	System have the ability to use a copy function for programs so as to expedite data entry when setting up future seasons/sessions.		
5	Program are grouped into user-defined categories. Example: Fitness, Skating, Swimming.		
6	Program numbers can either be system generated or user-defined.		
7	Program status codes are automatically applied by system and others as a result of user actions. Example: Active, Inactive, Course Over, Course Closed, Course Cancelled, etc.		
8	Program titles and description fields have capacity for unlimited character length. If not, explain and provide the character limit.		
9	System automatically calculates days and dates for recurrences/number of classes specified (see above) based on program start date.		
10	Program allows for removal and/or addition of days. Example: remove stat holidays and facility closures; add a date for testing, awards, a special event, etc.		
11	Ability to set minimum and maximum number of registrants per program.		
12	Designate minimum and maximum age range for each program. Proper age check is calculated based on user- defined date Example: by end of program, by 'X' date, etc.		
13	Ability to book multiple programs into a single space. Explain methodology. Example: multiple skating programs on one sheet of ice.		
14	Programs can be associated to multiple facilities, and the system reserves those facilities automatically for the program.		
15	Program facility set- up/maintenance needs are linked for each program. Set-up/maintenance comments are included on facility set-up schedules and reports. Example: flooding after skating program.		
16	Multiple instructors can be linked to each program.		

17	Software have the ability to assign more than one fee to each program such as resident/non-resident or pass holder/non-pass holder, age grouping, etc.		
18	Ability to set-up custom questions/prompts for each program.		
19	A health form liability waiver can be required prior to completion of registration.		
20	The system can detect if a liability waiver type has already been completed by a customer and apply it to the registration.		
22	System allows for multiple prerequisite programs to be linked. Example: must take session 'A' and 'B' before registration into session 'C' is allowed.		
23	Ability to set-up programs with flexible registration and associated fee options for designated programs. Explain. Example: register and pay a prorated fee for one day out of a five day camp.		
24	System allows for unlimited characters of text for program notes for the customer. Example: please bring 'X, Y, Z' to your program; special presentation in class on 'X' day. These program notes are displayed online, on customer receipt, and/or other methods. Explain.		
25	System allows for reporting on program information such as Below Minimum Registration Requirement, Program Waitlists, Fees assigned to programs, etc.		
26	System provides a Program Roster with program information and basic participant information. Ability to include more detailed participant information (medical information, emergency contacts).		
27	Ability to assign revenues within one program to be split between multiple GL accounts.		

Program Registration

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System includes a search function enabling users to easily find program details and information based on program criteria. Describe the search parameters.		
2	System displays the number of participants currently registered and how many spots are available in each program, for users as well as for customers online.		
3	Ability to suspend online registration for a specific period of time for courses added to accommodate waitlists.		

4	<p>System automatically alerts the user and customer online during registration when customer does not meet a program or registration requirement</p> <p>Example: age, grade, gender, etc.</p>		
5	<p>System automatically alerts the staff member and customer online during registration when customer wants to register for a class they have already registered for. If yes, does the system allow for overriding this alert (by user and customer online) and proceed with the registration? Explain.</p>		
6	<p>System automatically alerts the staff member and customer online during registration if there is a time conflict with existing program registrations. If yes, does the system allow for overriding this alert (by user and customer online) and proceed with the registration? Explain.</p>		
7	<p>System automatically alerts the staff member and customer online during registration when customer wants to register for a program that is full or that has been cancelled. If program is full, does system prompt to add customer to the waitlist? Explain.</p>		
8	<p>System has the ability to transfer an individual or group from one program to another, and if a difference in fee exists, the system automatically handles the financial data so that the fee difference can be collected or refunded.</p>		
9	<p>System has the ability to process cancellations for individuals or the entire class in a single transaction.</p>		
10	<p>The system must handle waitlists if program is full, and display the number of registrants currently on the waitlist.</p>		
11	<p>When a customer cancels or transfers from a full program, which creates an available spot, the system automatically alerts the next customer on the waitlist. Explain methodology.</p>		
12	<p>In the case of a withdrawal or transfer opening a spot for a customer on the waitlist, the system has the ability to automatically inform the customer(s) on waitlist that a spot is open. Explain methodology.</p>		
13	<p>System allows users to override the waitlist to make changes to the registrations in a program.</p>		
14	<p>Ability to override or adjust class fees based on user's security permissions.</p>		

15	Provides for automatic calculation of fee proration prior to completing the registration if program has already begun (based on system rules and user security permissions).		
16	The system automatically selects and applies the appropriate customer fee (resident, non-resident, age, passholder, fee assistance, etc.) based on the information in the customer's account and parameters set in Program Maintenance - for in person AND online registrations.		
17	System allows for user-defined registration questions allowing for any data fields/questions to be set-up and tracked for the program. During the registration process, the questions defined are presented for input. Example: T-shirt size, waiver response		
18	What types of answer fields are available to answer custom prompts? Example: tables, yes/no, text.		
19	The system produces a standard receipt with program name(s), date(s), time(s), location(s), descriptive comment(s), payment information (payment amount, balance owing), tax number, date/time of transaction, user, and payment method.		
20	Receipts can be printed, emailed or both (simultaneously) pending customer request.		
21	Direct email feature pulls customer email addresses from the database, as opposed to manually entering email addresses.		
22	Receipts can be customized to modify aspects such as: multiple logos, object placement, user-defined text, font, and software data fields. Explain fields available for customization.		
23	Custom text/receipt can be selected from multiple choices by the user prior to printing receipt. A default receipt can also be identified.		
24	Does the system allow a customer/family to see their activity calendar online?		
Event Ticketing			
Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System allows for the purchase tickets with a barcord or QR scan ability.		
2	A calendar view of date selection for ticket purchase is available.		
3	Multiple daily time slots can be set up for ticket purchase, with limited quantity of tickets for each time slot.		

4	Multiple prices can be set for each ticket depending on factors such as age or membership status.		
5	Customers can be assigned a space, area, or seat within a ticketed venue		
6	A single customer can purchase multiple tickets of each type without requiring the creation of a new account for each ticket assignment.		
7	A staff facing tool exists for checking in ticket holders via phone or handheld digital device. Please describe the tool (app/web based etc.) the scan mechanism (qr code, etc) and any peripheral equipment required for us.		

Facility Booking

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System tracks date and user when user creates and modifies a booking. Can report on all changes to bookings for auditing, customer information, and billing purposes.		
2	The system has scheduling/booking capabilities for any facility type, such as gyms, fields, courts, shelters, auditoriums, and campgrounds		
3	Ability to use a copy function for bookings to expedite data entry when setting up future seasons/sessions.		
4	System includes a detailed facility search function for users to search for available facilities.		
5	Allows for facility schedule inquiries and viewing by date range, day, week, or month in calendar form.		
6	Calendar feature resembles grid display and has similar functionality.		
7	System provides customizable viewing of all booking details for a given facility. Example: customer/organization name, the purpose (event), user who made booking, etc.		
8	Ability to view multiple facilities on a single screen.		
9	Ability to view multiple facilities by day, week, or month.		
10	Ability to identify different booking types by a color code so the events display in different colors on the calendar.		
11	System allows for internal/administrative bookings with no fees.		
12	Capability to manage any number of facilities by user-defined hierarchy of facility category, facility type, location, and unique identifiers.		

13	The system recognizes rooms/spaces as part of a larger facility and will not allow an individual room/space to be booked if the larger encompassing facility is already booked, nor allow the facility to be booked if an individual room/space within is booked.		
14	System manages facilities with overlapping rooms/spaces, date and times (does not allow double bookings in overlap situations without appropriate user security permissions).		
15	System warns user if a conflict exists prior to the completion of a booking, shows the conflicts to be resolved, and allows resolution of conflicts one at a time.		
16	Ability to link facilities into facility groups to allow for reserving multiple facilities in a single step.		
17	Ability to identify amenities/unique features of each facility or rental item. These amenities and features should be searchable.		
18	Ability to reserve a facility directly from the calendar by highlighting a time slot.		
19	Ability to search booking information by customer/organization name or booking number.		
20	System includes a fully customizable, graphical rental interface (map) that can be used for viewing and processing bookings. Example: a gymnasium map that is touch screen friendly, printable and allows for viewing and processing of bookings.		
21	System allows for the following types of bookings in one process/step: one time bookings (one day only), pattern bookings (e.g. every Tuesday and Thursday for the next four months), chosen set of bookings (any combination of any date sequence). Prior to the completion of a repeating/pattern booking, all line items are displayed to allow for adjusting or deleting items without having to process another transaction.		
22	The system has the capability to amend current bookings (i.e. system does not require deletion of current booking and re-entry of a new booking to make a change).		
23	Ability to apply user-defined fees for specified changes/amendments to bookings.		

24	Ability to create custom questions for the booking process which can then assess an additional charge depending on the customer's answer, and roll into the contract details. Ability to link these questions to applicable facilities and rental items.		
25	System supports making tentative bookings. Describe how a tentative booking is finalized.		
26	Booking status codes are automatically applied by the system and others as a result of user actions. Example: tentative, firm, active, inactive, booking over, booking closed, cancelled, etc.		
27	The system automatically prompts to generate a contract with customer name/address with details of booking(s), charges, and special requirements.		
28	Contract numbers are system generated.		
29	Allows for recording of attendance.		
30	System alerts user if adding an event will exceed allowable attendance.		
31	The system allows for specific operating dates and times for each facility (open and close).		
32	Allows linkage of unique maintenance comments to each facility, where the comment/note prints on the staff maintenance schedule report.		
33	Allows for booking set-up and clean-up time assignments.		
34	System can control the time in advance that bookings are allowed by various user security settings – minimum time prior to bookings and maximum advanced booking times. Example: ability to allow bookings six months out, with no bookings allowed within three days of booking date.		
35	Allows multiple fees to be assigned to each facility or rental item, for each customer type (resident, commercial, non-profit, etc.).		
36	Fees adjust automatically based on user-defined periods of time. Example: prime/non-prime time.		
37	Besides the regular booking fee, the user is able to add additional fees. Example: extra participants, other rental items, defined surcharges.		
38	Allows for fee discounting at the time of the booking, based on user security permissions.		

39	The system provides for updating charges, partial payment processing, future payments, damage deposit payments and refunds, payment reversals, transfer/cancellation fees, and credit balance refunds.		
40	Ability to collect, refund, debit, and track security deposits.		
41	The system has the ability to customize contracts with multiple logos, terms, and conditions of use with multiple versions, based on facility booked. The appropriate version is integrated into the generated contract, as opposed to being a separate document.		
42	Contract details the booked facility/item, customer information, date/time start and finish, amount due, unique comment(s), fee information, payment method, date and time of transaction, and user. Multiple bookings (for one or multiple facilities) may be included in one contract.		
43	Option to produce a version of the contract with a simplified description of the booked facilities. The aim is to be able to articulate the bookings on a contract with thousands of bookings.		
44	Contract layout is customizable to include multiple logos, text areas, fonts, sections, software data fields, etc.		
45	System has the ability to email a contract to multiple contact email addresses.		
46	Ability to reprint contracts as needed.		
47	Ability to link equipment and/or personnel resources as part of a facility, to be used as possible elements of the booking.		
48	Ability to link a rental item to a rental classification, which provides for the collection of additional information from the customer, based on what is being rented. Example: if a booking is a party, the system will request the number of attendees, tables, sound system requirements, etc.		
49	Allows unique comment text linked to the rental item which prints on the contract. Example: conditions of use.		
50	System has the ability to store and track detailed information about equipment/rental items such as year purchased, vendor, warranties, etc.		
51	Ability to rent equipment to an account in the system, in order to track rentals to specific customers.		

52	System includes ability to produce reports on the Facility Booking functions such as Facility Schedule Reports, Maintenance Reports, Facility Usage, Set of Contracts based on certain criteria, Customer-Based Booking Report, etc.		
Point of Sale			
Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System has ability to manage POS inventory functionality (tracking, order limits) on an individual item basis.		
2	System allows for system generated or user-defined, alpha-numeric codes for each inventory item. Each transaction code may have as many of these inventory items associated with it as needed. System is able to handle significant numbers of inventory items. If there is a limit, explain. Example: the transaction code is clothing and there are 300 unique, individual clothing inventory items.		
3	Ability to track POS inventory through product issued barcodes.		
4	Ability to create and print UPC barcodes for items without product barcodes. If hardware is required, explain.		
5	Ability to associate vendors (with primary vendor assignment) for each inventory item.		
6	Ability to link UPC codes to each inventory item.		
7	Ability to link a storage location identifier (example: bin number, facility) to each inventory item, and transfer items between locations.		
8	Allows for option to set retail price manually or automatically via flat mark-up percentage based on cost, or by margin.		
9	System allows for an assigned global discount which automatically discounts all items for a given timeframe.		
10	System allows for the return of an item which adds the item back into inventory, based on user security permissions.		
11	System allows for multiple screens/pricing/item/service set-ups to allow selling specific items/services based on facility, function, or line of service delivery.		
12	The system provides for admissions (daily use/non-pass holder) processing.		
13	Screen layout allows for unlimited number of drill-down screens (subcategories) to accommodate large volume of items and item categories. If not, explain.		

14	System allows for the selection of the item/service to be sold by each of the following methods: selecting the item from a list, barcode (UPC or other) scanning, programmable keyboard or keypad.		
15	Item barcode scanning does not interfere with pass scanning.		
16	Allows for the sale of an unlimited number of line items for each transaction. If not, explain.		
17	System allows price adjustments (e.g. coupons) with the ability to adjust by a flat dollar amount or a percentage amount. Adjustment can be applied to either the entire transaction or a single line item.		
18	System provides the option to link a POS transaction to a customer for reporting and statistical purposes.		
19	System automatically maintains and tracks inventory data such as quantity in stock, re-order point, normal stocking level, and quantity on order.		
20	System has the ability to track and graph product sales by inventory categories.		
21	System can assign custom prompts to individual item sales and price adjustments, in order to collect information.		

Reports Required

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	Report that shows time of scan by individuals.		
2	Daily usage of venues		
3	Daily participation in programs		
4	Weekly membership sales (cash based) by category and type.		
5	Weekly program sales (cash based) by category (go beyond/splash).		
6	Weekly drop-in sales by category (go beyond/splash).		
7	Weekly retail sales.		
8	Weekly sales of other products (cash based).		
9	Weekly venue rental revenue.		
10	Weekly member participation in programs.		
11	Weekly drop-in sales by category and by number		
12	Weekly venue usage number and as compared to previous years and budget.		
13	Breakdown of membership sales by type (swimming, gym) and category (ie. One parent family, Adult, etc.).		
14	Membership renewal		
15	Membership discounts - Fee Assistance		

16	Membership renewal monthly report on pending Expiration		
17	Membership uses within defined time periods		
18	List of members with less than or greater number of uses in a defined period		
19	Member time of use		
20	Member participation in core classes, both total and by member		
21	Drop in users time of purchase		
22	Number of cancelled programs		
23	Total participation in courses.		
24	Program registration by category		
25	Membership census		
26	Membership extension and suspension		
27	Hourly usage report		
28	Report on member/drop in residency		
29	Stakeholder usage report # of participants within venue rental		
30	Total revenue and hours of facility rentals by client for defined periods and in comparison to previous years		
31	Transaction report		
32	Cash Out Report - to balance (cash out) by user, assigned cash drawer, location, for any date range, any time range, by function, by multiple GL numbers, by cost, by facility, by payment method, merchant, or for the entire system.		
33	Daily Cash Balance Report - produces end of day financial reports that provide consolidated totals from all functional areas such as a grand total of all registrations, bookings, passes, POS sales, etc.		
34	Coupon/Discount Report - reports on discounts that have been applied to transactions for a given date range. Shows the name of the discount, user who applied the discount, the amount, the customer who received the discount, and the activity transaction to which the discount was applied.		
35	Receipt Report - reports a list of receipts for a particular date or range of dates. It shows the receipt number, receipt date and time, user, customer name, type of payment, amount paid, and total of all payments. Report also includes voided transactions.		
36	General Ledger (GL) Debit/Credit Report - reports debit and credit transactions for each GL account for a particular date or range of dates. For each account, all charges are listed with the receipt number, type of transaction, and debit or credit amount.		

37	<p>General Ledger Transaction Report - reports daily transactional amounts received by payment type for each GL account for a particular date or range of dates. For each account, amounts for each type of payment are listed (example: cash, cheque, credit card, and journal entry payments).</p>		
38	<p>Requested Refund Report - reports a list of transactions to refund. It details the receipt number, date, time, customer for the original transaction, type of payment, and how the transaction will be refunded (example: cheque, cash, credit card, debit card, gift card, and customer account credit).</p>		
39	<p>Net Revenue Report - shows all revenues by GL account, date range, etc.</p>		
40	<p>Credit on Account Report - reports outstanding credits by customer accounts and date added.</p>		
41	<p>Accounts Receivable Past Due - reports information about accounts receivable from customers with balances that are currently due and past due.</p>		
42	<p>Expired Credit Card Report - reports on credit card expiry dates in near future that have been set-up for scheduled payments.</p>		
43	<p>Declined Report - includes name, customer ID, amount, location, and reflects outstanding balances due to declined payments.</p>		
44	<p>All reports contain a title, page number, date/time stamp, username, and logos when printed.</p>		
45	<p>System includes the ability to preview all print jobs, print to either laser and/or thermal printers, or print to local, shared, and network printers. Allows for user to select desired printer from available Windows printers.</p>		
46	<p>Where applicable, standard reports can print in either portrait or landscape format (user selected).</p>		
47	<p>All reports can be exported to Word, Excel, PDF, etc.</p>		
48	<p>Report creation option includes organizing data into charts and graphs.</p>		
49	<p>Ability to print/export program information in standard file format for use in creating program brochures.</p>		
50	<p>Ability to refine reports through a variety of filters. Example: Program Maintenance reports by program category, program number, program name, session and year, supervisor, etc.</p>		

51	In addition to the standard reports provided by the system, a report writer must be available to produce ad-hoc and customized reports. Describe custom and ad-hoc reporting capabilities.		
52	System allows for the creation of comparison reports based on selected criteria, including but not limited to: program, program category, program status, facility, facility type, city, postal code, pass, pass status, gender, item(s) purchased, supervisor, user, etc.		
53	Fee Assistance Report - numbers and dollars approved for customers, per customer type (example: child, adult), per time period, per approval method.		
54	Fee Assistance Usage Report - reports usage numbers and dollars, per customer type (example: child, adult), per time period, per approval method, per location used, per demographic criteria (customer information).		

Marketing and Communication

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System allows customers to opt in and/or opt out of email lists.		
2	System allows email campaigns to be sent in text or HTML formats.		
3	System allows custom SMS messages to be sent to groups of members or program participants		
4	One central database across all modules tracks customer information, with one view of customers across all facilities.		
5	Ability for automated email reminders for customers. Example: upcoming program registrations, facility bookings, court times, pass renewals, Fee Assistance renewals, etc.		
6	System allows for an unlimited number of customer lists to be identified and created for general information and/or emailing, text messaging, and hard-copy mailing lists.		
7	System provides capability of an automated "list building" tool to segment marketing audiences.		
8	System provides ability to create an unlimited number of "custom questions" that can be asked either globally or during a transaction in order to gather additional demographic or program specific information.		
9	System is able to report on any one or many custom questions and their associated answers.		

10	System has the ability to utilize unique discount/promo codes that can be entered online. Example: code to receive 10% off program fee.		
-----------	--	--	--

11	System provides a direct connection to social media sites such as Facebook or Twitter encouraging clients to share their program registration with associates who might be interested in joining them		
-----------	---	--	--

Access Control

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System will be capable of producing membership cards, passes or printer receipts with scannable barcodes to be used for the purposes of validation and entry at control points.		
2	Preassigned numbers can be assigned to membership accounts, such as when pass cards are pre-printed.		
3	System is able to scan a membership card, pass, or printed receipt at control points to permit self-service entry. Provide hardware requirements for control points, including interfaces with turnstiles, gates, or doors.		
4	POS system has the ability to print a receipt that includes an identifier that can be scanned to grant facility access for drop-in visitors.		
5	System provides functionality for member's barcode or identifier to be displayed on a mobile device screen and scanned at control points.		
6	System will alert staff if an invalid barcode or identifier is scanned.		
7	System is able to restrict entry at control point based on regular hours of operation.		
8	Staff facing notes or alerts can be placed on members accounts to identify behavior issues with customers.		
9	Membership cards, passes or receipts can be scanned at control desks so that staff may review attributes of a member's account (i.e. membership type, waiver status).		
10	System will have the ability to record entrances at control points for tracking and reporting purposes.		
11	System can control access at control points based on cards purchased with pre-defined number of entrances (ie. 10-punch card)		

Digital Waivers

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
------	----------------	--------------------	---------------------------

1	Text of a digital waiver must be of a readable size on any device. Side to side scrolling is not acceptable.		
2	Upon completion of a digital waiver form the customer/member must be provided with a copy of the document via email.		
3	Identity verification/email validation must exist for documents completed off site (e.g. smart phone, home computer).		
4	Customers will be informed of the electronic signature clause and be given the opportunity to sign with their finger on a touch screen or with a mouse.		
5	Customizable information fields.		
6	Required fields are enforced - the customer will not be permitted to proceed without valid input.		
7	Waivers can be saved and attached to a specific individual or account		
8	Waivers can be a prerequisite for an activity or ticket.		
9	Software will automatically detect if a waiver of a specific type has already been completed by the customer and allow them to continue to the next step of registration.		
10	Waivers can be created with skip logic to change the design of future questions of the form based on specific questions.		
11	Waivers can be emailed to specific staff members as determined by boxes checked.		

Financial Controls

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System must be PCI Level 1 Compliant for all card transactions both in person and online. Indicate PCI certification level.		
2	Tokenization must be utilized for all credit card payments. No credit card information is stored within the system.		
3	System has the ability to export financial transactions summarized by GL account in a format suitable for import into a third-party financial system.		
4	Provide a list of financial reports available within the system.		
5	System provides for financial reporting for any timeframe to reconcile with revenue.		
6	System allows for the creation of invoices and statements that are sent directly to the customer via email, including auto-generated reminders based on pre-set criteria.		

7	System has the ability for EFT and automatic credit card billing as form of payment for reoccurring scheduled payments either with an end date or perpetually until ended by customer request.		
8	System has the ability to provide for Subsidized financial assistance.		
9	Ability to assign multiple levels of tax to an item, with that revenue split to separate GL accounts automatically.		
10	System provides Accounts Receivable functionality.		

Membership Management (General)

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System has the ability to define a wide range of membership prices and types, plans (family, adult, student, child, etc.) and terms (10 punch, 1 month, 3 month, 6 month, 12 month, continuous renewal, etc.).		
2	Ability to send an automatic notification when a membership payment is declined.		
3	Ability to configure memberships with user-defined effective and expiration dates.		
4	Ability to enter the length of the pass in months/days.		
5	Ability to apply age restrictions by membership plan. Example: Youth 12-17 years.		
6	Visits can be limited by membership, day of week, and time of day. User restrictions may be placed on memberships.		
7	Ability to restrict access to certain facilities, based on membership and balance owing on account.		
8	System provides for membership cancellations with reason for cancellation and refund options.		
9	System provides for automatic membership renewals and notifications.		
10	Membership fees can be discounted and adjusted. (Fee Assistance)		
11	Ability to capture member's photo and store on the customer account.		
12	Ability to put memberships on hold to accommodate freeze requests.		
14	System has the ability to establish and determine opt in or out of member communications.		
15	System allows for membership discounts to be applied for program registration with valid membership plan, type, and term.		

16	System provides for installment billing options for recurring scheduled payments in all modules and have the ability to apply the payment(s) automatically. Example: by 'X' date, weekly, monthly, etc.,		
17	System has the ability for EFT and auto credit card billing as form of payment for scheduled payments when scheduled payments have a defined end amount or date.		
18	System has the ability for EFT and auto credit card billing as form of payment for continuous scheduled payments (that only end upon customer request).		

System Security and Information Management

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	System provides a login and authentication mechanism for staff accessing the system (either Active Directory integrated or application specific).		
2	System provides an activity log detailing user logins, changes, and transactions, and a complete audit trail, available for query as needed.		
3	System has the ability to enforce definable password complexity, expiration and configurable failed login lock-out rules.		
4	System has account security functionality to limit user access to sections of the application and/or restrict access to read-only. Please provide details on levels and granularity of the security model.		
5	The solution must provide the ability to configure user security rights by type of access (e.g., view only, add, update, delete). Security rights can be applied to definable groups of users.		
6	System must provide the ability to configure user access to document templates (i.e. only supervisors have access to permit templates).		
7	System allows for customized page layouts dependent on the security rights of the person logging in.		
8	Specify encryption and authentication methods and protocols used when storing, transmitting and/or accessing data.		
9	In what provinces or countries is data stored or transmitted, including back- ups and mirroring sites?		
10	List all vendor employee roles, representatives, and subcontractors who may have access to data processed through the system.		

11	Hosted solutions are to provide information about guaranteed uptime, disaster recovery plans and overall availability.		
12	Data must be solely owned by the County and accessible to the county in county-specified data format.		
13	System data is not to be used by the provider, hosting company or any other 3 rd party for any purpose other than providing the RMS functionality.		
14	Can system data be provided on a periodic basis or upon request? IE (Usage, Storage, Memory etc.)		

Integrations

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	The system provides an Application Programming Interface (API) with two-way communication for purposes of data exchange with external applications.		
2	The System supports integration with the ESRI ArcGIS platform for mapping integration. List compatible ESRI Versions (on 10.6.1 now, 10.8.1 in test), and comment on use of ESRI REST services for GIS integration.		
3	The System supports integration with the Microsoft D365 (Dynamics AX Financials) Roanoke County financial system. The system has the ability to export general ledger transactions summarized by the general ledger string in a format suitable for import into the Dynamics 365 financial system as a general journal file. The system has the ability to maintain a copy of the relevant portions of the D365 chart of accounts / accounting strings with little or no manual intervention.		
4	Ability to export results in a variety of formats. Identify which formats are supported for export.		
5	System provides compatibility with social media tools including but not limited to: Facebook, Twitter, Instagram.		
6	System is able to provide data for display on digital signs within facilities.		

Account Management

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	Customer database files include detailed customer information including: customer name (first and last), company name, gender, birthdate, phone number(s), email, emergency contact, etc.		

2	System has the ability to collect medical information (and other sensitive customer notes/alerts), that can be viewed and reported on program rosters.		
3	System ensures that at least one adult is on an account (as primary account name).		
4	Ability to hold two email addresses for each individual on account.		
5	Birth date (system automatically maintains and displays the computed age) for all individuals on account.		
6	System allows for a variety of customer status codes (ie. active, suspended, frozen, deceased). Do any of these codes prevent processing or have other impacts? ie. Continuous renewal if an account has been frozen due to balance owing on account.		
7	System has pre-defined customer types (ie. resident/non-resident, member/non-member).		
8	System allows for enabling required fields during the account creation process (ie. must provide birth date).		
9	System allows for new user-defined fields to be added, removed, and/or modified.		
10	System automatically assigns unique identifiers upon the creation of the account (e.g. customer ID number and pin number).		
11	System includes ability to check for duplicate customer files when entering new customer records for both users and for customers online. If a new customer is added to the central database, the system warns the user of similar customer files.		
12	System has the ability to merge duplicate customer records (with full history merge).		
13	Ability to recognize/search/select family account entries by common phone number, address, name, date of birth, and/or email address.		
14	System has ability to view/inquire about household data, addresses, phone numbers, transaction history, registrations and membership details.		
15	Ability to view customer's entire history of transactions and the ability to reprint or email receipts at any time.		
16	System has the ability to associate scanned documents (tax forms, proof of residency, proof of insurance, membership agreement) to each customer record by a document imaging system. Identify any hardware requirements.		

17	System provides for notes/alerts to be tagged to a customer account, such that upon next user access of that account or web login the customized alert is displayed.		
18	System allows for users to set valid dates and valid expiry dates for notes/alerts, such that the system will automatically post and remove the note/alert upon reaching those dates.		
19	GIS Integration is used to identify residency status when creating new accounts.		

Staff Management

Item	System Feature	Response (Y/P/F/N)	Explanation/Clarification
1	Track per class payroll calculation.		
2	Track per attendance payroll calculation.		
3	Track percentage payroll calculation.		
4	Track hourly rate payroll calculation.		

RFP No. 2021-030

ATTACHMENT D: TECHNOLOGY STANDARDS

Note: Technology Standards document will also be made available as an Excel file downloaded directly from the project website.

Enter Project Name/Information Here

No.	Component	Current Model, Software, Hardware Standards and Preferences	Requirement Ranking: R=Required D=Desired O=Optional	Priority: H=High M=Medium L=Low NO= Not Optional	Vendor Response:	Comments:
					2 = Existing functionality	1 = Requires modification
*	Technology standards should be expected to change. Any future technology standard adoption by the County for which the vendor provides a supported application version should be covered within general maintenance fees and provided with application upgrade.	Vendor stays current with technology standards (as defined by OS, DB, HW vendor support path and timeframes), and includes these as part of regular upgrades covered by maintenance fees agreed to for the application solution. Portions with both optional supported configurations are denoted as: #.#.P = preferred and #.#.A = Alternative	R	H		
1. Network Environment						
1.1	LAN/WAN	The County's LAN infrastructure consists of Ethernet 10/100/1000 Base-T to the desktop with a Gigabit backbone using routers and switches. The WAN circuits consist of 10 to 100 MB Ethernet connections between the major County facilities and cable modem or 11 MB Wireless to the smaller facilities. The County currently has a 300 MB Ethernet connection to the Internet at its primary location and a second internet provider at 200 MB at the alternate data center site.	R	H		
1.2	Communications Line Interfaces	In accordance with the vendor's design and system configurations each computer shall support asynchronous and/or synchronous interfaces. The vendor should provide estimated normal response times for each module in the system at local, 10 Mb Ethernet, cable modem remote sites, given the proposed server and client configuration. Solutions with shorter response times overall, but in particular, in critical modules, are preferred.	R	H		
1.3	Remote Access	Dial-Up connections are not allowed. The preferred remote access method for servers or desktops is through the use of a Virtual Private Network, utilizing Cisco's AnyConnect Client. All devices at the Vendor's locations shall be the responsibility of the Vendor. Roanoke County staff will provide connectivity and client configuration assistance (password & Secure Key) for approved Vendor personnel.	R	M		
1.4	Other Network Software	Quest Rapid Recovery Data Protection software for backups Symantec Endpoint Protection on all servers and workstations. Solarwinds and Quest Foglight for server monitoring Novell GroupWise Email with SMTP Capabilities	R	H		
1.5	Wireless LAN	Wireless Access Points The Vendor shall indicate if the proposed solution is capable of being deployed through the use of mobile computing devices such as Wireless Notebooks, Wireless Tablets or Private Mobile Data Computing. The Vendor shall also include a detailed description of the method of deployment for such features.	R	L		
1.6	Printers	Mix of HP, Dell and Lexmark LaserJet - network laser printers, and multifunction devices from Konica, Lanier, Sharp, and Canon	R	L		
1.7	Mobile Computing	Motorola Private Mobile Data Radio System utilizing RDLAP / A Mobile UPN Over Cellular.	O	L		
2. Server Hardware and OS Specifications						
2.1P	Storage Area Network	Dell Compellent equipment for SAN storage using Fibre Channel as an interconnect.	R	H		
2.1A	Direct Attached Storage	Storage is directly attached to the application server using an appropriate level of RAID for protection from disk faults.	R	H		
2.2P	Server Virtualization	VMware Infrastructure Enterprise for identified Production Applications and all Q&A \ Development and Test applications\servers.	R	H		
2.2A	Physical Servers	Dell Rack Mount Servers	R	H		
2.3	Web Server	Microsoft Internet Information Service 8.0/ 8.5/10.0	R	L		
2.4	Server Operating System	Windows Server 2019 or Microsoft Windows 2016, 64 bit platform	R	H		
2.5	Redundancy	The redundant system may operate in an active/standby mode or on a load-sharing basis. However, should one redundant system fail, the other shall be able to handle the entire system load. Switchover must occur automatically. Redundancy requirement may be met by a separate hotsite server to be accessed in case of catastrophic failure to the primary server or the data center.	D	L		

Vendor should provide both minimum and recommended specifications for server(s) and clients required for the solution. County reserves the right to purchase, under a separate bid, all hardware necessary to implement this solution, or to purchase directly from the vendor.

No.	Component	Current Model, Software, Hardware Standards and Preferences	Requirement Ranking: R=Required D=Desired O=Optional	Priority: H=High M=Medium L=Low NO= Not Optional	Vendor Response: 2 = Existing functionality 1 = Requires modification 0 = Cannot be provided	Comments: If Vendor Response is 2, specify preferred version or specification if relevant. If Vendor Response is 1, explain required modification, anticipated availability version and date.
3. Desktop Hardware and OS Specifications						
3.1P	Desktop Operating System	Microsoft Windows 10 (no build older than 2 years)	R	L		
3.2	PC Vendor Preference	<p>Dell Personal Computers and notebooks</p> <p>The client or remote portion of the software must run on Dell personal computers or notebooks. The minimum and recommended PC requirements for normal operation of the client for the next three years must be itemized. These requirements must include CPU and clock speed, CPU caching, system RAM, Video resolution, screen size, video graphics accelerator RAM, Multimedia requirements, CD-ROM or DVD speed, hard disk space or any other special needs of the proposed software. Solutions with less stringent client requirements are preferred. Diagrams should be included if special network requirements are part of the proposal.</p>	R	L		
3.3P	Browser Support	Microsoft Edge	O	L		
3.3A		Google Chrome	O	L		
3.3B		Firefox	O	L		
3.3C		Microsoft Internet Explorer 11.0	O	L		
3.3D		Safari (mobile Apple devices)	O	L		
3.4P	Office Suite	Microsoft Office 2019 Standard and Professional editions	O	L		
3.4A		Microsoft Office 2016 Standard and Professional editions	O	L		
4. Database Platforms and Specifications						
4.1P	Database Standards	Using a SQL Server Instance for your application within our current enterprise database server environment	D	H		
4.1A		Using a server that houses both application and the application's database on a single server.	O	L		
4.2P	Approved Database Platforms	Microsoft SQL Server 2016 or higher	D	H		
4.2A		Microsoft SQL Server 2014 or higher	O	L		
5. Report Writing						
5.1P	Report Writer	Crystal Reports version 2016 or 2013	R	L		
5.1A		Microsoft SQL Server Reporting Services	R	L		
6. Document Management						
6.1	Imaging/Indexing	LaserFiche Document Management	R	L		
7. Geographic Information System						
7.1	GIS	ESRI ArcGIS 10.6.1 Applications Integration. (ESRI ArcGIS 10.8.1 in test now)	O	L		
7.2	GIS	ESRI REST Services for GIS integration	O	L		
8. Application Development						
8.1	Application Development Environment	Microsoft VisualStudio.Net 2019	R	L		
		Microsoft Visual Studio.Net Framework 1.0/2.0/3.0/4.0/5.0				
8.2	Application Processes	No application running on the server will run as a user process and should not require the server console to maintain a logged in session. Any application that runs on the server must be configured as a service.	R	H		

No.	Component	Current Model, Software, Hardware Standards and Preferences	Requirement Ranking: R=Required D=Desired O=Optional	Priority: H=High M=Medium L=Low NO= Not Optional	Vendor Response: 2 = Existing functionality 1 = Requires modification 0 = Cannot be provided	Comments: If Vendor Response is 2, specify preferred version or specification if relevant. If Vendor Response is 1, explain required modification, anticipated availability version and date.
9.1	Security Methods	Preference is for an option to integrate with Active Directory for authentication and network security and allow the use of a single password to access both the network and the proposed system. Optionally perform authentication independently from AD, depending on security needs of the department at time of implementation. Different and distinct levels of security must be provided for each user or class of user, as required for functional security.	R	M		
9.2	Application Security	No ID/Password combinations should be hard-coded in application executables, requiring intervention from the vendor to be changed.	R	H		
9.3	Website/Network Encryption Protocol	Transport Layer Security (TLS) ver 1.2	R	H		
9.4	ID/Password Combinations:	User and System accounts must have flexible IDs and passwords and must be able to be changed from a centralized location at any time by the applications or database administrator as needed to meet County security requirements. All internal and external passwords should be secure and unique to Roanoke County and recommend strong passwords and use of encryption.	R	H		
9.5	Database Login Account Types	Our preference is for SQL logins to be Windows Accounts but we will allow SQL Accounts	R	H		
9.6	Database SYSADMIN Level Privileges	Sysadmin level privileges should not be used for any ODBC connectivity to the databases. General user accounts should not require SYSADMIN permissions for day to day user functions. The SA account for system access at any level is not permitted. Any user needing sysadmin level privileges will need approved by Roanoke County DBA	R	H		
9.7	Administrative Rights requirements on Client	A client should be able to run all functions in the context of a normal user (not a Power User or Administrator). If additional rights are needed, these will be explicitly defined by the vendor to be granted on a per function basis. This includes but is not limited to access to protected system files and registry settings. Application installation and upgrade is not covered under this requirement.	R	H		

No.	Component	Current Model, Software, Hardware Standards and Preferences	Requirement Ranking: R=Required D=Desired O=Optional	Priority: H=High M=Medium L=Low NO= Not Optional	Vendor Response: 2 = Existing functionality 1 = Requires modification 0 = Cannot be provided	Comments: If Vendor Response is 2, specify preferred version or specification if relevant. If Vendor Response is 1, explain required modification, anticipated availability version and date.
	SIGNATURE:					
	NAME:					
	TITLE:					