

CITY OF SHELTON, WASHINGTON

RECREATION MANAGEMENT SOFTWARE RFP



QUESTIONS AND RESPONSES

Question	Answer
What types of integrations to your financial systems are you expecting(i.e.Incode)?	Integrating with cashiering in Tyler Incode.
What is your annual revenue for the Parks and Recreation Department the past 12 months?	Approximately \$75,000 in recreation program and facility rental revenue combined.
Are there any revenue streams that will not be available for capture online with the new solution?	Some drop-in programs may not be included. The City is open to suggestions to capture the registrations/payments via the system.
Do you currently have a merchant/gateway provide for payment processing? Or would you like to utilize the vendors merchant provider?	Currently utilizing Bridgepay. This will change in 2018.
Do you need current user's imported? Do you need current membership/passes imported? Do you need current activities imported? Do you need current locations/facilities imported?	No to all questions.
Do you need GL code imported?	Yes
Do you need activity roster imported?	No
How many activities and registrations do you see being offered online?	30-40 activities comprised of approx. 1,500 individuals/teams initially.
How many admin. staff do you see needing to be full system knowledgeable?	2
How many concurrent staff users will be accessing the recreation software?	5
Highest number of staff in system at one time?	5
How many trained just for POS check out?	3
How many total staff?	5
How many new hires do you expect a year that would need training?	One in the next three years, minus attrition.
Who is your analytics provider?	Google
Would the City be agreeable to an online(Webex) demonstration during the week of 1/15-1/19 rather than onsite?	Yes
Are you asking about public users(citizens) being able to submit incident reports or the Parks and recreation staff utilizing the system?	Citizens are able to make an incident report through the system.
In order to complete your requirements, we would like to request the 10-page maximum to be increased.	No
Is your Go-Live date negotiable?	Yes