

DATE: SEPTEMBER 30, 2020

RE: ADDENDUM #1

PROJECT: RFP for RECREATION MANGEMENT AND FACILITY RESERVATION SOLUTION

OWNER: WASHINGTON COUNTY PUBLIC WORKS

PROPOSALS DUE: 3PM, THURSDAY, OCTOBER 8, 2020

To RFP Responders:

The following clarifications are hereby made a part of the RFP documents in response to questions received.

1. Number of Campgrounds and Reserve able Items:

2 campgrounds, 183 individual camp sites between the two. 8 pavilions/buildings that are reserve able. 45 additional reserve able sites (trailheads, beaches, fishing piers, rooms, etc.)

2. Need for change:

The current Recreation Management and Facility Reservation Solution in use is MaxGalaxy. Support for that program is ending so a replacement needs to be implemented.

3. System is currently used for:

- a. Campground Reservations (online, walk-in, phone)
- b. Facility Reservations
- c. Point of Sale (ticket/permits/merchandise/concessions)
- d. Inventory Management
- e. Reporting and Financial Management
- f. Activity/Program/Event Management and Registration
- g. Rental Equipment
- h. Account/Client Management
- i. Communications (email, marketing)

4. Challenges with Current System:

Current solution meets needs but not always in most efficient or user friendly way. Common issues faced are:

- a. No mobile device compatibility
- b. Program registration is cumbersome
- c. Too easy to create duplicate client accounts
- d. Reporting is non-intuitive
- e. Too much down time experienced from system or peripheral devices

5. POS/Cashiering Stations:

- a. Across all facilities the County expects to need 10-12 registers with growth in the future.
- b. Including registers the County expects to need a total of 20-30 concurrent users.

6. Implementation:

Implementation to begin in January 2021 with a Go Live date in September or October 2021.

7. **Types of Users:**

The County anticipates the need for 1-2 Super Users, 15 Admins, and approximately 30 Guest Service/Front Desk users (may fluctuate seasonally).

8. **Staff Training:**

All staff would need training on the new system. County plans to have 1 to 2 staff receive Super User training. Depending on format/cost/timeline, the County would consider the vendor training all staff, vendor training Super Users and Admin users and remainder of staff trained internally, or some combination of vendor supplied and internal training.

9. **Payment Processor:**

Current payment processor is Worldpay (formerly Vantiv). The County is open to other processors for this solution and prefers Wells Fargo.

10. **Merchant of Record:**

Washington County will not be the Merchant of Record for bankcard transactions. The County does budget expenses for paying card processing fees.

11. **Credit Card Terminals:**

The County will be replacing current credit card terminals with models that allow for touchless transactions and will look to selected vendor for list of compatible models.

12. **Financial Software:**

The County uses JD Edwards (E1)

13. **PCI Compliance:**

Selected vendor will provide certificate of compliance and any other supporting documents (if any) to demonstrate compliance.

14. **Internet Connectivity:**

The County will provide internet services to all locations utilizing the system, not all will have WiFi.

15. **Data Migration:**

Data migration from MaxGalaxy to new solution is preferred. The possible data to migrate would include client accounts, facility reservations, financial/facility/management reports, Inventory tracking, gift cards, and program registrations and could date back to 2017.

- a. Currently 25,000 client accounts. May be some duplicates that can be cleaned up prior to migration. Client accounts will need contact information (name, address, phone number, email), ability to link multiple individuals to single household account, and ability to track purchase history for account (registrations, reservations, etc.).

16. **Required Integrations:**

Ability to integrate with JD Edwards (E1) and County website preferred. If integration is not feasible, this can be made up for with robust and detailed reports and exports that can be entered/imported to other systems.

17. **Registration/Reservation cycles:**

Program registration is somewhat consistent as programming is conducted throughout the year with various larger events that occur at multiple times. Addition of new programming may affect surges/peaks in program registration. Facility/campground reservation also occurs through most of the year, with peak period happening between Jan and March.

18. Budget/Revenue:

- a. Annual cost for current solution is \$12,720
- b. Parks budgeted 2021 non-levy revenue \$1,839,000.
- c. 2019 revenue processed in system
 - i. Facility Rentals: \$68,000
 - ii. Campgrounds: \$378,000
 - iii. Programs: \$13,000
 - iv. Merchandise: \$49,000
 - v. Concessions: \$28,000
 - vi. Vehicle Permits: \$630,000
 - vii. Other Fees: \$143,000
- d. 2019 revenue
 - i. Credit/Debit Card: \$1,011,000
 - ii. Cash: \$323,750
 - iii. Check: \$81,500
- e. Budget for proposed solution
 - i. Selection of proposed solution will be based on overall score as outlined in the RFP. Pricing is one factor that will be considered. As stated in the RFP there will not be an opportunity for best and final. Responders should include best prices in initial response.
- f. Pricing format
 - i. The County will accept a fixed dollar pricing format and is not interested in percentage of annual revenue pricing format.

19. Transaction Volume:

In 2019 over 56,000 transactions were processed through the system.

- a. Online transactions: 4,319
- b. Phone/Walk-in/Office transactions: 52,000 (includes administrative transactions, program or reservation updates/adjustments, event permitting, etc.)
- c. ACH transactions: 0
- d. Credit/Debit Card transactions (including online and in-person): 27,985

20. Examples for types of permits/tickets/passes:

- a. Vehicle Permits (daily, annual, etc)
- b. Special Use Permits (events, third party programs, special use of facilities)
- c. Cross Country Ski passes (daily and season)
- d. Season program passes (e.g. Yoga in the Parks)
- e. Event tickets

21. Any current cost recovery calculations?

No.

22. How many program registrations per year?

In 2019 there were 800 program registrations completed in the system.

23. How many drop-in passes purchased per year?

N/A

24. **How many private lessons purchased per year?**

N/A

25. **How many memberships purchased per year?**

N/A

26. **How many punch cards purchased per year?**

N/A

27. **How many facility bookings per year?**

- a. 2019 Facility Reservations-781
- b. 2019 Reserved Camping Nights-13,276

28. **How many leagues occur each year?**

N/A

29. **How many teams register for leagues each year?**

N/A

30. **Is residency status tracked?**

No.

31. **Organization Key Performance Indicators:**

In relation to this software solution the County is most interested in providing a user friendly customer facing website, ability to run robust financial, facility, and management reports, and improving efficiency and effectiveness of staff in processing transactions and creating accounts, programs, and reservations.

32. **Scoring Proposals:**

Proposals will be scored out of a possible 100 points.

- a. 25 Points possible for Knowledge and Experience: specific experience with operations similar in size and scope to the County. (e.g. years of experience, understanding of needs, responsive relationship, examples of adapting to needs, etc.)
- b. 40 Points possible for Overall Quality of Technical Proposal: Explain how your solution meets the needs of the County, maintenance and support for services, and software/hardware that is provided or required. Proposals should clearly explain the benefits of your solution and outline the ways it can address County needs.
- c. 15 Points possible for Pricing: Provide best pricing and score will be relative to other proposals.
- d. 10 Points possible for Planned Project Schedule: Explain how your plan for implementation will meet County needs and Timeline.
- e. 10 Points possible for References: Strong references from organizations in similar size and scope to the County will weigh more heavily.

END OF ADDENDUM NO. 1