

## **ADDENDUM NO. 1**

RFP NUMBER: \_\_\_\_\_163226\_\_\_\_\_

RFP TITLE: \_\_\_\_\_RFP for Online Reservation and Payment System\_\_\_\_\_

DEPARTMENT: \_\_\_\_Outdoor Chattanooga\_\_\_\_\_

COMMODITY: \_\_\_\_Software\_\_\_\_\_

DATE OF ADDENDUM: \_\_\_\_\_December 15, 2017\_\_\_\_\_

RFP DUE DATE: \_\_\_\_\_January 4, 2018\_\_\_\_\_

RFP DUE TIME: \_\_\_\_\_4:00 p.m., e.s.t.\_\_\_\_\_

### **REASON: ANSWERS TO QUESTIONS**

(SIGNED): \_\_\_\_\_(DATE): \_\_\_\_\_

(COMPANY): \_\_\_\_\_

**Please sign one (1) copy of this page and return it** with your proposal, or separately and clearly labelled if your proposal has already been submitted, to the Purchasing Department (email: [dmkeylon@chattanooga.gov](mailto:dmkeylon@chattanooga.gov); or fax to 423-643-7244 Attn: D Keylon; or mail to Purchasing Dept., Attn: D Keylon, 101 E. 11th Street, Suite G-13, Chattanooga, TN 37402).

**Retain a copy for your file.**

## **Addendum: Questions and Answers**

### **RFP 163226 Online Reservation and Payment System**

Deadline for Questions: December 14, 2017, 4:00 pm, est

Questions and Answers Posted December 15, 2017, before 4:00 pm, est

RFP Due Date: January 4, 2018, 4:00 pm, est

Question: Can companies from Outside USA can apply for this? (like,from India or Canada)

Answer: Nothing in our City Code or charter excludes foreign companies from submitting a bid or proposal. In Section 2.22 of the Procurement Manual, it does state that in the event of a "tie bid" that Purchasing will work to find that the "most local bid" gets the contract.

Question: If the company is outside the USA, would we need to come there for meetings?

Answer: When required, distance meetings are typically done be web conference or teleconference. On occasion, contract fulfillment requires a vendor to be present as needed. Please consider the nature of this work to determine whether or not your company might need to spend time at our location in person.

Question: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Answer: To the best of our knowledge at this time, it would be possible to perform most, if not all, of the tasks from a distance. This could be changed if a local presence were to become necessary. Vendors should anticipate the possibility of having to make one or more trips to Chattanooga, TN.

Question: Can we submit the proposals via email?

Answer: No. E-mail does not allow a proposal to be sealed or time-stamped, and both are required. All sealed bids/proposals must be sent in the hard-copy form by mail or other carrier

for delivery. We ask for one hard-copy original, one hard-copy copy, and one electronic copy on a flash drive (no disks).

Question: There are 2 closing dates. December 21 2017 and January 4 2018 stated on the first page of the RFP. Please clarify the exact date.

Answer: The earlier date, December 21, 2017, is incorrect. The RFP Due Date is January 4, 2018, at 4:00 pm, est.

Question: We are also requesting an extension on the January 4<sup>th</sup>, 2018 due date. Please clarify if this is possible.

Answer: The RFP was posted on December 8, 2017, allowing almost a month for preparation of a proposal. We do not plan to extend the due date. However, if no proposals are received or if only a single proposal is received, the due date may be extended by Addendum. All addenda will be posted to the website at [www.chattanooga.gov](http://www.chattanooga.gov), then (under Popular Links on the opening page) under Bids / Solicitations, then under the correct solicitation by title or number.

Question: Please reply to each pricing question.

1. What is your last fiscal year's revenue? Our last fiscal year ended 6/30/17, and the numbers have not yet been publicized. For answers to similar questions including the complete Fiscal Year 2016 Proposed Revenues, please go to the website at [www.chattanooga.gov](http://www.chattanooga.gov), then (under Popular Links on the opening page) click on Open Data Portal. Click on Additional Links. Revenue and budget information is available there. You can also go to [www.chattanooga.gov](http://www.chattanooga.gov), then under Departments, click on Finance & Administration, then on the left, click on Finance Division. Click on CAFR for access to the 2016 report. The 2017 report is not yet available.
2. Do you receive any subsidies? If so, what is the amount (for the same fiscal year as the above question)?
  - a. No, Outdoor Chattanooga does not receive any subsidies.
3. What is the revenue breakdown per facility?
  - a. Which facility are you asking...we want a reservation system for programs and events, not a specific facility. Outdoor Chattanooga annual revenue ranges from \$30-\$50K.
4. What is the number of part time and full time staff?

- a. less than 20
- 5. What is the number of active customers/members?
  - a. our current population is ~180k, but visitors can use the reservation system too.  
We do not have a reservation system to answer the question accurately.
- 6. What is the number of locations under the parks and recreation department (i.e. rec centers, pools, etc.)?
  - a. 18 rec centers, 4 pools, Outdoor Chattanooga Center in Coolidge Park
- 7. What is the number of parks?
  - a. Approximately 25 parks that have facilities that can be rented.
- 8. What is the number of camp sites?
  - a. 0. We don't offer camp site rentals or reservations.
- 9. Will you need data migration from your current software? If so, what's the scope of that migration? We are not aware of data migration needs at this time.
- 10. Does the City have a council approved budget for this project? Answer: Each department has budget that has been approved by City Council. Each project exceeding \$25,000.00/12 months must also be approved by City Council when a Recommended Awardee for a contract has been selected. The dollars to be spent are based on the proposal made by the Recommended Awardee. Both the Recommended Awardee as an entity and the amount to be spent must receive City Council approval in addition to approval of senior management and administration.

Question: Are you migrating from an existing Online and Reservation Payment system? If so, which one?

Answer: No, we are not migrating from an existing online reservation payment system. All reservations are taken over the phone or by email and manually entered into spreadsheets. Payment is accepted in the form of cash or check in person or by credit card over the phone.

Question: What types of data and how many years of data are you hoping to convert?

Answer: We are not aware of data migration needs at this time.

Question: Is the City looking to replace its existing RecTrac, Recreation software or is it looking to add software for the Outdoor program?

Answer: The City is looking for a reservation system, regardless of it replacing or adding too. If RecTrac is capable, then the vendor is welcome to submit a proposal.

Outdoor Chattanooga does not currently use RecTrac. We do not have an online reservation or payments system currently in place.

Question: In RFP 163226 for the Online Reservation and Payment System, page 13 states the solution needs to allow for road closures. This seems out of scope with the rest of the RFP. Is this an error or is this also part of the desired application?

Answer: The desire of our Traffic Department and Special Events group is to be able to represent road closures for events scheduled. If your solution is unable to provide functionality please feel free to submit what your solution can provide, and we will take into consideration the fact that this requirement is not necessarily a core feature of the product.

Question: How many concurrent staff software users would be accessing the reservation and payment system?

Answer: less than 20

Question: Where can I find revenue information for Parks and Recreation?

Answer: Go to [www.chattanooga.gov](http://www.chattanooga.gov), then Departments, then Finance & Administration. On the left, click on Finance Division. A list of items will appear. Click on CAFR. Click on CAFR 2016, then scroll down and click on Statistical Section. On the 2nd page, number F-1, look for Program Revenues for Parks and Recreation as a whole. The numbers have not been publicized for the last few years, and there is a substantial variance in them over time. If your proposal is dependent upon revenue numbers, please include a range or table of possible values in your proposal.

Question: Do you use a preferred merchant gateway, such as PayPal?

Answer: We are currently using Evalon, a city vendor. We do not have an online payment system in place nor do we have a preferred merchant.

Question: What is your annual revenue for the Parks and Recreation Department the past 12 months?

Answer: We can only speak for Outdoor Chattanooga. As referenced above the annual revenue ranges between \$30-\$50K.

Question: Are there any revenue streams that will not be available for capture online with the new solution? What do you expect to be the revenue that is captured thru the new online system?

Answer: Cash or check purchases for programs in the field would not be available for capture online with the new system. Partnership programs that serve a unique group where reservations are taken by the community partner and we invoice them later for the services we provided will not be captured in the online system. This accounts for a good portion of our annual revenue. Online users that find our website or events, will now be able to make a reservation and submit payment online without having to call to reserve and make payment. This in turn will reduce staff hours used for booking reservations and hopefully capture a larger audience, ultimately filling programs to capacity.

Question: What types of integrations to your financial systems are you expecting?

Answer: Not able to answer at this time.

Question: What data import needs do you see from current systems?

Answer: Currently, all reservations are taken by phone or email which gives the opportunity to capture unique data from participants to ensure they are appropriate for the activity being offered. We ask for participant contact info, age, zip code, medical conditions, etc. We would like to have customizable options within the reservation system to ask these types of questions when appropriate for specific activities. We also would like to offer the ability to sign a release

electronically to participate in activities. All data is manually entered into program reports and spreadsheets.

Question: What help do you envision aligning your current offerings into a new online catalog? For example, department meetings and staff input?

Answer: Streamline and find in one place-Calendar of events and programs, staff schedule/scheduling staff, access to program/event information for participants and staff. Ability for staff input in regards to programs/trips, participants, reservations. Auto confirmation emails sent to participants upon registration and payment.

Question: How many activities and registrations do you see being offered online?

Answer: Speaking for Outdoor Chattanooga public programs and offerings. All of our activities and programs would be offered online, including our free events. We have increased programming and reservations Spring through Fall, downtime during the winter. Approximately 200-250 activities offered online annually.

Question: How many admin staff do you see needing to be full system knowledgeable? How many trained just for POS check out? How many staff total?

Answer: Outdoor Chattanooga has 5 full time staff that would need full system knowledge and POS check out. Along with 4 part-time staff that may need POS check out.

Question: How many new hires do you expect a year that would need training?

Answer: We hire 4 seasonal staff each summer that would need training.

Question: How will you evaluate the success of this implementation? Any specific leading indicators or ROI factors?

Answer: Customer feedback. Reduction in staff hours used for taking reservations by phone and manually entering information into spreadsheets. Activities/programs fill to capacity.

Question: What challenges would you want a partner to be experienced in mitigating in similar projects?

Answer: Experience working with a government agency and the limitations/restrictions that are inherent with doing so is essential. Training for staff to use software and customer service availability for issues that arise. We also need to have customizable options for unique programs and gathering participant information.

Question: Can the requested proposal page count be increased to 60 pages?

Answer: A high page count is a challenge to reviewers. Signature pages requested by The City do not count. Cover pages and blank pages do not count. Please stay within the limit posted.

Question: As a private company, we do not disclose financial information unless a Non-Disclosure form is in place. Is this acceptable to Chattanooga?

Answer: Please denote all confidential and/or private information as such, and it will be treated accordingly. We do not have a process in place for the signing of a Non-Disclosure Agreement during the RFP process. If that does not satisfy your need, please provide as much information as possible to help us to complete the evaluation of your organization fairly on your behalf.

Question: Please elaborate on: *The solution will need to allow for road closures via the City process of Special Event Road Closure Permits w/CDOT. The process includes the application filing, CDOT review, payment, and then confirmation...*

Answer: The desire of our Traffic Department and Special Events group is to be able to represent road closures for events scheduled. If your solution is unable to provide functionality please feel free to submit what your solution can provide, and we will take into consideration the fact that this requirement is not necessarily a core feature of the product.

END