

REQUEST FOR PROPOSALS

CITY OF CONROE

**RFP# PR1201-2022 PARKS AND RECREATION
SOFTWARE**



**CITY OF CONROE
P.O. BOX 3066
CONROE, TEXAS 77305**

RESPONSES DUE – DECEMBER 1, 2022

CITY OF CONROE PURCHASING DEPARTMENT

NOTICE TO BIDDERS

The City of Conroe will receive sealed proposals in quadruplicate, (including (3) complete copies and one (1) electronic copy (in PDF format) on CD or flash drive) for the Parks and Recreation Software, appropriately marked “**RFP# PR1201-2022 Parks and Recreation Software**” and delivered to the City Secretary 300 West Davis, 3rd Floor, Conroe Texas 77301. Proposals will be publicly opened and the respondents names read aloud on **Thursday, December 1, 2022, at 2:00 p.m.** in the 1st Floor Council Chambers at City Hall (300 West Davis).

Specifications and RFP documents may be secured from www.cityofconroe.org, departments, purchasing, Vendor Registry.

No proposal may in any way qualify, modify, substitute or change any part of the specifications contained herein.

The City of Conroe reserves the right to reject any and all offers, award parts of bids, award to multiple vendors and to waive informalities in submission of bids. The City of Conroe also reserves the right to award this proposal to the lowest most qualified responsible bidder meeting all the specifications or to the bidder who provides goods or services at the best value for the City.

CC: 11/8/22 & 11/15/22

CITY OF CONROE, TEXAS

RFP# PR1201-2022 PARKS AND RECREATION SOFTWARE

INTRODUCTION

The City of Conroe is soliciting proposals for a software to create membership and program registration, facility space rental as well as online registration. The Department's goal is to exceed expectations through better, faster and friendlier customer service and to create a streamline operation system.

Proposal packets are available from Vendor Registry.

If you are interested in your firm being considered for this project, please submit electronically through Vendor Registry or four (4) copies of your proposal to:

City of Conroe
Soco Gorjon, City Secretary
P.O. Box 3066
Conroe, TX. 77305

Physical: City of Conroe
Soco Gorjon, City Secretary
300 W. Davis St.
Conroe, TX. 77301

Due Date: On or before 2:00 p.m. on December 1, 2022

All statements shall be in a sealed envelope clearly marked "**RFP# PR1201-2022 Parks and Recreation Software**" or **submit one copy in Vendor Registry as an electronic submission.**

QUESTIONS AND INQUIRIES

Project Manager – LynnLi Joseph, Parks Administrative Assistant

All questions shall be asked electronically through Vendor Registry.

Answers will be provided to all Candidates receiving RFPs as a written addendum. Candidates should not rely on any oral communication concerning this RFP and oral responses will have no binding effect.

RESERVATIONS

The City, through its duly authorized officials, reserves the right to reject any part of, or all statements without the imposition of any form of liability. Nothing herein is intended to exclude any responsible firm or in any way restrain or restrict competition. The City reserves the right to award this RFP to the most qualified proposer that offers the best combination of qualifications and value to the City taking into consideration the evaluation criteria contained herein.

COMMUNICATION

The City shall not be responsible for any verbal communication between any representative of the City and any potential firm. All modifications to this solicitation must be made in writing. A proposer's failure to examine relevant documents or specifications will not relieve offeror from any obligation with regard to their response to this invitation.

CONDITIONS OF CONDUCT

At all times any agent, officer, or employee of Proposer shall be present upon property owned by the City, the terms and conditions of the Drug and Alcohol Policy currently adopted by the City of Conroe, shall be deemed applicable to such persons. Violations of terms and conditions while

present on the premises owned by the City shall be grounds for termination of any contract between the City and Proposer. A copy of this policy is available for public inspection in the office of the City Secretary and copies may be obtained at a nominal charge.

ETHICAL STANDARD

No City of Conroe official or employee shall have interest in any contract resulting from this "RFP". Individuals with a possible conflict will enact a public disclosure record by completing a "Statement of Financial Interest" form.

Refer to Project number and name on the 1295 form. Example forms are included with this RFQ.

- **1295 certificate of Interested Parties**
- **Conflict of Interest Questionnaire**
- **HB 89 Verification Form**
- **SB 252 Verification Form**
- **SB 19 Verification Form**
- **SB 13 Verification Form**

REIMBURSEMENTS

There is no expressed or implied obligation for the City to reimburse responding firms for any expenses incurred in preparing proposals in response to this request and the City will not reimburse responding firms for these expenses, nor will the City pay any subsequent costs associated with the provision of any additional information or presentation, or to procure a contract for these services.

DISCLOSURE

There will be no disclosure of the contents to competing firms until the contract is awarded. All proposals will be kept confidential during the negotiation process. Once the contract has been awarded all proposals will be open for public inspection, except for trade secrets and confidential information, which the firm identifies as proprietary.

DEFAULT

The City reserves the right to terminate the professional services contract immediately for failure to meet delivery or completion schedules, or otherwise perform in accordance with the requirements of this proposal.

SELECTION PROCESS

As required under Government Code 252 the Owner upon appropriate evaluation of all proposal submittals will rank up to three Candidates based on the criteria established below to determine the most qualified firm to provide the Software to the City.

- The Annual Cost 30 Points
- References/Reputation of Firm 15 Points
- Quality of Bidders Product/Services 20 Points
- Extent to which the product meets the City/ PARD needs 20 Points
- Total long- term cost to the City 15 Points

If negotiations with the most qualified firm are unsuccessful for any reason, the City will terminate negotiations formally and in writing with such firm and proceed in order to negotiate with the next most qualified firm until an agreement is reached.

INDEMNIFICATION

The Proposer shall, defend, indemnify, and hold harmless the City, their officers, employees and agents from and against any and all claims, demands, causes of action, orders, decrees, or judgments for injury, death, damage to person or property, loss, damage, or liability of any kind (including without limitation liability under any federal, state, or local environmental law, Compensation and Liability Act; fees and costs (including all costs or settlements and reasonable attorney's fees incurred in defending any claim, demand, or cause of action) occasioned by, growing out of, or arising from (a) the performance of any product or service to be supplied by the Proposer, or (b) by any act, error or omission on the part of the Proposer, its agents, employees, or subcontractors, and or (c) any failure to fully comply with all applicable laws and regulations by the Proposer, its agents, employees, or subcontractors.

CONDITIONS OF WORK

Proposers are expected to be fully informed of buildings, locations and working conditions under which your services will be performed, and to have thoroughly reviewed this RFP. Failure to do so will not relieve the successful proposer of any obligations to furnish the services as specified herein.

EQUAL EMPLOYMENT OPPORTUNITY

Attention is called to the requirements for ensuring that employees and applicants for employment are not discriminated against because of their age, race, color, creed, sex or national origin.

INSURANCE REQUIREMENTS

The Proposer shall procure and maintain, at its expense, during the term of this proposal, at least the following insurance, covering work performed.

	COVERAGE	LIMITS
A.	Professional Liability Insurance	- \$1,000,000 each occurrence
B.	Worker's Compensation	- As required by Texas Law
C.	Employer's Liability	- \$ 500,000 each occurrence
D.	Public Liability (Bodily injury)	- \$1,000,000 combined single limit
E.	Public Liability (Property damage)	- \$1,000,000 combined single limit
F.	Automobile Liability (Bodily injury)	- \$ 200,000 each person
G.	Automobile Liability (Property damage)	- \$ 50,000 each occurrence

The Proposer agrees to furnish insurance certificates, showing the Proposer's compliance with this section.

INDEPENDENT CONTRACTOR RELATIONSHIP

The Proposer is and shall perform these services as an independent contractor, and as such, shall have and maintain complete control over all of its employees, agents, and operations. Neither the Proposer nor anyone employed by it shall represent, act, purport to act or be deemed to be the agent, representative, employee or servant of the City of Conroe.

The Proposer selected by this Request for Qualifications will be working as an independent contractor and will be required to take out and keep in force all permits, licenses, certifications, other approvals, and or insurance that may be required by the City, any local or regional governmental agency, the State of Texas, or the federal government. Failure to comply with any of these items would be grounds for immediate cancellation of the contract.

INTERVIEWS

After written proposals are received and initially evaluated, the Owner may require one or more of the Candidates to provide an oral presentation as a supplement to their statements. Any Candidate required to interview should be prepared to discuss and substantiate any area of their proposal.

The Owner is under no obligation to grant interviews to any Candidate receiving a copy of this RFP and/or submitting a written proposal in response to this RFP.

RESPONSE FORMAT

The items listed below shall be submitted with each proposal and should be submitted in the order shown. Each section should be clearly labeled, with pages numbered and separated by tabs. Failure by a Proposer to include all listed items will result in their proposal being rejected.

❖ Tab 1 – Cover Letter

Provide a cover letter indicating your firm's understanding of the requirements relating to this proposal. The letter must be brief and formal from the proposer that provides information regarding the firm's interest in and ability to perform the requirements of this RFP. A person who is authorized by the organization to enter into an agreement with the City will sign the letter.

Please include all contact information.

❖ Tab 2 – Acceptance of Conditions

Indicate any exceptions to the specifications, terms and conditions of this RFP, including the Scope of Services.

❖ Tab 3 – Company Background

1. Years in business under present name.
2. Name and address of each office location.
3. Ownership structure (Corporation / Partnership).
4. Names and titles of officers in the company.
5. Company trade organizations / associations / affiliations

❖ Tab 4 – Qualifications

1. Describe firm qualifications, experience and project understanding.
2. Provide resumes for key personnel that will be assigned to this project.
3. Demonstrate the firm's qualifications and experience.

❖ Tab 5 – Project Manager

1. Identify the Project Manager, including experience and qualifications related to implementing a software system for the City.
2. Show the organization of the proposed design team.

❖ Tab 6 – Complete Proposal, meeting the Scope of Work and Scope of Services including Pricing

1. Describe the software and service approach. Provide complete pricing. NOTE: Specific attention should be paid to requirements on pages 15-19.

❖ Tab 7 – References

1. Provide references of similar software projects for which your company has, in whole or in part, provided services.

❖ Tab 8 – List of Ongoing and Completed Projects

1. Provide a list of similar projects in which your company is currently involved, or has been involved.
2. Please list project description, client contact information, and current status.

❖ Tab 9 – Customer Support

1. Describe the firm's physical availability to the City in terms of communication, meetings and fieldwork.

SIGNATURE SHEET

My signature also certifies that the accompanying proposal is not the result of, or affected by, any unlawful act of collusion with another person or company engaged in the same line of business or commerce, or any act of fraud punishable by Texas Law.

My signature also certifies that this firm has no business or personal relationships with any other companies or persons that could be considered as a conflict of interest or potential conflict of interest to the City of Conroe (House Bill 914), and that there are no principals, officers, agents, employees, or representatives of this firm that have any business or personal relationships with any other companies or persons that could be considered as a conflict of interest or a potential conflict of interest pertaining to any and all work or services to be performed as a result of this request and any resulting contract with the City of Conroe.

I hereby certify that I am authorized to sign as a Representative for the Firm:

Complete Legal Name of Firm: _____

Order From Address: _____

Remit To Address: _____

Fed ID No.: _____

Signature: _____

Name (type/print): _____

Title: _____

Telephone:(____)_____ **Fax No.:** (____)_____

Date: _____ **Minority:** _____ **Women Owned:** _____

To receive consideration for award, this signature sheet must be signed and included in your proposal as it shall be a part of your response.

REQUEST FOR PROPOSAL

PARKS AND RECREATION SOFTWARE

SCOPE OF WORK

The scope of work shall be finalized upon the selection of the Firm. The respondent's submission shall have accurately described your understanding of the objectives and scope of the requested products and services with a provided outline of your process to implement the requirements of the Scope of Work and Services. This Request for Proposal (RFP) contains the information and requirements necessary for vendors to prepare and submit proposals. The vendor shall outline their intended work plan to meet the objectives and requirements of this proposal including an estimate of the timeframe for system orientation. The vendor shall provide proposal costs in an itemized form and clearly identify any requirements that they are not able to meet.

The City of Conroe Parks and Recreation Department is looking for a company to aid in its mission to improve the quality of life in Conroe by providing the best parks and recreation facilities and programs at affordable prices. As the Department and community grow, the City is interested in researching ways to continue delivering its expected level of service. The City is looking for the registration and reservation software to help in this mission as the customer base and facilities grow over the next several years.

Project Background: The City of Conroe Parks and Recreation Department has been using Active Software since 2004. The system is used to create membership and program registration, facility space rental as well as online registration. The Department's goal is to exceed expectations through better, faster and friendlier customer service and to create a streamline operation system.

Project Current Environment: The Parks and Recreation Department is responsible for the oversight of three Recreation Centers, one Senior Center, one Aquatic Center, one Activity Center (rental space), and twenty parks along with offering a wide range of recreation and event programming serving the community with a population base of approximately 100,000. The City Transportation Department also uses the software for creating bus passes. The current registration and reservation software system is seeing just over \$2,000,000 in annual revenue.

This RFP includes:

Activity Registration and Management

Facility Booking, Rental, and Management

League Registration and Management

Child Care Registration Management

Membership Pass Registration, Check-in, and Management

Point of Sale

Account Management

Private Lesson/Instruction Registration and Management

Online and Mobile Registration for Programs and Facilities

Report Printing for Programs and Finances

Marketing tools

Data Conversion of existing database to new database

Ongoing Customer Support and Staff Training

KEY CAPABILITIES NEEDED

PROGRAM REGISTRATION/MANAGEMENT

- Programs can have custom code numbers, sections, dates, fees, GL codes, instructors, times, days, seasons, registration priorities, waitlist, prerequisites, minimum requirements, enrollment levels, alert text, etc.
- Seamless cash drawer interface, connected to public user interface in real-time, accessible on staff computers, tablets, mobile devices, apps, etc. Accepts cash, check, MasterCard, Visa, and AmEx
- Tracks a wide array of data including address, phone, email, date of birth, gender, residency, participant ID number, organization info, team designation, coach info, personal training schedule, class schedule, program calendar, debit/credit balance, transaction history, emergency contact info, alert text, etc.

PASSES/MEMBERSHIP

- Members can check in through a variety of methods including barcodes (custom or auto-generated), phone app, RFID, biometric, etc. Check-in are confirmed visually on computer monitor, and alerts when passes are expired with reason why, displays customer picture and information, etc.
- Memberships can be fully customized to include day passes, monthly/yearly memberships, group ex membership, aquatics/athletics memberships, practice passes, etc.
- Memberships can be programmed for a variety of types (monthly, quarterly, annually) and payments can be customized for one-time fee, installments, or recurring auto-draft, renewals, etc.

REPORTS

- Reports can be fully customized and are compatible with various software including Microsoft Office, PDF, etc.
- Reports will include but not limited to financial, GL, attendance, activity, facility use, reservation, sales, withdrawals, refunds, contact information, instructor pay, rosters, end of shift, league registration, team info, memberships, visits, POS inventory, receipt reprint, demographics, transaction history, etc.

- Reports can be manipulated to user specific requirements and communicated to other staff, users, or customers via email, SMS/text, file transfer, etc.

POINT OF SALE

- POS module provides full cash register functionality and is compatible with a multitude of hardware configurations such as mobile devices, tablets, touchscreens, keyboards, mouse, cameras, signature pads, debit/credit card machines, printers, receipt printers, membership card printers, biometric readers, scanners, etc.
- POS is fully integrated with other modules and can be linked to specific households, organizations, rentals, reservations, leagues, teams, personal trainers, events, activities, etc.
- Tracks a wide array of services including snacks, retail items, reservations, memberships, drop-ins, rentals, etc.

RESERVATIONS, FACILITY RENTALS, EQUIPMENT RENTALS, ETC.

- Reservations and rentals can be completed by a user online as well as staff, and is updated in real-time.
- Convenient and easy to view/understand - simplicity is crucial to the use of this module.
- Facilities and equipment can be linked to specific locations, programs, or activities and can be easily viewed/tracked by user/staff
- Reservations can be customized by department, location, facility, room, partial room, days, times, setup/cleanup, customer type, program type, etc.
- Reservation program can create separate contracts for customer depending on program/activity type or rental agreement

ATHLETIC LEAGUES

- Leagues can be fully customized based on sport, division, age, gender, ability, season, group, team, individual, etc.
- Detailed scheduling component that can be customized to each league, linked to facility reservation software.
- Scheduling information, league info, waivers, team/coach information, etc. can be communicated to participants and coaches in a wide array of methods

- Allows customizable or auto-generation of teams and rosters for team or individual style leagues

CUSTOMER COMMUNICATION, MARKETING, SOCIAL MEDIA, ETC.

- Communication is integrated into the software and includes access to major communication tools including Microsoft office, outlook, SMS/text, etc. Is customizable to communicate with other software, users, staff, organization contacts, teams, rosters, instructors, personal trainers, IT, etc.
- Ability to send a variety of information including rosters, schedules, account balances, invoices, receipts, transaction history, tax statements, waivers, updates, cancellation notices, marketing, membership info, expiration notices, renewal reminders, etc.
- Ability to integrate into major social media outlets such as Facebook, Instagram, Twitter, etc.
- Can be linked and uploaded to city website, athletic league site, 3rd party site, etc.
- Can be used with Google Chrome, Edge, Safari, Windows, Mac, tablets, iPhones, android devices, mobile devices, touchscreens, retail hardware, etc.
- Data can be stored on or off site through recreation software provider or our internal IT department, and accessed off-site as well as on location in real-time
- Modules include program registration, program maintenance, facility booking, facility maintenance, POS maintenance, POS, accounting processes, reports, personal training, league management, etc.
- Archived info can be easily accessed and reported
- Software includes a demonstration application to use for training purposes
- 24/7 tech support and helpline, online user manuals and information, training material, etc.

ONLINE SERVICES

- Customizable integrated web design that allows for simple user registration from home computer or mobile device, and can be connected to city website.
- Updates are made in real-time.
- User can view their account information including account balance, calendar, schedule, contact info, team info, league schedule, reservations, payments due, transaction history, etc.
- Users have the ability to enroll in programs, events, book facilities, rent equipment, obtain/renew memberships/passes, etc.

FINANCIAL

- Interfaces with City software and Finance Department for daily deposits, sales, refunds, and instructor pay. Can be separated by location, program, department, class, section, date, cash drawer range, user, GL, cost center, pay code, household, pass type, residency, line item, instructor, league, session, team, etc. City financial software is Incode V10 by Tyler Technologies.
- Balance can be left on household, billed at later date, payment installments, credit left on account, overdue notices, pay old balances, partial or split payment, etc.
- Accept cash, check, Visa, MasterCard, AmEx, gift certificate, voucher, free pass, guest pass, etc.
- Payment processing needs to be PCI-DSS compliant and all workstations have MFA implemented at a minimum.

SCOPE OF SERVICES

The selected Vendor will be responsible for the design, development, and testing of all software, hardware, and network components required to support the registration and reservation software used at the City Parks and Recreation facilities. Hardware and network components will require approval from the City's Information Technology Department. The vendor will coordinate and get approval from the City's Information Technology Department for procurement and installation of all hardware and server software components. The vendor will provide on-site training to staff. Vendor will also be assisting through the completion of the conversion and the first several months after going live. The vendor is to provide customer support.

KEY SERVICE NEEDS

A. PROJECT MANAGEMENT SERVICES

Beginning immediately upon signing of a contract a Vendor's Project Manager will be identified and available to work with the City's Program Manager. The Vendor Project Manager will have responsibility for the day-to-day management of the Vendor's project team, progress monitoring and reporting, issue tracking and notification, and collaborative schedule creation and management. These responsibilities will continue through the complete project delivery cycle including training and implementation, and such period of time after go-live as agreed-to by both parties during contract execution. The Vendor Project Manager will be responsible for timely delivery of all project components that are the sole responsibility of

the vendor, and will be responsible for preparing and submitting regular status reports, technical documentation, or other documentation as required by the City's Program Manager.

B. DATABASE DESIGN AND DEVELOPMENT SERVICES

The selected Vendor will be responsible for the design, development and implementation of the software in coordination and approval from the City's Information Technology Department.

C. DATA CONVERSION SERVICES

The City will detail all data that is expected to be migrated to the new software. The selected Vendor will be responsible for the design and development of data conversion scripts to transfer data from the existing system(s) to new system. These data conversion scripts must be tested with a sampling of the City's data to be followed with a timing benchmark for all of the City's data by the end of the 60-day period. The Vendor will work with the City's Information Technology Department to configure all workstations, printers, scanners, servers and cabling, as needed.

D. SYSTEM TRAINING

The selected Vendor will be responsible for providing on- site training for all primary users for the general functionality of the systems and will cover core functionality essential to the operation and maintenance of the individual components. On-line Help features will be required throughout the entire Integrated systems. Training Plan, Application Manual and Training Material deliverables will be required for review within the first 30 days of the agreement. Training for all users will be conducted by the vendor on-site.

1.0 Application Specifications

The selected Vendor will be responsible for demonstrating their product's ability to meet or exceed the specific application requirements as outlined. Failure to demonstrate a stated specification is not a cause for rejection. Additional feature and functionality will be considered, but not weighted as heavily in the decision process.

1.0.1 System Interfaces: It will be incumbent on the vendor to declare and demonstrate their ability to provide robust, sustainable interface and/or integration with the external systems indicated in.

1.1 Independent Verification and Validation

Conroe may choose to utilize the services of a third-party vendor to provide Independent Verification and Validation (IV&V) services to insure all software, hardware and network components have been properly installed, configured, documented, and are working according to specifications. The selected Vendor will be required to provide all documentation and assistance deemed necessary by the IV&V vendor to conduct this independent assessment.

2.0 Vendor Qualifications and Experience

The Vendor's proposed project team must meet the minimum qualifications outlined below. The qualifications, experience (specifying number of years), educational background, and any certifications achieved/maintained, must be provided for each member of the proposed project team (resume format preferred).

3.0 Financial Stability and Resources

The Vendor shall provide a description of the company history and financial stability with certified financial statements for the last two (2) years. The application must be stable and mature with multiple installations completed. It is preferred that installations exist in Texas.

4.0 Client References

The Vendor shall provide a list of all installations similar to the proposed system, indicating modules purchased, the date of initiation of installation and the date all components went live. Organizations no longer using the system must also be included.

5.0 Procurement Restrictions

Vendors shall not, under the penalty of law, offer any gratuities, favors or anything of monetary value to any officer, employee or Agent of Conroe in connection with this competitive procurement. Failure to observe these restrictions will result in the disqualification of a Vendor from continuing any involvement in the procurement process. This restriction does not preclude discussions between affected parties for the purpose of discussing business not related to this RFP.

All materials submitted as a part of a Vendor's response will be confidential until the procurement is concluded, after which time such materials will become a matter of public record to the extent permitted under Texas law.

6.0 Selection Process

- 6.0.1 Selection and award shall be made based on demonstrated competence and qualifications to perform the services. In evaluating a Proposal, Conroe reserves the right to accept or reject all or part of any Proposal, waive minor technicalities, and award the contract to best serve the interests of the City. Vendors should include any additional information that may indicate superior services.
- 6.0.2 A Project Team will review the Proposals using these evaluation criteria to determine which Proposal provides the best value to Conroe. The City may conduct simultaneous discussions with finalist Vendors regarding scope, terms and conditions, cost and other issues. Conroe City Council will approve the ultimate selection.
- 6.0.3 After a Proposal has been selected as the finalist, Conroe will enter into negotiations with the selected Vendor to execute the project contract. The selected Vendor must negotiate in a timely manner and in good faith with the City. Conroe reserves the right to discontinue negotiations with a particular Vendor if it determines that it is in the best interests of the City.

7.0 Contract Award Process

Contract award will be made with reasonable promptness to the Vendor whose Proposal and qualifications best conform to the specifications in this RFP and will be most advantageous to Conroe. An award may be made to other than the lowest priced Proposal.

Attachment A

Hardware Specifications

General Specifications

Vendor may submit more than one cost response to accommodate different components and configurations.

Include one-year and three-year maintenance options for all components unless otherwise specified.

Clearly state all hardware requirements and licensing assumptions in the RFP response.

Additional Hardware Specifications

The following hardware specifications represent upgrades and/or replacements to the City's current infrastructure.

These items and associated components are necessary regardless of the system solution accepted.

Barcode printer, scanner

Signature capture pad

Workstation and Mobile Device Specifications

Conroe requires the software vendor to provide the optimal workstation configuration to be procured by the City for the project

This workstation must be optimal for a minimum of 4 years

Major brand is preferred

Proposed specifications:

Processor: _____

Intel chip sets: _____

Memory: _____

Hard Drive: _____

CDRW and/or DVDRW: _____

Monitor: _____

Video Card: _____

Sound Card: _____

NIC: _____

Keyboard/Mouse: _____

Operating System: _____

Applications: _____

Anti-virus software: _____

Warranty: Four-year parts and labor

Note: Each computer must have a unique serial number

Server Specifications

Conroe requires the software vendor to provide the optimal server and server licensing configuration to be procured by the City for the project

Rack-mounted

This server must be optimal for a minimum of 5 years

Major brand is preferred

Provide the following specifications for each server:

Purpose: _____

Processor(s) : _____ Cores per processor _____

Intel chip sets: _____

Memory: _____

Hard Drive (RAID ____) : _____

CDRW / DVD RW: _____

Tape Drive: _____

NIC: _____

Warranty: Five-year parts and labor

Operating System with CALS: _____

Backup Software: _____

Printer Specification

Conroe requires the software vendor to provide the optimal printer configuration to be procured by the City for the project

Major brand is preferred

Proposed specifications:

Print Type: _____

Speed: _____

Print Quality: _____

Paper Capacity: _____

Print Size: _____

Network: _____

Network Specification

Due to the investment that Conroe is making in the new software, all (new and existing) network components must be compatible and be configured to be the most effective and best communication times as possible.

The vendor is permitted to recommend changes with the type and quantity of any or all components to improve the overall design and functionality of the network architecture in coordination and with approval of the City's Information Technology Department.

Optical Network Switches: _____

Fiber Backbone Switches: _____

Fiber Network Extension Switches: _____

Network Switches: _____

Firewall / Routers / Router: _____

Wireless Bridges: _____

Distance Wireless Locations: _____

Network Management: _____

Attachment B

Deliverable Documentation

Project Management Plan (MGT.01)

Status Reports at regular intervals as requested by City (MGT.02.X)

Risk Management Plan

Maintenance and Support Plan (including service levels)

Technical Review Meeting Material and Minutes (MGT.03.X)

System Requirement Specification (DEV.01)

System Design Description (DEV.02)

Database Design Description (DEV.03)

Data Dictionary (DEV.04)

Application Software (DEV.05)

Physical Database (DEV.06)

Commercial Software and Licenses (DEV.07)

Conversion Plan (DEV.08)

Conversion Modules (DEV.08)

Version Description Document (DEV.09)

System Test Plan and Procedures (DEV. 10)

System Test Report (DEV. 1 1)

System Installation Plan (SPT.01)

Configuration Audit Report (SPT.02)

Software User Manual (SPT.03)

Training Plan (SPT.04)

Training Material (SPT.05)

3rd Party Vendor Documentation (e.g., CDs and manuals for Software and Hardware Components) (SPT.06)

Network Design Document

Hardware/Network Configuration Drawings, Tables and Component List

Hardware/Network Maintenance Manual(s)

Computer User Manual

“X” designates a version number for a work product with multiple deliverables (i.e., there will be many status reports and multiple installation sites).

All deliverables are subject to tailoring as long as the core work product requirements are addressed by the selected Vendor. Any deviation from the template must receive approval from the City Project Manager.

Attachment C

Software Questions and Answers

1. **QUESTION:** How many Bookable Spaces do you have? Keep in mind that if you can divide a space in half that would count as three spaces (Half A, Half B, and the entire space). Up to 10, Up to 50, Up to 150? Up to 350? Up to 750? More?

RESPONSE: 185

2. **QUESTION:** How many courses are offered annually? Keep in mind that if you offer "Lesson 101" five times in a year that counts as five courses. Up to 40, Up to 150, Up to 750? Up to 2,500? Up to 5,000? More?

RESPONSE: 3,000

3. **QUESTION:** How many active card-holding members do you have? Up to 250, Up to 1000, Up to 2000? Up to 5000? Up to 10000? Up to 25000? More?

RESPONSE: 5,000

4. **QUESTION:** How many SKU#s are needed for Point of Sales? Keep in mind that this does not include registrations, memberships or bookings, only physical products sold. Up to 5, Up to 100, Up to 500? Up to 1000? Up to 2500? More?

RESPONSE: 530

5. **QUESTION:** Approximate number of Programs offered annually
RESPONSE: 300

6. **QUESTION:** Approximate number of overall registrants who participate in these programs annually
RESPONSE: 25,000

7. **QUESTION:** Number of facilities under management
RESPONSE: 32

8. **QUESTION:** Approximate number of annual reservations (scheduled activities) against these facilities
RESPONSE: 4,000

9. **QUESTION:** Approximate number of different membership types offered annually
RESPONSE: 14

10. **QUESTION:** Approximate number of overall members who enroll in these memberships annually
RESPONSE: 12,000

11. **QUESTION:** If you plan on using our POS system, at how many venues is it planned and do you have a sense of the "raw" number of transactions you would process through it annually?

RESPONSE: 10 venues and 15,000 estimated transactions

12. **QUESTION:** How much revenue to estimate will be processed in 1st year? How about 2nd and 3rd year?

RESPONSE: \$2.5 million (First Year), \$2.7 million (Second Year) and \$3 million (Third Year)

13. **QUESTION:** What is the scope of the project for data migration?

RESPONSE: More discussion needed

14. **QUESTION:** I am interested in knowing if there is any opportunity for an extension to be granted for the date of submission. Is this something the City would consider?

RESPONSE: The City does not foresee an extension is needed

QUESTION: What is the city's current financial software?

RESPONSE: Incode V10 (Tyler Technologies)

15. **QUESTION:** What were the number of transactions processed through your current system last year?

RESPONSE: 10,000 +

16. **QUESTION:** What data are you wanting to transfer from the old system?
RESPONSE: More discussion needed
17. **QUESTION:** How many workstations take credit card payments?
RESPONSE: 22
18. **QUESTION:** How many workstations take cash and checks?
RESPONSE: 21
19. **QUESTION:** How many membership scanning stations do you require?
RESPONSE: 15
20. **QUESTION:** Do you need membership card printers? If so, at how many locations?
RESPONSE: Six
21. **QUESTION:** How many receipt printers do you need?
RESPONSE: 14
22. **QUESTION:** How many points of sale are there across all centers?
RESPONSE: 16
23. **QUESTIONS:** Do you share membership between any of the centers?
RESPONSE: Yes
24. **QUESTION:** Is reporting required that combines any or all of the centers or will reporting be distinct at all times for each center?
RESPONSE: Yes, there will be times when this is combined

25. **QUESTION:** How many CONCURRENTLY logged in users will be using the software from each of the centers?
RESPONSE: 38
26. **QUESTION:** Does the city require any or each of the centers to have separated databases?
RESPONSE: No
27. **QUESTION:** What data is expected to be converted – all historic activity/reservation data for all patrons or only patron account and/or membership information?
RESPONSE: All history
28. **QUESTION:** How many days of onsite training is estimated to be needed by the city to include all users?
RESPONSE: One week; additional web training may be discussed with finalist as needed
29. **QUESTION:** Is demonstration required to be on-site or can that be via remote meeting?
RESPONSE: Prefer on-site
30. **Question:** Do you have a preferred Merchant?
RESPONSE: Would like to have options as opposed to only one

CERTIFICATE OF INTERESTED PARTIES

FORM 1295

OFFICE USE ONLY

Complete Nos. 1 - 4 and 6 if there are interested parties.
 Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the goods or services to be provided under the contract.

4 Name of Interested Party	City, State, Country (place of business)	Nature of Interest (check applicable)	
		Controlling	Intermediary

5 Check only if there is NO Interested Party.

6 AFFIDAVIT I swear, or affirm, under penalty of perjury, that the above disclosure is true and correct.

 Signature of authorized agent of contracting business entity

AFFIX NOTARY STAMP / SEAL ABOVE

Sworn to and subscribed before me, by the said _____, this the _____ day of _____, 20 _____, to certify which, witness my hand and seal of office.

 Signature of officer administering oath Printed name of officer administering oath Title of officer administering oath

ADD ADDITIONAL PAGES AS NECESSARY

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

FORM CIQ

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY

Date Received

1 Name of vendor who has a business relationship with local governmental entity.

2 Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

Yes No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

Yes No

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

6 Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

7

Signature of vendor doing business with the governmental entity

Date

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):

(a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

(2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that

- (i) a contract between the local governmental entity and vendor has been executed;
- or
- (ii) the local governmental entity is considering entering into a contract with the vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:

- (i) a contract between the local governmental entity and vendor has been executed; or
- (ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)

(a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

- (1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);
- (2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or
- (3) has a family relationship with a local government officer of that local governmental entity.

(a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

(1) the date that the vendor:

- (A) begins discussions or negotiations to enter into a contract with the local governmental entity; or
- (B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

(2) the date the vendor becomes aware:

- (A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);
- (B) that the vendor has given one or more gifts described by Subsection (a); or
- (C) of a family relationship with a local government officer.

_____ (“Company or Business Name”)
House Bill 89 Verification

I, _____ (Person name), the undersigned representative of _____(Company or Business Name) hereafter referred to as “Company”; being an adult over the age of eighteen (18) years of age, after being duly sworn by the undersigned notary, do hereby depose and verify under oath that the company named-above, under the provisions of Subtitle F, Title 10, Government Code Chapter 2270:

1. Does not boycott Israel currently; and
2. Will not boycott Israel during the term of the contract.

Pursuant to Section 2270.001, Texas Government Code:

1. *“Boycott Israel” means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes; and*
2. *“Company” means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or any limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of those entities or business associations that exist to make a profit.*

DATE

SIGNATURE OF COMPANY REPRESENTATIVE

On this the ____ day of _____, 20____, personally appeared _____, the above-named person, who after by me being duly sworn, did swear and confirm that the above is true and correct.

NOTARY SEAL

NOTARY SIGNATURE

Date

**CITY OF CONROE
PURCHASING DEPARTMENT**

SENATE BILL 252 CERTIFICATION

On this day, I, _____, the Purchasing Representative for the City of Conroe, Texas, pursuant to Chapter 2252, Section 2252.152 of the Texas Government Code, certify that I did review the website list prepared, maintained, and made available to the City of Conroe by the Comptroller of the State of Texas of companies known to have contracts with or provide supplies or services to Iran, Sudan or any foreign terrorist organization. I have ascertained that the below-named company is not contained on said list of companies that do business with Iran, Sudan or any Foreign Terrorist Organization.

Company Name

RFP or Vendor number

CERTIFICATION CHECK PERFORMED BY:

Purchasing Representative

Date

(bb) for any traditional business reason that is specific to the customer or potential customer and not based solely on an entity's or association's status as a firearm entity or firearm trade association.

4. "Firearm" means a weapon that expels a projectile by the action of explosive or expanding gases.
5. "Firearm accessory" means a device specifically designed or adapted to enable an individual to wear, carry, store, or mount a firearm on the individual or on a conveyance and an item used in conjunction with or mounted on a firearm that is not essential to the basic function of the firearm. The term includes a detachable firearm magazine.
6. "Firearm entity" means:
 - (A) a firearm, firearm accessory, or ammunition manufacturer, distributor, wholesaler, supplier, or retailer; and
 - (B) a sport shooting range as defined by Section 250.001, Local Government Code.
7. "Firearm trade association" means any person, corporation, unincorporated association, federation, business league, or business organization that:
 - (A) is not organized or operated for profit and for which none of its net earnings inures to the benefit of any private shareholder or individual;
 - (B) has two or more firearm entities as members; and
 - (C) is exempt from federal income taxation under Section 501(a), Internal Revenue Code of 1986, as an organization described by Section 501(c) of that code.

DATE

SIGNATURE OF COMPANY REPRESENTATIVE

On this the ____ day of _____, 20__, personally appeared _____, the above-named person, who after by me being duly sworn, did swear and confirm that the above is true and correct.

NOTARY SEAL

NOTARY SIGNATURE

DATE

Senate Bill 13 Verification

I, _____ (Person name), the undersigned representative of _____ (Company or Business Name) hereafter referred to as "Company"; being an adult over the age of eighteen (18) years of age, after being duly sworn by the undersigned notary, do hereby depose and verify under oath that the company named-above, under the provisions of Subtitle F, Title 10, Government Code Chapter 2274:

- (1) does not boycott energy companies; and
- (2) will not boycott energy companies during the term of the contract.

Pursuant to Section 2274.001, Texas Government Code:

- 1. "Boycott energy company" has the meaning assigned by Section 809.001.
- 2. "Company" has the meaning assigned by Section 809.001, except that the term does not include a sole proprietorship.

DATE

SIGNATURE OF COMPANY REPRESENTATIVE

On this the ____ day of _____, 20__, personally appeared _____, the above-named person, who after by me being duly sworn, did swear and confirm that the above is true and correct.

NOTARY SEAL

NOTARY SIGNATURE

DATE