*City of*

# SHELBYVILLE

*Tennessee*

October 6, 2016

REQUEST FOR PROPOSALS

The City of Shelbyville is requesting proposals for **Recreation & Parks Software for Shelbyville Parks and Recreation Department,** 220 Tulip Tree Drive, Shelbyville, TN.

Proposals will be accepted by the City of Shelbyville Purchasing Office, 201 N. Spring St., Shelbyville, TN  37160 or may be mailed to P.O. Box 185, Shelbyville, TN  37162 **until 11:00 A.M. on Tuesday, October 25, 2016.**  Any proposals should be submitted in sealed envelopes marked **"Recreation & Parks Software for Shelbyville Parks and Recreation Department".**  Any proposals received after the scheduled closing time for receipt of proposals will be returned to the bidder unopened.

Proposals will be opened at public meeting of council appointed bid committee on Tuesday, October 25, 2016 at 11:00 A.M. at City Hall, 201 N. Spring Street.  Award of the proposal will be made at the next scheduled City Council Meeting. (November 10, 2016)

*MINIMUM SPECIFICATIONS:*

**Scope:  To implement an <u>onsite server-based</u>, point of sale, reservations and registration system for the Parks and Recreation Department.**

**Software needs:**

**Minimum of 5 Concurrent User Licenses featuring:**

1) **Customer accounts - Allows users to efficiently manage family data by organizing all family members into a shared "household."  Family information includes name, address, phone numbers, email addresses, notes, birth dates, age, grade, gender, and emergency contacts.  Full account management also includes tracking Payment History, Activity History, Balances & Credits, etc. (Even**

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though we do not routinely have open balances or partial payments)

2) Administrative-only access - IT Department and Finance Department to have administrative access to transactions and reports.  With ability to assign permissions and rights to individual managers and users of software.

3) Activity Registrations - Allows users to efficiently manage enrollment levels, fees, and restrictions for age, grade, gender, rosters, waivers, and wait lists.  Program must capture all revenue associated with each activity and allow for refunds and transfers.  It must also allow the user to capture expenses incurred by instructor salary or materials purchased for the activity or event for the purpose of producing a profit/loss statement.  Program should come equipped with reports for rosters, attendance sheets, customer activity history, demographics, revenue, expense, and profit/loss.  There should also be mass email and mass mail (labels) features included.

4) Facility reservations - Allows users to efficiently manage reservations for recreation activities along with rentals by organization members and prevents against double booking.  It allows users to set-up typical rental fees for specific rooms, equipment, and personnel along with security deposits.  Calendars should be able to be produced by day, week, or month and can be viewable on the registration website if desired.  Program should come equipped with reports for calendars, schedules, reservation signs, demographics, and revenue.  There should also be mass email and mass mail (labels) features included.

5) League scheduling - Allows users to efficiently manage players, coaches, teams, games, and practices.  Program can automatically build team rosters and game and practice schedules.  It should come equipped with reports for coaches, rosters, schedules, demographics, and revenue.  There should also be mass email and mass mail (labels) features included.

6) Memberships - Allows users to efficiently manage memberships, seasonal passes, visit passes, and members.  Program allows users to define all membership types and

plans and allows users to design their own membership card. It should be flexible enough to offer membership cards or key tags, and allows the City to track member activity through a "check in" program that allows members to scan their id upon arrival at the facility. Program should come equipped with reports for member activity, expiring memberships, demographics, and revenue. There should also be mass email and mass mail (labels) features included.

7) Online registration and reservations – Allows users to efficiently manage "online registration" and "online reservations." Program provides a complete Content Management Website with online registration. By providing a Content Management system, the program provides ability for access permissions for users. To be set by IT Administrator. The website communicates directly with the local SQL Database and all transactions are real time and any updates to activities automatically upload to the website. The website should come equipped with a calendar feature that allows customers to review facility availability and request reservations that will need approval from staff. Online rentals should also be an option where customers can rent and pay without the need for approval.

8) Electronic Payment Processing – Allows users to process credit cards or utilize ACH processing. All payment processing should be PA-DSS Compliant which will help the City maintain PCI Compliance. The program should use a "secure re-direct" from website payments and for internal/over-the-counter payments. Utilization of the current equipment or supplying a chip reader device that communicates with the payment processor and the program to validate the payment and pass validation information on to the program is required. All money collected through payment processing should be deposited directly into the City's bank account within 24-48 hours of transaction.

Training:

The successful bidder will provide all necessary training for the program software including Administrative Set-up Training and

End-User Training.

Support and Maintenance:

Bidders must be clear in submittal concerning the first year of support and maintenance once software is operational.  Whether included in price of software submittal or in addition to.

Bidders shall provide on-going support and maintenance service options for the City.  A five-year annual support and maintenance premium plan shall be submitted with proposal.  The plan shall list first year premium, and premium and/or maximum percentage of increase for each year following.

Support and Maintenance agreement will include:

Remote technical support:  The successful bidder will provide technical support to answer any questions or to help solve any issues in regards to the software product.

Remote equipment support:  The successful bidder will provide equipment support for peripheral membership or POS equipment sold by the company.

Major update releases:  The City will be entitled to improvement updates as they are released at no additional charge.

Minor patch releases:  The City will be entitled to updates correcting any defects identified within the software program at no additional charge.

Data maintenance:  The successful bidder will assist with repairing any corrupted data files because of power outages, system defects or user error.

Clearly specify warranty.

*Proposal is to include* **all materials and labor** *necessary to complete project.*

Prospective bidders may contact IT Specialist, Teresa Berry at 931/607-8314 or Purchasing Director, Lori Saddler at 931-684-2691 with any questions.

Project must be completed by the successful bidder to the

satisfaction of the Parks and Recreation Director and IT Specialist before payment will be made.

The scheduling of the project will be confirmed between the IT Specialist and the successful bidder prior to beginning the project.

Successful bidder must carry commercial liability insurance and worker's compensation insurance if necessary. A current business license is also required.

Interested parties may turn in more than one proposal.

Please note any variations to these requirements on submitted proposal.

Vendor selection will be based upon the best offer deemed acceptable by the City of Shelbyville's council appointed bid committee and City Council. Proposal to all or part of the RFP indicates a willingness to supply part or all of the proposal. The City of Shelbyville reserves the right to reject any and all proposals.

All bidders must comply with A.D.A. guidelines if required.

All bidders must be in compliance with Title VI, Civil Rights Act of 1964, which specifies that: No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under a program or activity receiving federal financial assistance from the Department of Transportation or the U. S. Department of Justice.

Failure on the part of the bidder to comply with all instructions herein may result in bid rejection.

The City of Shelbyville is subject to the Open Records Act, TCA 10-7-501, et. Seq. Bidders are advised that all documents submitted on behalf of this invitation to bid shall be open to the public for viewing and inspection. The City of Shelbyville will fulfill Public Records Requests in compliance with Tennessee Opens Records Act.


Lori Saddler
Purchasing/IT Director