



**ADDENDUM #1**  
**REQUEST FOR PROPOSALS**  
**No. 2016-031**

**Effective:** July 1, 2016

**Project:** Recreation Management System

**Issued By:** Brian Helms, Business Systems Division Manager  
 Department of Information Technology  
 31 South Summit Avenue  
 Gaithersburg, Maryland 20877

This Addendum is incorporated into and made part of the above named Request for Proposals (“Solicitation”). Below are the questions submitted by Bidders and the City’s answers thereto in response to the Solicitation. The City is not responsible for the content of the questions and has provided the most comprehensive answers based on the interpretation of the questions.

**Q 1. (i) What is your last fiscal year revenue? (ii) What is the annual revenue of the organization? (iii) What is the revenue broken down by facility? (iv) What is the revenue broken down by point of sale per facility?**

A: Revenue processed in the Current System for calendar year 2015 is as follows:

Activity Center	\$2,116,744.67
Aquatic Center	\$50,351.43
Arts and Events	\$16,762.50
Arts Barn	\$190,949.27
Casey Community Center	\$234,415.81
Community Museum	\$5,365.51
Kentlands Mansion	\$156,652.00
Miniature Golf Course	\$102,652.00
Senior Center	\$151,260.79
Skate Park	\$3,063.00
Water Park	\$772,084.65
Wells Robertson House	\$60,613.5
Winter Lights	\$259,910.73
Youth Center at Olde Towne	\$9,925
Youth Center at Robertson Park	\$3,795.83
<b>Total</b>	<b>\$4,134,546.69</b>

**Q 2. What is the number of active members per facility?**

A: Active memberships by facility as of 6/29/16 is as follows:

Activity Center	163
Aquatic Center	59
Senior Center	774
Skate Park	494
Water Park	53
Youth Center at Olde Towne	288
Youth Center at Robertson Park	161
Total	1,992

**Q 3. What is the number of part time and full time staff?**

A: The City's staffing counts vary seasonally. As of 6/28/16 the City has 282 active full time staff and 497 active part time staff members. There are approximately 250 users of the Current System.

**Q 4. What is the number of active customers?**

A: There are 87,074 active customer accounts in the Current System with 172,259 customers. Note that this encompasses over 15 years of data and many of these customers may have not engaged in business with the City for many years.

**Q 5. What is the number of facilities?**

A: This question is addressed in the solicitation document.

**Q 6. Does your organization issue permits?**

A: The Current System has a concept of rental contracts, which could be considered a permit. These rental contracts are issued when a rental has been created and includes information like data of rental, customer information, rental conditions, etc.

**Q 7. Does your organization want to publish a facility reservation calendar for the public to view?**

A: The City is interested in exploring this capability. It is not a requirement of this solicitation.

**Q 8. What is the number of parks?**

A: A list of City parks can be found online at [www.gaithersburgmd.gov](http://www.gaithersburgmd.gov).

**Q 9. What type of camp enrollment is offered (list all that apply): (i) One enrollment for entire camp, weekly sessions or daily enrollment; (ii) AM/PM/ Full Day option; (iii) Before and after care; (iv) Transportation; (v) Day trips; (vi) Discounts for siblings and/or multiple sessions?**

A: There are one and two week camp sessions with no daily enrollment. The City does offer camp after care. All day trips are included in the camp fee, and there are no discounts offered for siblings and/or multiple session enrollments at this time.

**Q 10. What is the number of camp sites?**

A: The City has 11 camp sites.

**Q 11. How many concurrent staff users would be accessing the system?**

A: The number of concurrent users varies widely by season, day of the week and time of day. There were 30 concurrent users in the system when checked on 6/27/16 at 12:30pm.

**Q 12. Is a SQL database required? Does the City desire to host the database on its own or is vendor hosting requested?**

A: A Microsoft SQL Server database is not required. The City has no preference as to whether the database is hosted onsite or offsite. If an on-site RDBMS is required Microsoft SQL Server is preferred.

**Q 13. (i) Should a vendor be selected for an interview, is hosting the interview/demonstration via the internet an option? (ii) Does vendor need to meet onsite for meetings? (iii) Can you indicate if performance is onsite/offsite, and whether if off-shore is acceptable?**

A: Historically pre-selection interviews have been held on-site. For this project the format of any pre-selection interviews has not yet been determined by the City. If selected offerors may perform work onsite, offsite or a mix of the two.

**Q 14. What is the City's desired implementation and Go-Live schedule? How much flexibility is there?**

A: Ideally a go-live date will occur no later than Fall 2017.

**Q 15. Can companies from outside USA apply for this? (ex. India or Canada)**

A: Yes.

**Q 16. Can vendor perform tasks related to RFP outside USA?**

A: Yes.

**Q 17. Can vendor submit proposals via email?**

A: This question is addressed in the solicitation document.

**Q 18. Is there an intention to reuse existing hardware?**

A: Offerors should propose what they feel is the best solution – regardless of whether that is to re-use existing hardware or move to new hardware.

**Q 19. Is there a budget for this project?**

A: No project budget has been released.

**Q 20. (i) Of the total number of transactions including cash management transactions, program, rentals, and memberships, how many are payment based (e.g. credit card, cash or check)? (ii) How many of the transactions noted in the solicitation were paid for via credit card?**

A: For calendar year 2015 approximately 75% of non-online transactions were paid with cash or check. The remaining 25% of non-online transactions were paid with credit card based.

**Q 21. (i) What is the average transaction cost for cash management? (ii) What is the average transaction value of the 80,000 “cash management” transactions?**

A: The average non-online cash management transaction in calendar year 2015 was approximately \$20.

**Q 22. Do the 80,000 “cash management” transactions include Programs, Facilities and Memberships or just POS?**

A: The 80,000 transactions encompass transactions from all of the above modules in the Current System.

**Q 23. Did the number of annual transactions cover a twelve month period?**

A: Yes.

**Q 24. What credit card provider is currently utilized to process for credit card?**

A: Active Network, LLC.

**Q 25. Are you looking for a new credit card provider?**

A: As per the solicitation document proposed systems must be able to process at least Visa and MasterCard credit cards. The city currently has credit card merchant(s) that could be utilized on the back-end. Offerors should propose what the feel is most advantageous to the City.

**Q 26. Does the City intend to accept debit and/or ACH transactions?**

A: This is not a requirement.

**Q 27. Does the City require inventory management?**

A: This is not a requirement.

**Q 28. Where will Point of Sale be utilized?**

A: Cash, check and credit card transactions are accepted at all facilities.

**Q 29. Based on “train-the-trainer” model, how many people are required to be trained for: (i) Program Management, Finance, Ecommerce, Marketing; (ii) Membership Management/Gate Check; (iii) Facilities Management; (iv) POS; (v) League Management?**

A: This question cannot be answered without a better understanding of the complexity of proposed system.

**Q 30. Is web based training acceptable?**

A: Offerors should propose whatever format(s) of training they feel is most appropriate.

**Q 31. Can you provide an example of unearned revenue?**

A: Customer account balances (i.e. a customer gives the City \$50, but does not specify what that \$50 is to be used for at that time).

- Q 32. Does the City want accrual accounting only, or mix of cash and accrual based accounting?**
- A: Accrual based accounting is not a requirement. This question cannot easily be answered without a better understanding of the proposed system.
- Q 33. Is it a requirement to use the City's GIS system for address location services (i.e. to see if an address falls within City limits)?**
- A: This is not a requirement.
- Q 34. Can the City's GIS system export files for address verification?**
- A: The City's GIS system can export files for address verification (i.e. street range files, address files, etc.).
- Q 35. Does the customer prefer a custom built application or a COTS product for this requirement.**
- A: The City prefers a COTS system.
- Q 36. Do you use software for creating game schedules? If so, which software product?**
- A: The City's does not currently use any game scheduling software.
- Q 37. Is there any desire to have your patrons put their membership cards on their smart phones, therefore necessitating the need for scanners that can read a membership barcode off of a smartphone?**
- A: This is not a requirement of the solicitation.
- Q 38. At how many locations does the organization require ID badges to be scanned?**
- A: There are currently eight locations that have membership scanners.
- Q 39. Does the organization require unattended access to the fitness center(s)?**
- A: This is not a requirement of the solicitation. The Benjamin Gathers Center fitness room does currently have a gate kicker in place.
- Q 40. Does the organization support drop in classes at community centers?**
- A: Several facilities currently offer drop-in classes.
- Q 41. Does the organization require any pass fulfillment (e.g. beach badges)?**
- A: Information regarding the City's existing membership can be found in the solicitation document.
- Q 42. Does the organization rent lockers? If yes, does the organization only want to collect fees online for locker rental? Does the organization require locker tracking/management?**
- A: No. This is not a requirement.
- Q 43. Does the organization issue multi use punch guest passes? If yes, does the punch card need to be redeemed digitally?**
- A: Digital multi-use "punch" passes are currently used. As per the solicitation this is not a requirement.

**Q 44. Does the organization offer any other types of memberships?**

A: Nothing beyond what is currently in the solicitation document is within the scope of this project.

**Q 45. Does the organization offer rolling memberships (part of Community Centers)?**

A: Some types of memberships take effect the day of purchase (i.e. a one-year membership that is paid for on 6/28/16 and runs through 6/27/17).

**Q 46. For Section 6, business experience and capabilities, do you require customer references that are government – based parks and recreation businesses (i.e. county, city, park district)?**

A: References provided should ideally be as similar to the City as possible – in size, scope and type of business.

**Q 47. For any system characteristics wherein we currently do not have the functionality in place, but it is on the roadmap for a future release, how would you like us to respond in your support column “Yes” or “No?”**

A: If the functionality is not currently part of the system the proper response is No. Offerors may elect to make a note regarding future functionality in the optional “Additional Information” column.

**Q 48. Is there any preference in a solution being developed using Java vs. .NET and is it all in the experience of yourself and your department that things might continue to be Java based or built in .NET**

A: The City has no preference as to the underlying language of proposed solutions.

**Q 49. Is there consideration for a provider who is local in terms of resources and base of company operation?**

A: No.

~ END OF ADDENDUM ~