



Recreation Management Software

RFP # 24-12

ADDENDUM No. 1

April 15, 2024

Any and all changes to the Request for Proposal are valid only if they are included by written addendum to all potential respondents, which will be emailed prior to the proposal due date. Each respondent must acknowledge receipt of any addenda by indicating in its proposal. Each respondent, by acknowledging receipt of addenda, is responsible for the contents of the addenda and any changes to the bid therein. Failure to acknowledge receipt of addenda may cause the submittal to be rejected. If any language or figures contained in this addendum are in conflict with the original document, this addendum shall prevail.

This addendum consists of the following:

1. Addendum Number One (1) is attached and consists of a total of seven (7) pages including this cover sheet.

Please contact me at 847-866-2971 or johngonzalez@cityofevanston.org with any further questions or comments.

Sincerely,

John Gonzalez
Purchasing Specialist

Recreation Management Software

RFP # 24-12

ADDENDUM No. 1

April 15, 2024

This addendum forms a part of RFP # 24-12 and modifies these documents. This addendum consists of questions received.

Questions:

1. **Question:** What was the total annual revenue amount for 2023?

Response: The total revenue for 2023 processed through the registration system was \$7,447,676.

2. **Question:** What is the total number of registrations for your park programs/classes/activities each year (number of transactions)?

Response: The total number of transactions in a year is approximately 50,000-65,000.

3. **Question:** What is the total annual credit card processing volume (number of transactions)?

Response: The total number of transactions for credit cards in a year is approximately 40,000-45,000.

4. **Question:** What is the total annual credit card revenue that would be processed through the new system?

Response: The total credit card revenue will vary, it is approximately 5-6 million a year.

5. **Question:** What solution does the City currently use to manage reservations/registrations?

Response: The City of Evanston currently uses Rectrac.

6. **Question:** Who is the City's payment processor? Is there a desire for a change?

Response: The current processor used with Rectrac is ETS. The city is open to transitioning to a new payment processor.

7. **Question:** What data would the City migrate to the new system?

Response: The data moved will be determined by vendor recommendations and city needs. We would like to move as much as possible such as user accounts, memberships, and account history, etc.

8. Question: What are the required integrations?

Response: The Parks and Recreation Department currently integrates its registration system with ePACT, Reach Media, and has a custom export for financial data to New World systems.

9. Question: Is there a requirement to integrate with Tyler Technologies New World system?

Response: A custom export of financial data in the form of a .csv will need to be created for reconciliation purposes in New World Systems.

10. Question: Does the City follow modified accrual accounting or cash-based approach?

Response: The City of Evanston follows the Cash-based account method.

11. Question: Will not having any municipal clients in Illinois negatively impact the evaluation of a firm?

Response: The location of a vendor's clients does not impact the evaluation.

12. Question: In regards to your project team – how many staff will you plan participating in training initially. What does that ideal training scenario look like for Evanston?

Response: The initial training will be between 25-50 staff, frontline everyday users of the system. An ideal training scenario would be a mix of in-person, virtual, and reference material.

13. Question: There is a scope of services and technical needs table. Are you looking for questions to just be answered in the table or for the scope of services section 2.0 as well?

Response: Please answer both.

14. Question: How much revenue are you estimating will be ran through the recreation software? So program and facility type revenue nothing like grants and taxes.

Response: The total revenue will vary but programmatic revenue is around 6 million.

15. Question: Do you know how many online transactions you currently run per year in RecTrac?

Response: Approximately 13,000-14,000 online transactions are done a year.

16. Question: Who does the city currently use for SSO management?

Response: The city currently uses Google .

17. Question: In regards to question 15 from the tech table, how do you currently determine residency? Does the department currently have access to a GIS software like ESRI?

Response: Residency is determined by the zip entered into a customer's account in the software. Verification of residency is done manually.

18. Question: Are you looking for any data to be imported into your new software like users or memberships?

Response: The data moved will be determined by vendor recommendations and city needs. We would like to move as much as possible such as user accounts, memberships, and account history etc.

19. Question: Question 26, are you asking if a user with an account can buy multiple tickets without having to have an account for every person they are buying tickets for?

Response: The department desires the functionality of making such items such as tickets available for purchase without making an account for easy and speed on the patrons end.

20. Question: Clarifying question 31 – is this in regards to customers, staff or both?

Response: The functionality was desired for customers.

21. Question: Questions 32, can you give an example of this scenario?

Response: A US Figure Skating Membership is required to participate in ice skating classes, the customer may have one already and if they can furnish the membership (an upload) they will not have to pay for another.

22. Question: Are you referring to the ability to save email templates on question 95?

Response: Yes, we would like to have email templates for standard responses available for staff to use.

23. Question: Question 108, are you asking if ecommerce is integrated into the platform or if you have to work with another company for credit card processing?

Response: Asking if an e-commerce platform is integrated into the software for seamless payments, refunds, etc.

24. Question: Question 130, what type of analytics are you looking for?

Response: Looking for information on registration numbers, revenue, etc., but also the ability to see if evaluations can be sent out to customers and organized in a fashion to show trends in answers or information provided by customers.

25. Question: Question 112, are you looking for a direct integration with Tyler New World or the ability to build a custom financial export that can be downloaded from the recreation software and uploaded directly into Tyler New World?

Response: We need the ability to build a custom financial export that can be downloaded from the recreation software and uploaded directly into Tyler New World.

26. Question: In section 2.1.1 are you asking for access to a sandbox during the RFP process or does the software offer a sandbox environment post launch?

Response: The city would like a demo/sandbox during the evaluation process.

27. Question: For requirement #115 could you clarify what is meant or needed?

Response: The city needs the ability to sell items to a customer account or have a guest checkout ability, with both transaction types logged for future reference.

28. Question: For requirement #121 could you clarify what is meant/how it would be used?

Response: Would like the ability to message parents from the software to their preferred device as part of a pickup process.

29. Question: Regarding the M/W/D/EBE goal we do not use subcontractors- we are a privately owned company. Would the waiver request be appropriate in this situation?

Response: Yes a waiver is appropriate (Exhibit H). Please also provide a written explanation on why you should receive a waiver.

30. Question: Please indicate if you have a preferred time frame for beginning and completing implementation.

Response: We would like to accomplish the implementation in 4-6 months, starting as soon as the RFP process has been completed.

31. Question: How many staff members will use RecDesk?

Response: The number of staff will vary depending on the season but there are usually between 40-100 end users.

32. Question: What was the approximate number of programs/classes you offered in 2022?

Response: The city offered approximately registerable 2773 programs/sections in 2022 contained in our recreation software for registration.

33. Question: How many TOTAL registrations did you receive for programs in the prior calendar (or fiscal) year?

Response: The city filled 29961 available slots for programs during 53,254 transactions in the Rectrac system.

34. Question: How many total registrations do you anticipate in the current AND next year?

Response: We anticipate increasing our total registration number is hard to estimate as the department has purchased a new community center which will increase our registrations significantly.

35. Question: How many different physical facilities/fields do you manage scheduling and reservations for?

Response: The department currently has over 300 courts, parks, facilities, picnic areas, etc. that can be scheduled through the Rectrac system.

36. Question: How many reservations did you have at these facilities in the previous calendar or fiscal year?

Response: There were 56,245 reservations done in the previous calendar year in the Rectrac system.

37. Question: How many reservations do you anticipate in the upcoming calendar or fiscal year?

Response: We anticipate increasing our total reservation numbers but it is hard to estimate as the department has purchased a new community center which will increase reservations significantly in the system.

38. Question: How many maintenance staff support and communicate with the Recreation Department?

Response: 35 plus maintenance staff to support and communicate with the Recreation Department.

39. Question: How many different membership types are offered annually?

Response: We offer 35 different types of passes/memberships for both staff and customers.

40. Question: Approximate number of overall members you expect to enroll in these memberships in the current year and next year?

Response: Currently, there are 5173 members in all pass types, most of the users are by-annual renewal.

41. Question: Please indicate membership uses/facilities, such as rec center, senior center, pool, ice arena, etc.

Response: Memberships are used for access control, drop-in programming, punch passes, fitness memberships, senior memberships, program discounts, and external programs such as our transportation program.

42. Question: Will you be using memberships to record facility check-ins?

Response: Yes, we would like to use memberships to record visits.

43. Question: Will you be managing/scheduling leagues through RecDesk?

Response: Yes, we are interested in managing/scheduling leagues through Recdesk.

44. Question: If yes, approximately how many participants/players annually (across ALL teams)?

Response: Currently, we only register Teams and do not have a participant count to provide.

45. Question: For scheduling purposes, how many leagues include playoffs, eliminations, and/or brackets?

Response: There would be 7-10 leagues but possibly more based on the software functionality.

46. Question: For POS only, please estimate total # of transactions for the current year and next full year.

Response: There were over 30,000 transactions that had a POS item on the receipt. This will be rising significantly as the department is bringing a new community center online and is opening concession stands for the first time in multiple locations that will utilize the POS system.

47. Question: How many venues will utilize POS?

Response: 10 plus locations will utilize POS.

48. Question: How many stations/cash registers will be set up?

Response: 10 plus stations/cash registers will need to be rolled out.

49. Question: Please estimate the amount of revenue collected (through your current RMS) in the most recent fiscal year or most recent 12-month period. Please separate any revenue resulting from donations AND exclude any revenue that you will not be processing through RecDesk (even if you'll be recording it in RecDesk...such as land sales, grants, etc.)

Response: The total revenue for 2023 processed through the registration system was \$7,447,676.

50. Question: Please estimate/provide the amount of credit card revenue processed through your RMS in the most recent and next fiscal or calendar years.

Response: The total credit card revenue will vary, it is between 5-6 million a year.

Note: Acknowledgment of this Addendum is required in the Submittal.