

**CITY OF FEDERAL WAY  
REQUEST FOR PROPOSAL**

**I. PURPOSE OF REQUEST.**

The City of Federal Way (“City”) is requesting proposals for the purpose of an Event Registration and Theater Management System. The City’s needs are outlined in the following Request for Proposal (“RFP”).

**II. TIME SCHEDULE.**

The City will follow the following timetable, which should result in a selection of a firm by 9/9/2016.

Issue RFP	8/12/2016
Deadline for Submittal of Proposals	9/9/2016
Notify Firm Chosen	9/23/2016

**III. INSTRUCTIONS TO PROPOSERS.**

A. All proposals should be sent to:

Jason Danielle, IT Analyst  
City of Federal Way  
33325 8<sup>th</sup> Ave S  
Federal Way, WA 98003-6325  
(253) 835-2551

B. All proposals must be in a sealed envelope and clearly marked in the lower left-hand corner: “RFP” Event Registration and Theater Management System.

C. All proposals must be received by 9/9/2016 at which time they will be opened no later than 5pm. Three (3) copies of the proposal must be presented. No faxed or telephone proposals will be accepted.

D. Proposals should be prepared simply and economically, providing a straight forward, concise description of provider capabilities to satisfy the requirements of the request. Special bindings, colored displays, promotional materials, etc. are not desired. Emphasis should be on completeness and clarity of content. Use of recycled paper for requests and any printed or photocopied material created pursuant to a contract with the City is desirable whenever practicable. Use of both sides of paper sheets for any submittals to the City is desirable whenever practicable.

E. Jason Danielle, IT Analyst or representative will notify the firm selected by 9/23/2016.

F. All proposals must include the following information:

- The names of individuals from those firms who will be working on the project and their areas of responsibility.
- Specific experience of individuals relative to the proposed project.
- A proposed outline of tasks, products and project schedule, including the number of hours required to complete each task or product.
- A proposed budget based on the above outline of tasks, products and schedules.
- References.

#### IV. **SELECTION CRITERIA.**

<u>Factor</u>	<u>Weight Given</u>
1. Ability of the product to perform the technical and functional requirements as described in (Section VII).	40%
2. Price.	30%
3. Ability and history of successfully completing contracts of this type, meeting projected deadlines and experience in similar work.	30%
<u>Total Criteria Weight</u>	100%

Each proposal will be independently evaluated on factors one through three.

#### V. **GENERAL INFORMATION**

Federal Way is a vibrant and dynamic part of the Puget Sound region. It is the 11th largest city in the state with a population of 100,000 in a region of 3 million. Federal Way is home to nearly 5,000 licensed businesses. It is ranked as one of the fastest growing cities (WalletHub 2014).

The City of Federal Way currently owns and operates three facilities:

1. Federal Way Community Center
  - i. The Federal Way Community Center is a 72,000-square foot facility that opened in 2007. Annually the Community Center handles around 400,000 visitors, 800 courses, and hosts 20-25 events. The Community Center has many different amenities ranging from a fully equipped fitness center to a 27-foot climbing wall. It also includes a lap & leisure pool, three gyms, Café, and meeting rooms.
  - ii. Primary Functions
    - Events (weddings, conferences, meetings, and community functions)
    - Activity Courses (various sports, dance, music, arts, and fitness)
    - Camps (youth and teen)
    - Memberships
    - Facility rentals
2. Dumas Bay Centre
  - i. The Dumas Bay Centre is a meeting and special events venue. Dumas Bay has three meeting and banquet rooms, an interior meeting room for smaller groups, and a 234 seat theatre for a large conference room or performance. Dumas Bay also offers 67 bedrooms for overnight stays and on-site catering and banquet services. Annually the Dumas Bay Centre hosts 250 retreats/meetings, 30-40 classes, and has 50-75 shows.
  - ii. Primary Functions
    - Events (weddings, conferences, meetings, and business retreats)
    - Overnight stays
    - Catering and banquet services
    - Classes
    - Facility rentals
3. Federal Way Performing Arts & Events Center
  - i. The Federal Way Performing Arts & Events Center (PAEC) will be a 41,000 sq. ft. multipurpose facility on four acres. The PAEC will include a 716 seat theater and 8,000 square feet of meeting room space for an additional 400 seats for cultural and educational activities. After opening, it is anticipated that the theatre will host 48 performances and 60 events.
  - ii. Primary Functions
    - Performances
    - Events (weddings, conferences, meetings, conventions, etc.)
    - Trade shows
    - Facility rentals

## VI. TERMS AND CONDITIONS.

- A. The City reserves the right to reject any and all proposals, and to waive minor irregularities in any proposal.
- B. The City reserves the right to request clarification of information submitted, and to request additional information from any proposer.
- C. The City reserves the right to award any contract to the next most qualified contractor, if the successful contractor does not execute a contract within thirty (30) days after the award of the proposal.
- D. Any proposal may be withdrawn up until the date and time set above for opening of the proposals. Any proposal not so timely withdrawn shall constitute an irrevocable offer, for a period of ninety (90) days to sell to the City, the services described in the attached specifications, or until one or more of the proposals have been approved by the City administration, whichever occurs first.
- E. The contract resulting from acceptance of a proposal by the City shall be in a form supplied or approved by the City, and shall reflect the specifications in this RFP. A copy of the contract is available for review and shall include requirements to comply with ADA, Civil Rights Act, and EEO requirements. The City reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP, and which is not approved by the City Attorney's office.
- F. The Recipient, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 26 will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin, or sex in consideration for an award.
- G. The City shall not be responsible for any costs incurred by the firm in preparing, submitting or presenting its response to the RFP.

## VII. SCOPE OF SERVICES. TECHNICAL & FUNCTIONAL REQUIREMENTS

The matrices on the following pages identify the technical and functional needs the proposed system should meet and provide the required format for vendor responses. Vendors must provide and answer for every requirement. If the requirement does not pertain to the proposal being submitted, “N/A” must be placed in the requirement.

Use this key to determine which code to place in each of the requirement matrices below.

Matrix Column	Description
<b>Solution Functional Requirements</b>	<b>This column presents desired functionality, technical, and interface capability.</b>
Code	<p><b>3 - System can completely meet this requirement with no custom code and no additional expense.</b> For example, this code should be used when the requirement can be met by populating a table or modifying a screen so long as these tables or screen changes would not affect system update.</p> <p><b>2 - System can meet requirement with minor code modifications with no impact on future releases.</b> Modifications are placed in production by the implementation date with no additional cost for modification; the modification becomes part of the next system release.</p> <p><b>1 - System will not meet requirement and will require modification(s).</b> Testing and production of modifications will be in place prior to implementation date; however, the customer will assume a cost above the basic system cost for future updates.</p> <p><b>0 - System will not meet requirement, and modification in time for implementation is not possible.</b></p> <p><b>N/A – The requirement does not apply to the proposal</b></p>
Comments	<p>In this column, please provide additional information about your responses. In particular, we want to know:</p> <p>If your description includes any features that are not part of the base system package.</p> <p>If your response includes uses of third party software, ad-hoc query tools, “creative” use of exiting features, or <b>custom modifications</b>.</p> <p><i>Although costs are requested in a separate section, please provide a realistic dollar estimate if there is additional cost associated with your solution, and whether that cost is due to additional software purchase or modification work.</i></p>

The vendor will also provide a technical architecture diagram(s) documenting the key components of the solution and their inter-relationships.

The vendor will document any exceptions to the requirements and compatibility stated in the Technical Environment section.

**Below Section to be Completed for All Solutions (Regardless of On-Premise or Hosted)**

#	Solution Requirements	Code	Comments or Additional Information
	<b>General</b>		
T-1	Application can be modified and enhanced to meet the City's business requirements while still maintaining vendor support.		
T-2	User configurable menus, fields and screens.		
T-3	Multiple security/limited view levels that include group, role-based or user access (view, modify, report).		
T-4	Granularity exists in user security (i.e. page, table, field level).		
T-5	User access can be integrated with Microsoft Active Directory.		
T-6	Application provides for application and data integration via methods such as Web Services.		
T-7	Ability to import/export data in a variety of formats e.g. Excel, XML.		
T-8	Does your product integrate with Microsoft Office e.g. export to Excel, Word, Exchange.		
T-9	Ability for users to execute standard reports.		
T-10	Ability for user to create ad-hoc queries and reports with the ability to save these for future use.		
T-11	Solution includes on-line help, user manuals, installation procedures, configuration and maintenance procedures, and operations manuals.		
T-12	Vendor publishes a hot fix and upgrade schedule.		

#	Solution Requirements	Code	Comments or Additional Information
T-13	Vendor provides support for software/service accessible 7 days a week, 6am – 10pm PST.		
T-14	Are customers in production with the solution that you have proposed? If so, how many.		

**Below section to be completed if the proposed solution is On-Premise**

#	Solution Requirements	Code	Comments or Additional Information
	<b>Servers and Operating System</b>		
T-15	Support for Microsoft Windows Operating System 2012		
T-16	Number of Virtual Servers Required		
T-17	Operating System(s) with Version #		
T-18	Recommended drive space requirements		
T-19	Recommended RAM (GB)		
T-20	Recommended # Processors (and Speed if Physical)		
T-21	Pre-requisite configuration and software to be installed on Operating System, if any		
T-22	System and hardware Support Windows 7 and Windows 10 (32-bit & 64-bit)		
	<b>Relational Database Management System</b>		
T-23	Support for Microsoft SQL Server 2012 or MS SQL Server 2014		
T-24	Estimated database size requirements		
T-25	Specific database configuration requirements, if any		

**Below Section to be filled out if proposed solution is hosted by vendor**

#	Solution Requirements	Code	Comments or Additional Information
T-26	Is your environment Single or Multi-Tenant? If multi-tenant, how do you ensure segregation of client data?		
T-27	Do you publish a standard Service Level Agreement?		
T-28	What is your application availability as a percentage?		

**Event Records Requirements**

#	Solution Requirements	Code	Comments or Additional Information
ER-1	<p>Event data fields are to include all of the following elements:</p> <ul style="list-style-type: none"> <li>• Event ID number</li> <li>• Event name</li> <li>• Category</li> <li>• Sub-Category</li> <li>• Location/Facility</li> <li>• Event status</li> <li>• Start and end date</li> <li>• Start date and time for resident, non-resident and member resident registration</li> <li>• Minimum and maximum age by year</li> <li>• Minimum and maximum age by month</li> <li>• Minimum and maximum enrollment levels</li> <li>• Text areas for catalog, receipt notes, and internal staff notes, supply lists</li> <li>• Calculation and storage of all event dates, times, and hours</li> <li>• Multiple event fees per event by defined criteria</li> </ul>		
ER-2	The software supports entry of all data elements defining an event.		

#	Solution Requirements	Code	Comments or Additional Information
ER-3	Ability to assign a location.		
ER-4	Track clients waiting for a specific event (wait lists).		
ER-5	Ability to provide priority registration for returning clients to the same event in different seasons.		
ER-6	Provide the ability to batch roll over programs.		
ER-7	Assign the time of day and day of the week to an event.		
ER-8	Automatically indicate next client on the wait list of oversubscribed events.		
ER-9	Maintain a description of all events offered.		
ER-10	The system will denote each event that has a waiting list for easy identification when viewing an event list.		
ER-11	Allow the transfer of clients from one section or event to another with similar or different fees.		
ER-12	Identify events that do not meet minimum registration limits and provide a mechanism to easily cancel the event from the same screen and notify registered users.		
ER-13	Provide an “instant” registration allowing for real time client registration and confirmation/receipt emailing or printing.		
ER-14	Special notes; prompts; may be assigned to individual events, a special enrollment notes screen will automatically appear during any enrollment in this event.		
ER-15	System allows refunds, adjustments, scholarships, transfers, wait list entries, credits (refundable and non-refundable) and voids.		
ER-16	Software operates simultaneously with and shares data with the Internet registration module.		

#	Solution Requirements	Code	Comments or Additional Information
ER-17	System includes a designated function that is specific to group or mass registration, allowing a large number to be registered quickly.		
ER-18	System will allow one person to purchase programs at different price points. For example; an adult can purchase 3 adult tickets at \$74 each and 2 children tickets at \$47 each.		
ER-19	Software automatically checks and notifies the user if there is a conflict with the attempt to enroll a participant into an event.		
ER-20	System will be able to track multiple waivers per registration. Scanned copies of waivers, or verification of electronic signature for online waivers, can be attached to each registration. Waiver status can be modified after the registration is completed.		
ER-21	System will be capable of capturing data via custom forms. Custom forms can be developed by system administrators.		
ER-22	System will be able to create temporary access badges for the events.		

## Client Records

#	Solution Requirements	Code	Comments or Additional Information
CR-1	<p>Participant data fields include all of the following:</p> <ul style="list-style-type: none"> <li>• First name</li> <li>• Last name</li> <li>• Middle Initial</li> <li>• Prefix/Suffix</li> <li>• Address</li> <li>• Multiple fields for phone numbers including area code</li> <li>• Birthdate and auto-calculated age</li> <li>• Residency status integrated with city GIS to automatically validate entry</li> <li>• Gender</li> <li>• Participant ID number</li> <li>• Family or household ID number</li> <li>• Denotation of head of household</li> <li>• Customer balance</li> <li>• Customer/Account type</li> <li>• Text notes</li> <li>• Email address</li> <li>• Participant photograph</li> <li>• Email communication opt-out</li> </ul>		
CR-2	Software allows search on multiple fields including the use of wildcard character(s).		
CR-3	Software allows for the merging of two names.		
CR-4	Track participant records by individual, organization and household.		
CR-5	Software is able to use GIS or other mapping tool to verify a customer's residency status.		
CR-6	System should have waivers with date range of when waiver has expired.		

#	Solution Requirements	Code	Comments or Additional Information
CR-7	Maintain participant liability waiver/release history.		
CR-8	Maintain participant photo waiver/release history.		
CR-9	Provide additional fields for recording demographic information on participants.		
CR-10	Maintain a participant history file with emergency contact including name, telephone number, and relation to client.		
CR-11	Search for participants through use of bar code/magnetic stripe scan from ID card.		
CR-12	Allow storage of multiple addresses for a client.		
CR-13	Support categorization of participant addresses (i.e. mailing addresses, mother's address, work address, etc.).		
CR-14	Allow special discounts for frequent or special category patrons		
CR-15	Ability to apply payment to someone else's account. Third-party payment.		
CR-16	Ability for client to create account online in real time.		
CR-17	Ability to put an account on hold for a set period of time.		

### Desktop Publishing/Event Promotion

#	Solution Requirements	Code	Comments or Additional Information
DP-1	Provide the ability to custom-generate a report using embedded InDesign Markup Language tags.		
DP-2	Software will export event data into a file for use with a desktop publishing program for the production of an event guide, event catalog/flyers.		

#	Solution Requirements	Code	Comments or Additional Information
DP-3	Provide the ability to export email addresses by account type (family, business, league contact), including: <ul style="list-style-type: none"> <li>Email address</li> <li>Last name</li> <li>First name</li> <li>Account ID number</li> </ul>		
DP-4	Super users can access data within the system via ODBC connection and role-based permissions to data. Views created to pull the data into a usable format. Reports available as Views.		

### Financial Processing

#	Solution Requirements	Code	Comments or Additional Information
FP-1	Flag accounts with problems, (i.e. missing records, balances due, etc.).		
FP-2	Multiple transactions can be combined to a single receipt, such as combining a new enrollment, a refund, and a transfer onto a single receipt to meet overall POS needs.		
FP-3	Allows for multiple customization of receipt format. Different sites have different receipt formatting needs.		
FP-4	Software allows designated fields to be mandatory to fill out.		
FP-5	Provide the ability to reprint current receipts, and to easily search historical receipts and reprint them.		
FP-6	Provide the ability to email receipts.		
FP-7	Software must support the assignment of multiple fees for each event and the ability to assign each fee to a different revenue account.		
FP-8	Software can interface to and automatically trigger a cash drawer.		

#	Solution Requirements	Code	Comments or Additional Information
FP-9	Software can maintain an audit log of automatic and manual cash drawer operations.		
FP-10	Software will produce customer invoices.		
FP-11	Software automatically calculates the cost of events as participants enroll including calculating pro-rated fees for missed events. These fees may be overridden with proper security/authorization.		
FP-12	Software allows deposit to be accepted for events, including partial payment at the time of enrollment and later collection of the remaining balance.		
FP-13	If a partial payment is received, software will allow and automatically create a payment plan for the customer. Payment plan can be manually overridden. If a payment plan is created appropriate parties can be notified.		
FP-14	An alert is sent to a supervisor and to the customer if a scheduled payment is not made.		
FP-15	Interface with accounts receivable and the general ledger system to allow data exchange in both directions.		
FP-16	A customer account management and accounts receivable system is included to track customer balances and provide reports for all payments coming due.		
FP-17	Prompt the user when over-or underpayment occurs.		
FP-18	System will track and record deposits from events, memberships, rentals and facilities.		
FP-19	Prepare periodic billing for events, rentals and memberships with balances.		
FP-20	Integrated credit card processing with EMV standards.		
FP-21	Print client payment history.		

#	Solution Requirements	Code	Comments or Additional Information
FP-22	Allow billings to be split between individuals and/or group.		
FP-23	Allow both refundable and non-refundable credits on client's account.		
FP-24	Able to create, generate and track scholarships, family discounts, variable discounts, etc.		
FP-25	The software must allow for entry of rental charge data into a facility rental price list. The price list will be used automatically to price charge new reservations, including hourly charges and deposits. New charges include fees for deposits, rental, customer type, facility use type, scaled fees, group size, date/time of use, and appropriate facility charges.		
FP-26	Software must track revenue by facility or other user-defined subset.		
FP-27	Facility rental prices list allows unique charges for each facility and variable charges based on customer types such as resident, non-resident, profit, non-profit. Software will allow entry of multiple customer types.		
FP-28	Facility rental prices list entries to include identification and handling of deposits. The system will automatically generate a list of deposits to be refunded unless withheld for damage or other reasons.		
FP-29	Software able to generate multiple taxes.		
FP-30	Software must track income and revenue for each module's package type, broken down by individual fee charged, adjustments, and net revenue.		
FP-31	System is independent of the payment processor.		
FP-32	System is able to apply multiple GL accounts to any POS, event, rental, membership.		

#	Solution Requirements	Code	Comments or Additional Information
FP-33	Set up of an unearned/deferred revenue account is optional within the system should the City decide to immediately recognize revenue.		
FP-34	System should be configurable to limit the number of users who can flag GL accounts as taxable or non-taxable.		
FP-35	Auditors should be able to trace every transaction back to its source within the system.		
FP-36	System should have a method for converting outstanding balances from the old system to the new (unearned revenue, deferred revenue, receivables outstanding, payable outstanding, NSF's, credit card in process, etc.).		
FP-37	Ability for Accounting and/or Treasury divisions within Finance to have read-only access to account/master data setup.		
FP-38	Invoice search fields include but are not limited to: dollar amount, customer number/account, customer name, account type, account number, street address, invoice date, transactional group (a configurable field for the purpose of distinguishing functional groups within the City). Ability to configure those invoice search fields by transactional group.		
FP-39	Override auditing when a completed transaction needs to be modified. A report that details all overrides over a user-defined period of time (by user, terminal, date transaction overridden). Optional configuration to require high security level users to override transactions.		

#	Solution Requirements	Code	Comments or Additional Information
FP-40	System needs to interface to/from multiple existing systems at the detailed transaction level, including but not limited to Tyler Technologies' Eden (GL/invoice lookups, AR/GL exports, refunds). Update frequencies between systems should be as close to real time as possible.		
FP-41	"End of day" button or automated process that ensures transactions for the day are reset or committed and cannot be modified by cashiers (with option to reset per terminal, location, by user, or any combination thereof).		
FP-42	Check endorsement, receipt, credit card swiping devices, credit card "dipping" functionality.		
FP-43	Software is compatible with new EMV terminal chip and pin/chip and sign technology.		
FP-44	CVV or PIN credit card data is not retained once a transaction is complete.		
FP-45	Software is compatible with printers capable of franking checks with "Electronically Represented".		
FP-46	The system can issue refunds electronically for any type of payment that originated with the system.		
FP-47	If a refund is issued electronically, the system knows if the credit card used for the original payment has expired. Approved staff can go into the system to provide options to change refund type from original payment type to alternate refund type for credit cards only and tracks reason for change (i.e. Card cancelled, stolen, disabled w/comments).		
FP-48	Sensitive customer data (bank card, bank account number, customer's name and other identifying information) can be protected by restricting access to the data.		

#	Solution Requirements	Code	Comments or Additional Information
FP-49	For one-time transactions, the 16-digit credit card number and expiration date will be retained for 30 days. Only the last 4 digits of the credit card number will be retained after 30 days.		
FP-50	System may still record transactions when the network is down and upload transactions and confirm valid bank cards once the network is back up.		
FP-51	System shall accommodate cash basis, modified-accrual, and other accounting methods.		
FP-52	System should incorporate Generally Accepted Accounting Principles (GAAP), as it relates to Governmental Standards, in all modules. This includes, but is not limited to, internal controls, audit trail, revenue tracking, etc.		
FP-53	Software is compatible with printers capable of endorsing checks.		
FP-54	System must be able to process payments for goods and services that were not originated within the system.		
FP-55	High security level users are able to run end of day deposit reports for each terminal.		

## Facility Reservations

#	Solution Requirements	Code	Comments or Additional Information
FR-1	Facility data fields are to include all of the following elements: <ul style="list-style-type: none"> <li>• Facility ID</li> <li>• Facility name</li> <li>• Address</li> <li>• Day and evening phone</li> <li>• Area default usage type (hourly or daily)</li> <li>• Opening and closing times</li> <li>• Overlapping facilities and facility attributes</li> <li>• Text facility notes</li> <li>• Facility and field “skip dates”</li> <li>• Default use permit disclaimer</li> <li>• Custom contract form to use</li> <li>• Minimum reservation time, in minutes</li> <li>• Denotation of whether facility is open 24 hours per day</li> <li>• Alternate contact</li> <li>• Alternate contact information (telephone number(s))</li> <li>• Closure information (holidays, maintenance, etc.)</li> </ul>		
FR-2	The software must accommodate individual skip days for each facility in addition to those days assigned globally.		
FR-3	Software able to provide security level restriction for booking facilities.		
FR-4	Software allows for user definable periodic retirement of old reservation data. Retired data is stored permanently in a historical file, and is accessible for marketing purposes.		

#	Solution Requirements	Code	Comments or Additional Information
FR-5	Software will allow reservations to be processed for up to 2+ years in the future.		
FR-6	The software allows for the tracking of equipment inventory within each facility, center, and across facilities and centers.		
FR-7	Software allows for equipment fees to be calculated into the cost of the facility.		
FR-8	Facility reservations may be entered by the staff person that has access to that center or facility.		
FR-9	Any staff with the appropriate access, may enter a facility reservation.		
FR-10	<p>Software to produce a facility statistics report, with all of the following elements:</p> <ul style="list-style-type: none"> <li>• Facility name</li> <li>• Total days available</li> <li>• Total hours available</li> <li>• Total days reserved</li> <li>• Total hours reserved</li> <li>• Usage percentage by day</li> <li>• Usage percentage by hour</li> <li>• Attendance/participation</li> <li>• Revenue by usage type</li> </ul>		
FR-11	<p>Software enables all of the following:</p> <ul style="list-style-type: none"> <li>• Entry of new reservations</li> <li>• Generation of permit contracts</li> <li>• Generation of payment receipts</li> <li>• Prevention of facility double booking</li> <li>• Generation of custom set-up forms</li> </ul>		
FR-12	Software allows multiple facilities to be rented by a single customer in one step, without requiring multiple permits or duplicate data entry.		

#	Solution Requirements	Code	Comments or Additional Information
FR-13	Software provides a user-configurable on-screen scheduling calendar, which displays existing reservations and allows “point and click” selection (via mouse) of new dates and times to reserve.		
FR-14	On-screen scheduling calendar is user-configurable by view by day, by week, or by month at a glance. Time increments in the scheduling calendar may be set as low as 15 minute increments up to 2 hour increments.		
FR-15	Software handles 24 hours, overnight, and multiple day reservations.		
FR-16	Software will search and display for multi-day or multi-facility reservations.		
FR-17	The software will allow attachment of one or more user-definable Condition of Use text boxes along with each reservation that is processed. The disclaimer text will appear on permit contracts which are produced.		
FR-18	The software will allow reservations to be processed for individuals, companies or both. If a company is used, the software will allow entry of contact persons.		
FR-19	Software to track event name and number of person attending for each reservation. After the reservation is completed, the event name is displayed in the scheduling calendar.		
FR-20	Software to allow entry and storage of standard set-up instructions, which can be individually stored and customized for each facility. When a reservation is processed, the software will allow attachment of standard setup instructions, and also allow entry of specialized or custom set-up instructions.		
FR-21	Software to notify a user or participant if there is a conflict with the time attempted to reserve.		
FR-22	Software must produce reservation permit contracts on demand or printed in batches.		

#	Solution Requirements	Code	Comments or Additional Information
FR-23	Software allows reservation permit contracts to be emailed as PDF files.		
FR-24	Software allows reservation inquiry by person's name or facility name, and provides printed reports or on-screen review of all reservations.		
FR-25	Software produces graphical usage calendars, in monthly, weekly, and daily format. These calendars can be printed or viewed on-screen. Usage calendars should include reservations, events, and administrative bookings.		
FR-26	Software to produce a facility event set-up report for the maintenance staff, which includes all facility use for a selected date range, and includes set-up instructions.		
FR-27	Software allows existing permit contracts to be recalled for editing and changes.		
FR-28	System should allow for accounting separation of damage deposit and down payments.		
FR-29	Software allows existing permit contracts to be sorted by event date or chronologically.		
FR-30	Software allows a customer to select from default facility layouts or the ability to create dynamic layouts.		

### General

#	Solution Requirements	Code	Comments or Additional Information
GN-1	Proposed software is currently installed and operating at other customer locations in the United States with the proposed modules and configurations.		
GN-2	All software modules may operate independently but have the ability to share common data for participants, and companies with the other software modules.		

#	Solution Requirements	Code	Comments or Additional Information
GN-3	Ability to generate Ad-hoc reports through use of queries on the fields of the screen.		
GN-4	A printed user manual must be provided with the software in addition to online context sensitive help.		
GN-5	Software allows entry of global skip days, such as Christmas day. These skip days will apply to all software modules but may be overridden manually with proper security/authorization.		
GN-6	Software offers security features to grant/deny access to software functions for each user to the menu level. System provides user definable security supporting the restriction of access to system functions at the screen and function level.		
GN-7	Information included in common data files, such as address; telephone number, etc. can be updated, changed, or deleted entirely from within each individual software module. This information can also be updated without entering any of the software modules through the use of account or client module.		
GN-8	The software allows entry of a table that includes all pertinent zip or postal codes, and the corresponding city. During enrollment, the staff may enter a participant zip code, and the software will pre-fill the corresponding city name automatically. This table must be used by all software modules used in the system for this type of information.		
GN-9	System provides test and or training environment to sample data to demonstrate the functions available and aid in learning the new system.		
GN-10	Software can operate individually, or operate simultaneously and share data with “companion” software modules to provide an integrated solution.		

#	Solution Requirements	Code	Comments or Additional Information
GN-11	System peripheral devices are as small and quiet as possible (e.g., receipt printers).		
GN-12	System can require passwords to be changed at least every 90 days.		
GN-13	System is set up to allow for dashboard functionality that is easy to set up.		
GN-14	System is able to utilize a variety of social media outlets for marketing.		
GN-15	System is able to send out bulk emails (email blasts) to predefined email lists.		
GN-16	System is able to set up email reminders for a determined time for programs, personal trainer, tennis or tee times, etc.		
GN-17	Training is provided onsite or by webinar.		
GN-18	Different training options are available depending on user needs and responsibilities.		
GN-19	Software has the ability to organize/manage all tasks, functions, orders, tracking, and functions of an event into a manifesto.		
GN-20	Software allows for the creation of a new Fundraising Event/Campaign.		
GN-21	Software has the ability to receive donations from individuals as well as groups/organizations.		
GN-22	Software allows for donations to be received onsite and online.		
GN-23	Software has the ability to track donations.		
GN-24	Software has the ability to search donors.		
GN-25	<p>Software can run reports based on donor data. For example:</p> <ul style="list-style-type: none"> <li>• Daily, weekly, and monthly donations</li> <li>• Donor data</li> <li>• Donation goals</li> <li>• Single donation data</li> <li>• Donor retention</li> <li>• Top donor list</li> </ul>		

#	Solution Requirements	Code	Comments or Additional Information
GN-26	Software allows for different donor levels to be set by predefined values.		
GN-27	Software allows for an alert to be sent out to appropriate parties when a donor has reached a certain donation level.		

### Mailing Lists

#	Solution Requirements	Code	Comments or Additional Information
ML-1	Software supports the creation and tracking of an unlimited number of mailing lists.		
ML-2	Mailing labels and email lists can be produced for any individual or combination of rosters.		
ML-3	Mailing labels and email lists can be generated to capture: <ul style="list-style-type: none"> <li>• Participants</li> <li>• Specific city or combination</li> <li>• Specific zip code or combination</li> <li>• Resident or non-resident status</li> <li>• Age</li> <li>• User group</li> <li>• Season</li> <li>• Gender</li> <li>• Specific event or combination</li> <li>• Last registration date</li> <li>• Event wait list status</li> <li>• Combinations of above</li> <li>• New Members</li> </ul>		
ML-4	The system must provide a mechanism for individuals to opt out from all mailing lists, while still retaining an email address in the system.		
ML-5	Software must allow an unlimited number of mailing lists to be associated with a facility, registration, membership or league scheduling.		

#	Solution Requirements	Code	Comments or Additional Information
ML-6	<p>Software must allow mailing lists to be exported to a comma-delimited format with the following fields:</p> <ul style="list-style-type: none"> <li>• Last name</li> <li>• First name</li> <li>• Email address</li> <li>• Participant ID number</li> <li>• Mailing list name</li> <li>• User-definable field(s)</li> </ul>		
ML-7	Mailing list functionality (i.e. ability to access email functionality, etc.) must be able to be restricted based on user security permissions.		

## Membership

#	Solution Requirements	Code	Comments or Additional Information
M-1	<p>Membership data fields are to include all of the following elements:</p> <ul style="list-style-type: none"> <li>• Membership package number</li> <li>• Membership package name</li> <li>• Variety of membership package fees</li> <li>• Discount</li> <li>• Maximum number of uses</li> <li>• Daily pass ID</li> <li>• Package description</li> </ul>		
M-2	<p>Software allows memberships to be renewed using the same/prior pass numbers</p> <p>Software supports use of existing membership cards and barcodes without re-issue, front desk or online.</p>		
M-3	When card is scanned it records the visit and brings up a picture of the cardholder, so identity can be verified.		
M-4	Software shows credits and refunds of memberships.		
M-5	Software handles sales of daily passes.		
M-6	Software allows pass numbers to be assigned to a customer either at the time of sale or at a later time.		

#	Solution Requirements	Code	Comments or Additional Information
M-7	Software allows multiple memberships on a single card.		
M-8	Software supports use of bar code scanning.		
M-9	Software supports manual keyboard input member information in case of scanner failure.		
M-10	Software is compatible with creating membership cards with barcodes, using equipment that is either in place or optionally available.		
M-11	Software is capable of interfacing with identification card production systems.		
M-12	When the bar code reader scans a membership card, it automatically verifies the card to be valid and updates the member's attendance record.		
M-13	Software produces a visual and audio warning if a scanned membership card is valid but, also able to produce a different visual and audio warning if a membership card is invalid.		
M-14	Software supports single membership for family on multiple cards. For each member their visit would be recorded regardless of the card used against the single membership.		

## Point of Sale

#	Solution Requirements	Code	Comments or Additional Information
POS-1	Software has the ability to calculate and track customer balances, accept customer payments on account.		
POS-2	Software has the ability to post adjustments to a customer's account balance.		
POS-3	Software allows collection of payments by cash, check, credit card, gift certificate, or from account if the customer has a credit balance.		
POS-4	Ability to make purchase at online POS without creating an account. Access for non-client transactions; i.e.: donations.		
POS-5	Incomplete payments can be accepted including "split" payments with part from different tender, part from account, etc.		
POS-6	System is able to apply multiple GL account to any POS button.		
POS-7	System is able to configure shortcut/function keys on screen that map to specific transaction types and business rule for processing.		
POS-8	System allows online payment of services; currently due and advance payment, 24/7/365; and payments posted the interfaced system as a completed transaction.		
POS-9	POS functionality will include mobile application integration and meet all current PCI, NFC (near field communication) technology (i.e., Apple pay or Google Wallet) and EMV standards.		
POS-10	Credit card reader allows customer to enter their email address if they prefer to have their receipt emailed to them.		
POS-11	System has the ability to map long GL codes to "Speedy Codes" that allow user to enter a shortcut code that represent a single, full GL code.		
POS-12	POS buttons and associated functionality are configurable per terminal and other functional groupings.		

#	Solution Requirements	Code	Comments or Additional Information
POS-13	Software allows offline transaction when network is down, to automatically upload when network is back up.		

### On Screen Viewing

#	Solution Requirements	Code	Comments or Additional Information
SV-1	Provide on-screen viewing for historical record of client registrations and financial information.		
SV-2	Provide on-screen viewing of event descriptions.		
SV-3	Provide on-screen viewing of multiple events simultaneously.		
SV-4	Provide on-screen viewing of historical record of any transaction previously generated.		
SV-5	Provide on-screen view of participation reports/statistics.		
SV-6	Provide on-screen viewing of reports, including financial reports.		
SV-7	Ability to query on screen and view results.		
SV-8	Provide on-screen viewing of transaction receipt records.		
SV-9	Provide on-screen viewing of event rosters.		
SV-10	User definable sort order for online viewing of event lists.		
SV-11	During enrollment, the receipt number is displayed on screen for recording on customer's check even if the receipt is not printed.		
SV-12	All reports may be printed and/or viewed on-screen. If viewed on-screen, a zoom feature is provided to enable closer examination of the report.		

#	Solution Requirements	Code	Comments or Additional Information
SV-13	Software allows inquiry by participant's name, and on screen review of all registered events current and historic and the current balance of the participant's account.		

### Reports/Printing

#	Solution Requirements	Code	Comments or Additional Information
RP-1	Software produces enrollment receipts either on demand or in printed batches.		
RP-2	Print equipment lists.		
RP-3	Print all standard reports saved in the system.		
RP-4	Print special instructions and comments.		
RP-5	Print adhoc on-screen query results.		
RP-6	Print wait list reports.		
RP-7	Print event attendance sheets.		
RP-8	Print client payment history.		
RP-9	Print facility location descriptions.		
RP-10	Print program schedules by day, week or month.		
RP-11	System includes a built-in financial report engine common to all modules that allows the export of financial data to an external accounting system at least once per day.		
RP-12	Provide for customized agency logos to be printed on forms without the use of pre-printed forms.		
RP-13	Print or view event descriptions.		
RP-14	Software is able to produce receipt printing based on user defined criteria.		
RP-15	Able to print receipts and reports on plain/standard paper.		
RP-16	Provide the ability to print month-end and season/quarter summary of financial records.		
RP-17	Software is able to produce batch printing of client mailing lists based on user defined criteria.		
RP-18	User definition of titles/footers on forms.		

#	Solution Requirements	Code	Comments or Additional Information
RP-19	Software produces net revenue reports, including a summary or detail format, and sorted by facility, center, or revenue account.		
RP-20	Software allows for the creation of a high level financial report that can be expanded to view more details.		
RP-21	Software will produce and print wait list confirmations.		
RP-22	Text to include on receipts, vouchers, and wait list confirmations is user definable.		
RP-23	<p>Software will produce and print all the following “End of Day” reports:</p> <ul style="list-style-type: none"> <li>• Net revenue by summary, by revenue account</li> <li>• Receipt payment report, listing all receipts processed, payment type, and totals</li> <li>• Payment distribution summary, showing all payment distributions</li> <li>• Account transfer report, showing funds flow among revenue accounts</li> <li>• Financial summary for “at a glance” executive review</li> </ul>		
RP-24	Software produces monthly and yearly reports similar to the End of Day reports.		
RP-25	Daily, monthly, and yearly reports can be specified by date range, starting and ending receipt numbers and starting and ending gift certificate numbers, etc.		
RP-26	Software produces summary and detail income, expense, and net revenue reports. Each of these reports can be sorted by event, location, season, category or revenue account.		
RP-27	Software produces refund report, showing all refunds for a specified date range.		
RP-28	Software produces reports of all deposits coming due.		

#	Solution Requirements	Code	Comments or Additional Information
RP-29	Software produces registration trend reports by user-defined criteria (i.e. 5-year registration trend data for summer day camps for a specific date).		
RP-30	Software produces all of the following event reports: <ul style="list-style-type: none"> <li>• Master report listing all events, descriptions, dates, times, etc.</li> <li>• Report listing all events and all text descriptions, notes, etc.</li> <li>• Under minimum enrollment report</li> <li>• Over maximum enrollment report</li> <li>• Full event report</li> <li>• Event totals and statistics (registered, attended, historical comparisons)</li> <li>• Facility usage by event and seasons report</li> <li>• Participants by school, age, area, city, zip code, etc.</li> <li>• Resident and non-resident participation</li> <li>• Duplicated and unduplicated participation</li> <li>• Online vs front desk registration</li> </ul>		
RP-31	Print cash transaction report and receipts.		
RP-32	Print refund vouchers.		
RP-33	Print over/under payment report.		
RP-34	Print general ledger summary.		
RP-35	Compile and report statistics on types of and number of participants/clients.		
RP-36	Compile and report statistics on the number of registrants.		
RP-37	Compile and report statistics on the number and types of events per season.		
RP-38	Display statistics using graphics representations (i.e., pie charts, bar graphs).		
RP-39	Software produces reports, by event, for income, expenses, and net revenues.		
RP-40	Facilities module allows reporting rain-out occurrences.		

#	Solution Requirements	Code	Comments or Additional Information
RP-41	Software will produce all of the following membership package reports: <ul style="list-style-type: none"> <li>• Basic report on packages, showing package ID, name and sales level</li> <li>• Text report on each package, showing package description</li> <li>• Sales report by package, including income, refund and net revenue totals.</li> <li>• Voucher report by package, including refund information</li> <li>• Text report of new membership within a time period including basic information</li> </ul>		
RP-42	Software produces reports of membership rosters of each membership packages.		
RP-43	Software produces renewal and non-renewal reports.		
RP-44	Software produces membership usage reports.		
RP-45	Software produces population and demographics reports.		
RP-46	Software produces daily event report.		
RP-47	Software produces credit card expiration report.		
RP-48	Software produces income reports by membership package.		
RP-49	Software allows end users and/or system administrators (via role based permissions) to create custom reports for use by defined system users.		
RP-50	Provide a sample of every report the system produces.		
RP-51	Compile and report statistics on the revenue generated within a given time period by site, program, GL account, etc.		
RP-52	System has a scheduler that allows reports and exports to be scheduled automatically and emailed to one or more individual or group email accounts.		

#	Solution Requirements	Code	Comments or Additional Information
RP-53	Detailed report about transaction history over a user-defined time period.		
RP-54	Software produces a refund report showing all refunds for a specified date range, center, or facility.		
RP-55	Users can export the reports they are authorized to use to Excel.		
RP-56	Receipts can be printed from the computer to a standard printer (8.5 x 11 paper) in lieu of a specific receipt printing device.		
RP-57	Software to allow for management of and produce reports for all overlapping facilities, such as soccer field grassy area that overlaps the outfield area of a ballfield.		
RP-58	Software is able to run reports off of membership demographics data (i.e. Targeting age groups for reporting or for mailings).		
RP-59	Software produces membership reports of new members who have recently joined or re-joined the facility.		
RP-60	Software produces membership reports of members who have expired or cancelled their membership to the facility.		
RP-61	Software produces membership reports that captures the membership ID by category for a specific date.		
RP-62	Software calculated membership retention and membership attrition rates for a specific date.		

## Web Access

#	Solution Requirements	Code	Comments or Additional Information
WA-1	<p>Web access registration must perform all functions as an operator assisted registration. This includes, but is not limited to the following:</p> <ul style="list-style-type: none"> <li>• Enforcement of all constraints</li> <li>• Gathering information required for specific events</li> <li>• Interfaces with other modules for automatic update of information based on the function performed.</li> <li>• Creation of client account</li> <li>• Completion of transaction with option to print waivers, confirmations and receipts</li> </ul>		
WA-2	Software must utilize the information contained in the event records to dynamically populate web pages for use in web-based event registration.		
WA-3	Software must be capable of displaying an event and its corresponding description through direct entry of the event number or by use of a hyperlink menu system.		
WA-4	The software must dynamically utilize a hyperlink menu system based on the events and categories in the event registration system.		
WA-5	The software must allow for mobile browsing. Webpages must be responsive in design to accommodate varying screen sizes.		

#	Solution Requirements	Code	Comments or Additional Information
WA-6	<p>The software must include a search capability to query different aspects of the website and return hyperlink results for easy navigation based on the search results. Search capability must allow users to query events based on one or more of the following criteria:</p> <ul style="list-style-type: none"> <li>• Date</li> <li>• Time</li> <li>• Participant age</li> <li>• Season</li> <li>• Program cost</li> <li>• Keyword</li> </ul>		
WA-7	<p>The software must include search analytics, allowing system administrators to evaluate commonly used search terminology.</p>		
WA-8	<p>The software must have a stream lined easy approach for end user interactions.</p>		
WA-9	<p>The software must be Google Analytics enabled, and be capable of recording a campaign code.</p>		
WA-10	<p>The software must allow system administrators to edit style sheets and templates.</p>		
WA-11	<p>The software must allow dynamic display of images associated with events and facilities.</p>		
WA-12	<p>All dynamically created pages must be capable of easily incorporating user defined information while maintaining their dynamic nature. Example: Changing the standard heading, title, or footer information while the page content is dynamically generated.</p>		
WA-13	<p>The software must be capable of handling an unlimited number of simultaneous internet connections.</p>		
WA-14	<p>The software must be capable of simultaneous participant registration on different internet connections.</p>		
WA-15	<p>The software must accept and verify credit card payments.</p>		
WA-16	<p>The system must utilize secure connections for accepting and transmitting all participant information.</p>		

#	Solution Requirements	Code	Comments or Additional Information
WA-17	The software must provide the same functionality and security when accessed from any of the current versions of Microsoft Internet Explorer, Google Chrome, or Firefox.		
WA-18	The software must dynamically generate web pages based on information contained in the facility scheduling records.		
WA-19	The software must process facility booking application and mark the facility occupied pending approval/denial of the responsible staff member.		
WA-20	The system must allow facilities, events, memberships, etc., to be marked unavailable for web access or booking.		
WA-21	The software must provide internal mechanisms for protections against unauthorized access to website information.		
WA-22	The software must allow the inclusion of user generated web pages.		
WA-23	Software must meet PCI requirements.		
WA-24	Software must allow non-client account POS transactions.		
WA-25	Software must interface with current City's financial system.		

### **Ticketing**

#	Solution Requirements	Code	Comments or Additional Information
TM-1	Software allows for tickets to be sold online, onsite, and on mobile platforms.		
TM-2	Software allows for the selection of a specific seat(s) via interactive seat maps.		
TM-3	Software allows for the customer to be able to sort seats by seats or section.		
TM-4	Software has the ability to set the amount of tickets a single customer can buy.		
TM-5	Software has the ability to print tickets and has the ability for end users to print tickets.		
TM-6	Software has the ability to discount tickets or allow for VIP ticket pricing.		

#	Solution Requirements	Code	Comments or Additional Information
TM-7	Software has the ability to accept discount codes.		
TM-8	Software allows for variable ticket pricing.		
TM-9	Software allows for ticket, barcode, and mobile QR to be scanned via new or existing hardware to allow entry or attendance.		
TM-10	Software allows for ticket bundles to multiple events/shows.		
TM-11	Software allows for group sales and reservations.		
TM-12	Software allows for parameters to be set on reservations.		

### **Kitchen/Food Services**

#	Solution Requirements	Code	Comments or Additional Information
KF-1	Software allows for the creation of menus.		
KF-2	Software allows for menu customization.		
KF-3	Software allows for the option to add an unlimited amount of customer requests for each menu item.		
KF-4	Software allows for the ability to edit any menu item without deletion or reentry.		
KF-5	Software has the ability to enter orders and track orders as well.		
KF-6	Software allows for mass or bulk ordering for groups or parties.		
KF-7	System is in place to notify kitchen staff when an order has been placed by front desk staff or other authorized users.		
KF-8	Software is able to run reports and statistics based on kitchen and food services data.		
KF-9	The Software allows for the creation of checklists.		
KF-10	Software has the ability to create catering quotes and work orders.		
KF-11	Software has the ability to handle purchasing and inventory control of all kitchen and food service needs.		
KF-12	Software allows for a “Common order type” set up for frequent use.		

#	Solution Requirements	Code	Comments or Additional Information
KF-13	Software allows for the ability to accept tips.		
KF-14	Software has the ability to provide table seating assignments.		
KF-15	Software has the ability to interface with the current financial system used by the city.		

### Scheduling/Time keeping

#	Solution Requirements	Code	Comments or Additional Information
ST-1	Software allows for the creation of calendars reports that display scheduled staff in day, week, month format.		
ST-2	Software is able to alert if there are any scheduling conflicts.		
ST-3	Software allows for the creation of scheduling parameters.		
ST-4	Software is able to display availability of currently non-working employees.		
ST-5	Employee schedules are available remotely on PC, tablets and phone 24/7.		
ST-6	Software allows for employee contact information to be stored and called upon when a scheduling conflict occurs.		
ST-7	Software allows for the ability to automatically fill a schedule with predefined parameters but, also has the ability for an appropriate leveled user to change the automated schedule.		
ST-8	Software has the ability to track employee attendance.		
ST-9	Software has the ability for an employee to clock in.		
ST-10	Software allows for users to clock in on mobile devices based on GPS location.		
ST-11	Software allows for "clock in" parameters to be set by an appropriate user.		
ST-12	Software allows for employees to submit time off requests that can then be approved by a manger/supervisor level employee.		
ST-13	Software has the ability to export timesheet reports.		

#	Solution Requirements	Code	Comments or Additional Information
ST-14	Software has the ability to run reports based on scheduling/time keeping data.		
ST-15	Software allows for predetermined alerts for tardiness, missed punches, no entered time etc.		

**VIII. COMPENSATION.**

- A. Please present detailed information on the firm’s proposed fee schedule for the specifications proposed and for any variation for non-routine services, inclusive of Washington state sales tax and any other applicable governmental charges. Please provide specifics as to definitions of routine versus non-routines tasks, what is fixed as opposed to variable, and how costs are adjusted according to that classification.
- B. Payment by the City for the services will only be made after the services have been performed, an itemized billing statement is submitted in the form specified by the City and approved by the appropriate City representative, which shall specifically set forth the services performed, the name of the person performing such services, and the hourly labor charge rate for such person. Payment shall be made on a monthly basis, thirty (30) days after receipt of such billing statement.

**IX. PUBLICATION.**

Name of Publication:	Dates:
Federal Way Mirror	August 12, 2016 & August 19, 2016
Seattle Daily Journal of Commerce	August 12, 2016 & August 19, 2016
City of Federal Way Website <a href="http://www.cityoffederalway.com">www.cityoffederalway.com</a>	August 12, 2016 thru September 9, 2016