CITY OF FEDERAL WAY
REQUEST FOR PROPOSAL

I.   **PURPOSE OF REQUEST**.

The City of Federal Way ("City") is requesting proposals for the purpose of purchasing a software system(s) for Event/Activity Registration, Scheduling, Facility Reservation, and Kitchen Management. 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 8th 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/Activity Registration, Scheduling, Facility Reservation, and Kitchen Management.

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.   The City will evaluate all responses and weigh them according to the selection criteria below. The City understands that one system may not fulfil the entire scope. The City reserves the right to select multiple systems from multiple vendors based on their ability to fulfil the needs of any portion of the scope of services.

E. 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.

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

G. 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**.

Factor	Weight Given
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%
Total Criteria Weight	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
        1. Events (weddings, conferences, meetings, and community functions)
        2. Activity courses (various sports, dance, music, arts, and fitness)
        3. Camps (youth and teen)
        4. Memberships
        5. 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
        1. Events (weddings, conferences, meetings, and business retreats)
        2. Overnight stays
        3. Catering and banquet services
        4. Classes
        5. 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
        1. Performances
        2. Events (weddings, conferences, meetings, conventions, etc.)
        3. Trade shows
        4. 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 REQUIRMENTS**

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
Solution Functional Requirements	**This column presents desired functionality, technical, and interface capability.**
Code	**3 - System can completely meet this requirement with no custom code and no additional expense**. 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.
	2 - System can meet requirement with minor code modifications with no impact on future releases. Modifications are placed in production by the implementation date with no additional cost for modification; the modification becomes part of the next system release.
	1 - System will not meet requirement and will require modification(s). 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.
	0 - System will not meet requirement, and modification in time for implementation is not possible.
	N/A – The requirement does not apply to the proposal
Comments	In this column, please provide additional information about your responses. In particular, we want to know: If your description includes any features that are not part of the base system package. If your response includes uses of third party software, ad-hoc query tools, "creative" use of exiting features, or **custom modifications.** *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.*

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
	General		
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 Pacific Standard Time.		
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
	Servers and Operating System		
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)		
	Relational Database Management System		
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?		

Activity Records Requirements

#	Solution Requirements	Code	Comments or Additional Information
AR-1	Activity data fields are to include all of the following elements: • Activity number (Course Number) • Activity name • Season • Category • Sub-Category • Instructor • Location – Parent/Child • Staff supervisor • Activity status • Start and end date • Start date and time for resident, non-resident and member resident registration • Minimum and maximum age by year • Minimum and maximum age by month • Minimum and maximum enrollment levels • Prerequisite activity • Text areas for catalog, receipt notes, and internal staff notes, supply lists • Calculation and storage of all session dates, times, and hours • Multiple activity fees per activity by defined criteria • Fee reduction if applicable • Class descriptions for parent and child activities (i.e. one description for overall day camp, and one description for each individual week of camp.)		
AR-2	The software supports entry of all data elements defining an activity.		
AR-3	Define recreation activities by season (i.e. season or annual).		

#	Solution Requirements	Code	Comments or Additional Information
AR-4	Assign user-defined categories and sub-categories to recreation activities.		
AR-5	Indicate level of proficiency necessary for participation in recreation activities.		
AR-6	Assign a location including building and room in which a recreational activity will meet.		
AR-7	Track clients waiting for a specific class or activity (wait lists)		
AR-8	Ability to provide priority registration for returning clients to the same activity in different seasons/sessions.		
AR-9	Provide the ability to batch roll over programs.		
AR-10	Assign the time of day and day of the week recreational activities are to meet.		
AR-11	Automatically indicate next client on the wait list of oversubscribed classes in the event of a cancellation or refund request by another client.		
AR-12	Maintain a description of all classes/activities offered.		
AR-13	The system will denote each activity that has a waiting list for easy identification when viewing an activity list.		
AR-14	Allow the transfer of clients from one section, class or activity to another with similar or different fees.		
AR-15	Provide the capability to manually override/adjust class roster limits.		
AR-16	Identify activities that do not meet minimum registration limits and provide a mechanism to easily cancel the activity from the same screen and notify registered users.		
AR-17	Provide an "instant" registration allowing for real time client registration and confirmation/receipt emailing or printing.		

#	Solution Requirements	Code	Comments or Additional Information
AR-18	The software will automatically calculate all session meeting dates and generate a complete list of all dates, total session meetings and total session hours.		
AR-19	Special notes; prompts; may be assigned to individual activities, a special enrollment notes screen will automatically appear during any enrollment in this activity.		
AR-20	A participant can be enrolled in multiple activities without having to reselect or re-input the participant's name each time.		
AR-21	A browse list of activities in alphabetical order would display multiple field information from the courses.		
AR-22	The software must support the batch advance of participants to the next age and/or grade level as a function of the system.		
AR-23	System allows new enrollment, refunds, adjustments, scholarships, transfers, wait list entries, credits (refundable and non-refundable) and voids.		
AR-24	The software must accommodate skip days assigned to individual activities in addition to the skip days assigned globally.		
AR-25	Software allows for "retiring" of enrollment data and rosters at the end of a season to allow for easy setup of the software to handle the upcoming season. Retired data is stored in a historical file, and is accessible for marketing purpose. (**Retiring should not be done automatically**).		
AR-26	Software will allow for registration of participants into activities offered in multiple seasons at the same time, such as registration in both late Summer and early Fall programs. Software does not require one season to be closed before starting another allowing simultaneous operation of multiple seasons.		

#	Solution Requirements	Code	Comments or Additional Information
AR-27	Software operates simultaneously with and shares data with the Internet registration module to allow customers to register themselves into activities via the web.		
AR-28	When interfacing with league scheduling, the activity registration module can accept enrollments into team sports activities and automatically add players onto a league scheduling team roster (if applicable).		
AR-29	When interfacing with facility reservation module, the activity registration module will automatically calculate all activity session meeting dates and allow facilities to be scheduled and reserved as new activities are entered.		
AR-30	System includes a designated function that is specific to group or mass registration, allowing a large number to be registered quickly.		
AR-31	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 for zip tour.		
AR-32	Multiple instructors can be assigned to each activity.		
AR-33	Software automatically checks and notifies the operator if there is a conflict with the attempt to enroll a participant into an activity.		

#	Solution Requirements	Code	Comments or Additional Information
AR-34	System tracks all of the following instructor information: • Instructor last name • Instructor first name • Address • Multiple phone number(s) • Indication of whether phone numbers can be released to students • Instructor ID number • Instructors skills • Instructor's attributes; i.e.: certificates, awards, etc. • Default type of payment • Link to instructor professional services agreement in Document Management System.		
AR-35	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.		
AR-36	System will be capable of capturing data via custom forms (i.e. child information forms for camp programs, etc.). Custom forms can be developed by system administrators.		
AR-37	System will be able to create temporary access badges for the activities		

Client Records

#	Solution Requirements	Code	Comments or Additional Information
CR-1	Participant data fields include all of the following: • First name • Last name • Middle Initial • Prefix/Suffix • Address • Multiple fields for phone numbers including area code • Birthdate and auto-calculated age • Residency status integrated with city GIS to automatically validate entry • Gender • Participant ID number • Family or household ID number • Denotation of head of household • Customer balance • Customer/Account Type • Text notes • Email address • Participant photograph • Email Communication opt-out		
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 history of classes and check against any prerequisites for registration		
CR-9	Maintain participant photo waiver/release history.		
CR-10	Provide additional fields for recording demographic information on participants.		
CR-11	Maintain a participant history file with emergency contact including name, telephone number, and relation to client.		
CR-12	Search for participants through use of bar code/magnetic stripe scan from ID card.		
CR-13	Allow storage of multiple addresses for a client.		
CR-14	Support categorization of participant addresses (i.e. mailing addresses, mother's address, work address, etc.).		
CR-15	Allow special discounts for frequent or special category patrons		
CR-16	Ability to apply payment to someone else's account. Third-party payment.		
CR-17	Ability for client to create account online in real time.		
CR-18	Ability to put an account on hold for a set period of time.		

Desktop Publishing/Activity Promotion

#	Solution Requirements	Code	Comments or Additional Information
DP-1	Provide the ability to custom-generate a report using embedded InDesign Markup Language tags, including: • Activity and course title • Activity and course description • Course number • Start and end date • Start and end time • Days of week • Location (facility and/or room) • Direct URL for course registration • Instructor name and profile • Instructor credentials Export should be to a text file, and have the ability to be customized.		
DP-2	Software will export activity data into a file for use with a desktop publishing program for the production of an activity guide, course catalog, or activity flyers.		
DP-3	Provide the ability to export email addresses by account type (family, business, league contact), including: • Email address • Last name • First name • Account ID number		
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 activity and the ability to assign each fee to a different revenue account.		
FP-8	Software can interface to and automatically trigger a cash drawer.		
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 activities as participants enroll including calculating pro-rated fees for missed sessions. These fees may be overridden with proper security/authorization.		
FP-12	Software allows deposit to be accepted for activities, including partial payment at the time of enrollment and later collection of the remaining balance.		

#	Solution Requirements	Code	Comments or Additional Information
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	Individual instructor's pay calculations methods can be entered for one or more instructors per activity. Payment methods include: • Contract • Hourly pay		
FP-18	Software will produce instructor payment reports, showing total of all payments due, payments made to date and balance owed. Calculations will be performed automatically, as necessary, by determining the payment type, number of students enrolled, etc.		
FP-19	Prompt the user when over-or underpayment occurs.		
FP-20	System will track and record deposits from activities, memberships, rentals and leagues.		
FP-21	Prepare periodic billing for activities, rentals and memberships with balances.		
FP-22	Integrated credit card processing with EMV standards.		
FP-23	Print client payment history.		

#	Solution Requirements	Code	Comments or Additional Information
FP-24	Allow billings to be split between individuals and/or group.		
FP-25	Allow for refund processing of activity registrations, rental league, memberships, and deposits.		
FP-26	Allow both refundable and non-refundable credits on client's account.		
FP-27	Able to create, generate and track scholarships, family discounts, variable discounts, etc.		
FP-28	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-29	Software must track revenue by room/facility or other user-defined subset.		
FP-30	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-31	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-32	Software able to generate multiple taxes.		
FP-33	Software must track income and revenue for each module's package type, broken down by individual fee charged, adjustments, and net revenue.		
FP-34	System is independent of the payment processor.		

#	Solution Requirements	Code	Comments or Additional Information
FP-35	System is able to apply multiple GL accounts to any POS, activity, rental, membership or league.		
FP-36	Set up of an unearned/deferred revenue account is optional within the system should the City decide to immediately recognize revenue.		
FP-37	System should be configurable to limit the number of users who can flag GL accounts as taxable or non-taxable.		
FP-38	Auditors should be able to trace every transaction back to its source within the system.		
FP-39	System should have a method for converting outstanding balances from the old system to the new (unearned revenue, deferred revenue, receivables outstanding, payable outstanding, NSFs, credit card in process, etc.).		
FP-40	Ability for Accounting and/or Treasury divisions within Finance to have read-only access to account/master data setup.		
FP-41	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-42	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-43	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-44	"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-45	Check endorsement, receipt, credit card swiping devices, credit card "dipping" functionality.		
FP-46	Software is compatible with new EMV terminal chip and pin/chip and sign technology.		
FP-47	CVV or PIN credit card data is not retained once a transaction is complete.		
FP-48	Software is compatible with printers capable of franking checks with "Electronically Represented".		
FP-49	The system can issue refunds electronically for any type of payment that originated with the system.		
FP-50	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-51	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-52	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-53	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-54	System shall accommodate cash basis, modified-accrual, and other accounting methods.		
FP-55	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-56	Software is compatible with printers capable of endorsing checks.		
FP-57	System must be able to process payments for goods and services that were not originated within the system.		
FP-58	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: • Facility code/ID • Facility name • Center/Complex • Address • Day and evening phone • Staff supervisor • Facility type • Area default usage type (hourly or daily) • Opening and closing times Overlapping facilities and facility attributes • Text facility notes • Facility and field "skip dates" • Default Use permit disclaimer • Custom contract form to use • Minimum reservation time, in minutes • Denotation of whether facility is open 24 hours per day • Alternate contact • Alternate contact information (telephone number(s)) • Closure information (holidays, maintenance, etc.)		
FR-2	Software allows entry and management of multiple centers, facility types, and facilities. Software can search for facilities based on any one or combination of parameters.		

#	Solution Requirements	Code	Comments or Additional Information
FR-3	Software allows for all facility rentals to have priority over all other scheduled activities but can be overwritten with the right user permissions.		
FR-4	The software will automatically accept field and facility reservations as new league schedules are created, without requiring any duplicate or additional entry. Software will also allow the League Scheduling module to access field and facility reservation data so that it will create new schedules and "schedule around" any field dates and times already reserved or already in use.		
FR-5	The software must accommodate individual skip days for each Center and Facility in addition to those days assigned globally.		
FR-6	Software able to provide security level restriction for booking facilities.		
FR-7	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.		
FR-8	Software will allow reservations to be processed for up to 2+ years in the future.		
FR-9	The software allows for the tracking of equipment inventory within each facility, center, and across facilities and centers.		
FR-10	Software allows for equipment fees to be calculated into the cost of the facility.		
FR-11	Facility reservations may be entered by the staff person that has access to that center or facility.		
FR-12	Any staff with the appropriate access, may enter a facility reservation.		

#	Solution Requirements	Code	Comments or Additional Information
FR-13	Software to produce a facility statistics report, with all of the following elements: • Center name • Facility type • Facility name • Total days available • Total hours available • Total days reserved • Total hours reserved • Usage percentage by day • Usage percentage by hour • Attendance/participation • Breakdown by usage type (activity, rental, league, administrative booking, etc.) • Revenue by usage type		
FR-14	Software allows for default charges to be entered for facility types and customer types. Charges can also be designated for individual facilities.		
FR-15	Software enables all of the following: • Entry of new reservations • Generation of permit contracts • Generation of payment receipts • Prevention of facility double booking • Generation of custom set-up forms		
FR-16	Software allows multiple facilities to be rented by a single customer in one step, without requiring multiple permits or duplicate data entry.		
FR-17	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.		

#	Solution Requirements	Code	Comments or Additional Information
FR-18	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-19	Software handles 24 hours, overnight, and multiple day reservations.		
FR-20	Software allows searching for unique keywords within specific facilities, such as searching meeting rooms by also being able to specify that the desired room must have a cable TV hookup.		
FR-21	Software will search and display for multi-day or multi-facility reservations.		
FR-22	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-23	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-24	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-25	Software to allow entry and storage of standard set-up instructions, which can be individually stored and customized for each type of 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-26	Software to notify a user or participant if there is a conflict with the time attempted to reserve.		
FR-27	Software must produce reservation permit contracts on demand or printed in batches.		

#	Solution Requirements	Code	Comments or Additional Information
FR-28	Software allows reservation permit contracts to be emailed as PDF files.		
FR-29	Software allows reservation inquiry by person's name or facility name, and provides printed reports or on-screen review of all reservations.		
FR-30	Software produces a reservation master report, including all of the following options and data elements: • All reservations for a specific center • All reservations for a specific facility; meeting room or ball field • All reservations for a specific date range • All reservations for a specific customer • Combinations of the above		
FR-31	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, activities, leagues, and administrative bookings.		
FR-32	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-33	Software allows existing permit contracts to be recalled for editing and changes.		
FR-34	Software will eliminate charges associated with an individual reservation due to rain-out but maintain the reservation on the facility calendar.		
FR-35	System should allow for accounting separation of damage deposit and down payments.		
FR-36	Software allows existing permit contracts to be sorted by event date or chronologically.		

#	Solution Requirements	Code	Comments or Additional Information
FR-37	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	Facility reservation software will generate league scheduling based on existing field usage and reservations to ensure there are no conflicts.		
GN-3	All software modules may operate independently but have the ability to share common data for participants, and companies with the other software modules.		
GN-4	Ability to generate Ad-hoc reports through use of queries on the fields of the screen.		
GN-5	A printed user manual must be provided with the software in addition to online context sensitive help.		
GN-6	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-7	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.		

#	Solution Requirements	Code	Comments or Additional Information
GN-8	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-9	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-10	System provides test and or training environment to sample data to demonstrate the functions available and aid in learning the new system.		
GN-11	Software can operate individually, or operate simultaneously and share data with "companion" software modules to provide an integrated solution.		
GN-12	System must have mechanism to list staff and instructors.		
GN-13	System peripheral devices are as small and quiet as possible (e.g., receipt printers).		
GN-14	System can require passwords to be changed at least every 90 days.		
GN-15	System is set up to allow for dashboard functionality that is easy to set up.		
GN-16	System is able to utilize a variety of social media outlets for marketing.		

#	Solution Requirements	Code	Comments or Additional Information
GN-17	Mechanism is in place to transfer data from the old system to the new system. The following are the different types of data required: • Financial data • Membership data • Facility data • Scheduling data		
GN-18	System is able to send out bulk emails (email blasts) to predefined email lists.		
GN-19	System is able to set up email reminders for a determined time for programs, personal trainer, tennis or tee times, etc.		
GN-20	Training is provided onsite or by webinar.		
GN-21	Different training options are available depending on user needs and responsibilities.		

League Scheduling

#	Solution Requirements	Code	Comments or Additional Information
LS-1	The software must accommodate individual skip days for each league schedules in addition to those skip days defined globally.		
LS-2	Software to track categories, such as softball, and allow multiple schedules to be produced for each category.		
LS-3	Software to track team data, including team name, manager name and address, and any time restrictions when teams cannot play.		
LS-4	Software must be capable of creating schedules without relying on pre-existing scheduling templates.		

#	Solution Requirements	Code	Comments or Additional Information
LS-5	Software must be able to read data on existing fields reservations, and create new schedules around any times currently reserved. If a time is reserved the software must attempt to schedule the next available time that day or the next game day if the time exceeds the hours of operation for the facility.		
LS-6	After a schedule is produced, the software will automatically create field reservations in the facility reservation module without duplicate data entry.		
LS-7	Software must be capable of producing schedules based upon a user-specified number of round robins and a user-specified number of weeks.		
LS-8	Software must allow the user to specify the number of times per week a team will play up to the maximum number identified game days per week. The software will then use this information in scheduling the league.		
LS-9	Software must use time restrictions entered for each team to prevent automatic scheduling of games during these restricted time slots. However, the system must include a mechanism for manually overriding these restrictions with proper security/authorization.		
LS-10	Software must allow the user definition of multiple time-slots for each play day of the week, such as 6, 7, 8 and 9PM on Monday evenings.		
LS-11	Software must be capable of automatically scheduling dissimilar times on different and multiple days of the week, such as only 7pm on Mondays, but also 1, 2, 3 or 4pm on Saturdays.		
LS-12	Software must be capable of automatically scheduling double headers.		
LS-13	Software to create schedules for as few as 3 and up to 99 teams.		

#	Solution Requirements	Code	Comments or Additional Information
LS-14	If double headers have been specified, the software must allow the user to choose whether or not to schedule the double headers back to back.		
LS-15	Software must automatically balance schedules, and offer the following balancing methods: • Balance time slots evenly for each team. • Balance time slots evenly for each team, with no time slot gaps. • Balance sites/fields assignments evenly. • Balance sites/fields assignments evenly, with no time slot gaps. • Balance sites and time slots evenly for each team.		
LS-16	Software must be capable of creating schedules using a single field or multiple fields.		
LS-17	When automatically creating a schedule, the software must identify conflicts that cannot be resolved by the system. The user must then be permitted to manually resolve the scheduling conflicts.		
LS-18	The software must include an on-screen customization feature, which displays the entire schedule and all pairings, and allows the user to make changes to existing schedules. If changes are made, the software must automatically detect and prevent corruption of the schedules such as double scheduling of games and double scheduling of fields.		
LS-19	Software uses an algorithm-based scheduling method.		
LS-20	Software must include the ability to create reports on league data.		

#	Solution Requirements	Code	Comments or Additional Information
LS-21	Software must track scores and standings, allowing entry of scores after games have been completed.		
LS-22	The software must accommodate scheduling track and field events.		
LS-23	Activities can be designated as team sports, such as soccer. When identified as a team sport activity, the software will: • Automatically track player and team names during the enrollment process • Track the maximum number of players per team and prevent over-enrollment • Automatically assign players to teams if desired by staff • Produce activity rosters that are sorted in order by teams and players • Allow manual override of team assignments • Allow players to be transferred between teams		
LS-24	Software must have a mechanism to generate suspensions for teams or individuals.		
LS-25	Software must allow user-definable scoring methods in addition to the standard scoring methods. An example would be awarding points for sportsmanship.		
LS-26	System must allow for referees, coaches and team members to access information about their team, league, practice and game schedules, playoffs, etc.		
LS-27	System must allow for online display of team, league, practice, and game schedules, playoffs, standings, etc.		

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 produced for all or groups of instructors.		
ML-4	Mailing labels and email lists can be generated to capture: • Participants • Specific city or combination • Specific zip code or combination • Resident or non-resident status • Age • User group • Season • Gender • Specific activity or combination • Last registration date • Activity wait list status • Combinations of above • New members		
ML-5	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-6	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-7	Software must allow mailing lists to be exported to a comma-delimited format with the following fields: • Last name • First name • Email address • Participant ID number • Mailing list name • User-definable field(s)		
ML-8	Mailing list functionality (i.e. ability to access email functionality, etc.) must be able to be restricted based on user security permissions.		

Master Records

#	Solution Requirements	Code	Comments or Additional Information
MR-1	Maintain a master listing of all facilities available for class activities including a description, address and directions.		
MR-2	Maintain a master list of all rooms within a facility including occupancy limits and description of room.		
MR-3	Maintain a master listing of instructor profiles including address, telephone, and certifications/qualifications.		
MR-4	Maintain a master listing of all participants and family account information.		
MR-5	Maintain a master listing of all leagues and teams.		
MR-6	Maintain a master listing of all memberships.		
MR-7	Maintain a master listing of classes/activities including detailed descriptions.		
MR-8	Ability to revise notes, comment, etc. for each activity by season (quarter).		

#	Solution Requirements	Code	Comments or Additional Information
MR-9	Ability to update/revise master listings seasonally for any circumstances related to that season.		

Membership

#	Solution Requirements	Code	Comments or Additional Information
M-1	Membership data fields are to include all of the following elements: • Membership package number • Membership package name • Variety of membership package fees • Discount • Maximum number of uses • Daily pass ID • Package description		
M-2	Software allows memberships to be renewed using the same/prior pass numbers Software supports use of existing membership cards and barcodes without re-issue, front desk or online.		
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.		
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.		

#	Solution Requirements	Code	Comments or Additional Information
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.		

#	Solution Requirements	Code	Comments or Additional Information
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.		
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 course descriptions.		
SV-3	Provide on-screen viewing of instructor profile information.		
SV-4	Provide on-screen viewing of multiple activities simultaneously.		
SV-5	Provide on-screen viewing of historical record of any transaction previously generated.		
SV-6	Provide on-screen view of participation reports/statistics.		

#	Solution Requirements	Code	Comments or Additional Information
SV-7	Provide on-screen viewing of reports, including financial reports.		
SV-8	Ability to query on screen and view results.		
SV-9	Provide on-screen viewing of transaction receipt records.		
SV-10	Provide on-screen viewing of class/ activity rosters.		
SV-11	User definable sort order for online viewing of class/activity lists.		
SV-12	During enrollment, the receipt number is displayed on screen for recording on customer's check even if the receipt is not printed.		
SV-13	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.		
SV-14	Software allows inquiry by participant's name, and on screen review of all registered activities 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 instructor profiles.		
RP-3	Print equipment lists.		
RP-4	Print all standard reports saved in the system.		
RP-5	Print special instructions and comments.		
RP-6	Print adhoc on-screen query results.		
RP-7	Print wait list reports.		
RP-8	Print activity attendance sheets.		
RP-9	Print client payment history.		
RP-10	Print facility location descriptions.		

#	Solution Requirements	Code	Comments or Additional Information
RP-11	Print program schedules by day, week or month.		
RP-12	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-13	Provide for customized agency logos to be printed on forms without the use of pre-printed forms.		
RP-14	Print or view activity/section rosters.		
RP-15	Print or view activity program descriptions.		
RP-16	Software is able to produce receipt printing based on user defined criteria.		
RP-17	Able to print receipts and reports on plain/standard paper.		
RP-18	Provide the ability to print month-end and season/quarter summary of financial records.		
RP-19	Provide the ability to print season/quarter/trimester end summary of activity participation.		
RP-20	Software is able to produce batch printing of client mailing lists based on user defined criteria.		
RP-21	User definition of titles/footers on forms.		
RP-22	Print program, league, facility and membership fee matrices.		
RP-23	Software produces net revenue reports, including a summary or detail format, and sorted by facility, center, or revenue account.		
RP-24	Software allows rosters to be sorted and printed by a variety of queries from data fields.		
RP-25	Software allows for the creation of a high level financial report that can be expanded to view more details.		
RP-26	Software produces attendance sheets that include actual session meeting date(s) and a capability to sign in and sign out.		

#	Solution Requirements	Code	Comments or Additional Information
RP-27	Software produces rosters, including all of the following options and data elements: • Range of activity numbers • Specific revenue account, category, instructor, or supervisor • Activities starting within a specific date range • Detail or summary roster formats. • Printed rosters, or mailing labels for participants on a roster • Inclusion/exclusion by enrollment type, such as wait list, etc.		
RP-28	Software will produce and print wait list confirmations.		
RP-29	Text to include on receipts, vouchers, and wait list confirmations is user definable.		
RP-30	Software will produce and print all the following "End of Day" reports: • Net revenue by summary, by revenue account • Receipt payment report, listing all receipts processed, payment type, and totals • Payment distribution summary, showing all payment distributions • Account transfer report, showing funds flow among revenue accounts • Financial summary for "at a glance" executive review		
RP-31	Software produces monthly and yearly reports similar to the End of Day reports.		
RP-32	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-33	Software produces summary and detail income, expense, and net revenue reports. Each of these reports can be sorted by activity, location, season (quarter/trimester), category (program area) or revenue account.		

#	Solution Requirements	Code	Comments or Additional Information
RP-34	Software produces refund report, showing all refunds for a specified date range.		
RP-35	Software produces reports of all deposits coming due.		
RP-36	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-37	Software produces all of the following activity reports: • Master report listing all activities, descriptions, dates, times, etc. • Report listing all activities and all text descriptions, notes, etc. • Under minimum enrollment report • Over Maximum enrollment report • Full activity report • Activity totals and statistics (registered, attended, historical comparisons) • Facility usage by activities and sessions report • Participants by school, age, area, city, zip code, etc. • Resident and non-resident participation • Duplicated and unduplicated participation • Online vs front desk registration		
RP-38	Print cash transaction report and receipts.		
RP-39	Print refund vouchers.		
RP-40	Print over/under payment report.		
RP-41	Print general ledger summary.		
RP-42	Compile and report statistics on types of and number of participants/clients.		
RP-43	Compile and report statistics on the number of registrants.		
RP-44	Compile and report statistics on the number and types of activities per session.		

#	Solution Requirements	Code	Comments or Additional Information
RP-45	Display statistics using graphics representations (i.e., pie charts, bar graphs).		
RP-46	Software produces reports, by activity, for income, expenses, and net revenues.		
RP-47	Facilities module allows reporting rain-out occurrences.		
RP-48	Software will produce all of the following membership package reports: • Basic report on packages, showing package ID, name and sales level • Text report on each package, showing package description • Sales report by package, including income, refund and net revenue totals. • Voucher report by package, including refund information • Text report of new membership within a time period including basic information		
RP-49	Software produces reports of membership rosters of each membership packages.		
RP-50	Software produces renewal and non-renewal reports.		
RP-51	Software produces membership usage reports.		
RP-52	Software produces population and demographics reports.		
RP-53	Software produces daily activity report.		
RP-54	Software produces credit card expiration report.		
RP-55	Software produces income reports by membership package.		
RP-56	Software allows end users and/or system administrators (via role based permissions) to create custom reports for use by defined system users.		
RP-57	Provide a sample of every report the system produces.		

#	Solution Requirements	Code	Comments or Additional Information
RP-58	Compile and report statistics on the revenue generated within a given time period by site, program, GL account, etc.		
RP-59	System has a scheduler that allows reports and exports to be scheduled automatically and emailed to one or more individual or group email accounts.		
RP-60	Detailed report about transaction history over a user-defined time period.		
RP-61	Graphical display of busy and slow times of the day, by terminal.		
RP-62	Software produces a refund report showing all refunds for a specified date range, center, or facility.		
RP-63	Users can export the reports they are authorized to use to Excel.		
RP-64	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-65	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-66	Software to produce reports of all centers, facility types, and individual facilities.		
RP-67	Software will produce an instructor payment history report.		
RP-68	Software is able to run reports off of membership demographics data (i.e. Targeting age groups for reporting or for mailings).		
RP-69	Software produces membership reports of members who have NOT visited the facility during selected time periods.		
RP-70	Software produces membership reports of new members who have recently joined or re-joined the facility.		
RP-71	Software produces membership reports of members who have expired or cancelled their membership to the facility.		

#	Solution Requirements	Code	Comments or Additional Information
RP-72	Software produces membership reports that captures the membership ID by category for a specific date.		
RP-73	Software calculated membership retention and membership attrition rates for a specific date.		
RP-74	Software produces membership scan counts in a detailed or summarized manner and can be organized by time or member last name or by a specific date or time range.		

Web Access

#	Solution Requirements	Code	Comments or Additional Information
WA-1	Web access registration must perform all functions as an operator assisted registration. This includes, but is not limited to the following: • Enforcement of all constraints • Gathering information required for specific activities • Interfaces with other modules for automatic update of information based on the function performed. • Creation of client account • Completion of transaction with option to print waivers, confirmations and receipts		
WA-2	Software must utilize the information contained in the activity records to dynamically populate web pages for use in web-based activity registration.		
WA-3	Software must be capable of displaying an activity and its corresponding description through direct entry of the activity number or by use of a hyperlink menu system.		
WA-4	The software must dynamically utilize a hyperlink menu system based on the activities and categories in the activity registration system.		

#	Solution Requirements	Code	Comments or Additional Information
WA-5	The software must allow for mobile browsing. Webpages must be responsive in design to acuminate varying screen sizes.		
WA-6	The software must accommodate linking directly to a parent and/or child activity, an activity type, activities occurring at a specific facility, or activities returned as part of a search.		
WA-7	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 courses based on one or more of the following criteria: • Location • Date • Time • Participant age • Program cost • Keyword Keyword searches must query entire parent and child activity title and description, and not be character limited.		
WA-8	The software must include search analytics, allowing system administrators to evaluate commonly used search terminology.		
WA-9	The software must have a stream lined easy approach for end user interactions.		
WA-10	The software must be Google Analytics enabled, and be capable of recording a campaign code.		
WA-11	The software must allow system administrators to edit style sheets and templates.		
WA-12	The software must allow dynamic display of images associated with courses and facilities.		
WA-13	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.		

#	Solution Requirements	Code	Comments or Additional Information
WA-14	The software must be capable of handling an unlimited number of simultaneous internet connections.		
WA-15	The software must be capable of simultaneous participant registration on different internet connections.		
WA-16	The software must accept and verify credit card payments.		
WA-17	The system must utilize secure connections for accepting and transmitting all participant information.		
WA-18	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-19	The software must dynamically generate web pages based on information contained in the facility scheduling records.		
WA-20	The software must process facility booking application and mark the facility occupied pending approval/denial of the responsible staff member.		
WA-21	The system must allow facilities, courses, memberships, leagues, etc., to be marked unavailable for web access or booking.		
WA-22	The software must provide internal mechanisms for protections against unauthorized access to website information.		
WA-23	The software must allow the inclusion of user generated web pages.		
WA-24	Software must meet PCI requirements.		
WA-25	Software must allow non-client account POS transactions.		
WA-26	Software must interface with current City's financial system.		

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.		

#	Solution Requirements	Code	Comments or Additional Information
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.		
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.		

#	Solution Requirements	Code	Comments or Additional Information
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.		
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 www.cityoffederalway.com	August 12, 2016 thru September 9, 2016