

REQUEST FOR PROPOSAL

HOSTED WEB-BASED OPERATIONS AND MEMBER MANAGEMENT APPLICATION

**CITY OF CORONADO
REQUEST FOR PROPOSAL**

Hosted Web-Based Operations and Member Management Application

The City of Coronado is soliciting proposals for Hosted Web-Based Operations and Member Management application which closely meet its current requirements and are capable of expansion to meet future needs. The needs of the City of Coronado include automated activity registration, facility reservations, membership/pass management, financial reporting, league scheduling, point of sale, and marketing reporting. Other desired functions include league scheduling and tennis court reservations.

There are two major objectives to be met by the development of the Request for Proposal (RFP). First, it is intended to establish and define a clear set of functional requirements to be satisfied for the Hosted Web-Based Operations and Member Management System. Second, it will provide general direction to the vendor in submitting a proposal that will best meet the application needs of the City of Coronado.

Interested vendors must submit six (6) copies of their response to this Request for Proposal no later than Friday, November 30, 2016, 4:00 P.M., PDT at the City of Coronado Community Center, Attn: Sandy Downes, Management Assistant, 1845 Strand Way, Coronado, CA 92118. Vendors are requested to submit any questions regarding the RFP in writing, to the above address, or fax to (619) 522-7870, or email to Sandy Downes at sdownes@coronado.ca.us. Questions must be submitted in writing by November 9, 2016.

Submittals must be valid for 90 days following the opening date.

SCHEDULE OF PROPOSAL

Release for Request for Proposal	October 20, 2016
Deadline for all written questions	November 9, 2016
Proposals Due	November 30, 2016
Proposal Reviews	December 31, 2016
Selected Company Presentations	January 11 – 14, 2017
Company Selected	February 7, 2017
Effective Date	February 14, 2017
Go Live Date	June 1, 2017-August 1, 2017

BACKGROUND

The City of Coronado is a small beach community, with an island feel. Incorporated in 1890, Coronado has a rich history and exceptional community assets in a village atmosphere. Surrounded by the San Diego Bay and the Pacific Ocean, Coronado offers a unique lifestyle enjoyed by residents, and has also welcomed visitors from around the world for nearly 120 years.

Coronado is the perfect place to swim, sail, surf, bike, run, walk, rollerblade, play tennis, golf, or take in a play. Coronado beaches are consistently considered some of Southern California's best, and there are miles of bike paths along the coastline that provide a great way to exercise and enjoy the spectacular scenery. Or, enjoy a round of golf in the shadow of the San Diego-Coronado Bridge at the Coronado Municipal Golf Course.

The Recreation and Golf Services department has identified a need to replace existing Recreation Management System and migrate to a hosted model. The department has been using the current system for approximately ten years, which includes program registration, membership, point of sale, league registration, facility reservation, and accounting.

The Recreation and Golf Services department has multiple locations (4) where customers may register for programs, rent facilities, or purchase membership cards. Those locations are:

- the Community Center at 1845 Strand Way,
- the Aquatics Center at 1845 Strand Way
- the Clubroom/Boat House at 1985 Strand Way,
- the Tennis Center at 1501 Glorietta Blvd,

In addition, we will be opening the John D. Spreckels Center and Bowling Green at 1019 7th St.

The average number of classes scheduled per year is 1,300 with a total of approximately 12,000 registrations. The yearly average number of registrations sold is 11,500. The average number of facilities reservations per year is 1,550, with over 15,570 bookings. Currently there are

approximately 70 staff users with CLASS Recreation Software installed on approximately 25 computers. Revenue is approximately \$2.2 million.

TECHNOLOGY ENVIRONMENT

INTERNET CONNECTIVITY

The City employs a redundant, high-speed Internet configuration to keep service-levels high for cloud-based applications and other Internet usage.

PROPOSAL FORMAT

- 1.0 Letter of Transmittal:** Each proposal shall include a Letter of Transmittal that bears the signature of a representative. This letter should include the name of the vendor submitting the proposal, including the address and telephone number of the main office. The transmittal letter should provide a brief summary of the vendor's response that list the Items being included in the proposal package. This should not exceed two pages.
- 2.0 Company History and Profile:** Describe your firm, its background and the broad range of web-based services you offer to other municipalities. Demonstrate your vision for meeting the changing needs of Parks & Recreation Departments.
- 3.0 Statement of Qualifications:** Provide a statement of qualifications to demonstrate that you are capable of performing to proposed specifications. Indicate the country in which your enterprise is incorporated and by which it is governed.
- 4.0 References:** List at least three references (2 within San Diego County) where you have performed work similar to the work you are bidding. Include the customer organization's name, address, contact person, email address, and phone number. Also, include the installation date of the proposed solution. Each reference should not exceed one page.
- 5.0 Technical Proposal:** Clearly state the technical aspects of your bid and describe how they conform to the requirements of the RFP. Be sure to include all information in the Technical Specifications section of this RFP document.
- 6.0 Explanations and Exceptions:** All variances to information required in the Technical Specification section of this RFP must be listed in this section and a comprehensive explanation provided regarding the reason for the variance, whether the requirement can be met in the future with the proposed solution, and a definitive delivery date for the required functionality. Please refer to the RFP Technical Specification section numbers in each of your responses.
- 7.0 Pricing Proposal:** Provide a detailed, itemized list of all transaction-based application fees, support/maintenance, and training.
- 8.0 Project Schedule:** Provide an estimated time frame for the proposed work, including project milestones. The final project schedule will be developed between the City of Coronado and selected vendor. Identify the project manager and his/her major project responsibilities.

Selection Criteria

The winning vendor will be selected based on a number of factors. Primary selection factors are listed below in order of importance:

- 1) The vendor’s ability to meet the specifications provided.
- 2) The vendor’s experience processing hosted transaction services for similar municipalities.
- 3) The cost of the proposed solution.
- 4) The vendor’s ability and experience in providing training on the system.
- 5) Total number of years the vendor has been in business.

TECHNICAL SPECIFICATIONS

Complete the following section indicating whether the proposed application meets the stated requirement.

Y = Vendor’s application fully meets the described requirement

N = Vendor’s application does not meet the described requirement, and cannot be made to do so

For all “No” responses, please provide an explanation whether the requirement can be met in the future with the proposed application. If additional space is required, please attach any necessary documentation.

PART 1: PREFERRED TECHNICAL REQUIREMENTS

The Vendor and Technical sections contain preferred requirements. Failure to meet the stated Items is not a cause for disqualification of the proposal. Meeting the stated Items may have a positive impact on the evaluation of the Proposal.

VENDOR INFORMATION

Preferred Items	Yes	No	Comments
The Vendor (or business units within the company) has/have been in business for over 10 years, demonstrating commitment to market, long-term viability, knowledge of industry needs and proven product sustainability.			
The Vendor has significant market presence as shown by over 50 customer installations.			
The Vendor has established its partnerships with more than 20 other municipal agencies within the United States.			
The Vendor offers local user group meetings approximately every year.			

Live support is available for any issues from 6:00am – 9:00pm (PDT) Monday – Friday.			
Live support is available for any issues from 8:00am – 6:00pm (PDT) Saturday – Sunday.			
All support calls and incidents are tracked in a customer relationship management system (CRM).			
The Support department maintains an issue closed on the first call rate of at least 80%.			

DATA SECURITY SPECIFICATIONS

Preferred Items	Yes	No	Comments
Data Center should have a secondary geographically dispersed center in the United States.			
Data Centers should be SSAE 16 compliant.			
Data Center should have full redundancy and load balancers.			
Vendor should have a disaster recovery plan.			
Backups should include online forms (e.g. no tapes) that are stored offsite.			
Data Centers should have physical security including surveillance, manned access control, and cage space.			
Application should be protected by a double layer of enterprise class firewalls.			
All network communication is via SSL cryptographic protocol to ensure information is secured at the transport layer, end-to-end, using 128-bit encryption keys.			
Utilize frequent scans of the infrastructure to detect and notify of potential risks in the environment utilizing the National Vulnerability Database Common Vulnerability Scoring System.			
The vendor maintains a network operation center with own staff for 7/24/365 monitoring the data center environment, availability, and performance.			
Vendor has a private cloud.			

Preferred Items	Yes	No	Comments
The system must be PCI Level 1 Compliant.			
Please answer (a) – (c): Credit card processing is: (a) provided by and is the responsibility of the vendor responding to this RFP. (b) is fully integrated and inherent to the application system being proposed. (c) is not supplied by a third party.			
System’s integrated (not processed by third party) credit card processing has integrated with “Verified by Visa and MasterCard Securecode” such that Customers that are registered with Visa or MasterCard will be prompted for their secure password during the payment process for self-serve online transactions.			

PART 2: TECHNICAL PREFERRED ITEMS

The following portions of the grid outlined important and desired functionality. Failure to meet the stated Items is not a cause for disqualification of the proposal. Meeting the stated Items may have a positive impact on the evaluation of the Proposal.

GENERAL SYSTEM SPECIFICATIONS

Preferred Items	Yes	No	Comments
Application is a web-based solution hosted entirely by the Vendor and provides users and customers accessibility by web browser.			
All application capabilities, features, functions and credit card processing are fully integrated within a single web-enabled application.			
All modules share common data file components such as participants, names, addresses and companies.			
Specifically, the system works such that when the Registration and Reservation modules are utilized, the hosted system automatically accepts and processed facility reservations at the time new activities are created, without requiring any duplicate or additional data entry.			

Preferred Items	Yes	No	Comments
Staff access all functional areas (Registration, Facilities, Membership, etc.) from a single “login” screen without having to launch and then minimize separate screens for different functional areas.			
System allows unlimited combinations of transactions from multiple functional areas on to a single receipt and without having to launch and minimize or close separate modules. An example would be to process multiple Activity Registrations, reserve a Facility and sell a membership all on a single receipt.			
Application allows staff to access the organization’s data from anywhere at any time with just a browser, internet connection and user ID and password.			
Application provides ability for Site-based revenue recognition, where a Site is the administrative controlling body that controls the financial information of that location.			
The proposed Application allows the System Administrator to create user “profiles” that allow and grant security rights to various functions of the system. Each user can also be given read/write or read-only access to the function, where applicable. Each user can be attached to a specific profile that gives them all the rights of the particular group.			
Application offers capability to limit staff users access to specific Sites (where a Site is defined as a cost center), versus global access to all modules for all Sites.			
System has this site-based restriction capability extended to staff/user’s ability in producing reports. E.g. Staff with multi-site permissions will be allowed access to site-related report criteria. Staff running reports without multi-site permissions will have system hide site-related report criteria and automatically filter reports based on the user’s assigned site.			
System allows logging of staff changes to activity records, including activity dates, fees, accounts, departments and categories, instructors and activity-level payroll details.			

Preferred Items	Yes	No	Comments
Hosted System includes a built-in financial export “engine” allowing financial data export into an external accounting system on a daily basis.			
Application provides the user with user-controlled “selection screens” prior to running each report. Selection screens allow the user to narrow the report specification by choosing only relevant data, such as reporting just for a single Center, for a single or group of facilities, dates, times, etc. Report selections of this type may be made either individually, or in combinations.			
Application allows entry of “global” skip days, such as Christmas day. Application will not allow reservations for sessions or events on dates designated as skip days.			
Application allows the ability to over-ride “global” skip days for specific events and reservations.			
System utilizes redundant web servers and database servers to ensure data integrity and automated site monitoring application.			
Application includes an ability to produce consolidated day end financial reports that provide consolidated totals from all functional areas, such as a Grand total of all enrollments, plus reservations, plus membership sales, etc.			
Application allows maintenance functions to be performed without have to launch a separate maintenance application program. For example, the user could increase the maximum class size for an activity and immediately process new enrollments without have to launch / switch among a separate application module for enrolling vs. maintenance.			

Preferred Items	Yes	No	Comments
Application offers extensive “Drill Down” capabilities extensively throughout so staff can view just the necessary information on each screen yet retain the ability to easily access multiple levels of more in-depth information with just one click. For instance, a payment screen will display just the member payment information with a button that allows the user to “drill down” to the member’s complete contact information and transaction history.			
Searching for a customer: Application offers the ability to do “sounds like” searches on customers and companies. For instance, enter “Thompson” into the search field would return all customers named “Thompson” as well as all members name “Tompson” and “Thomson”.			
Searching for a Member: Application provides the ability to use wildcard search characters (*,?, %) in all text fields on the Member Search page.			
Searching for a Member: Application offers the ability to search for customers by member ID, by telephone number, and by address.			
System offers the ability to select which fields are required for account creation. Choices will allow for different requirements online opposed to over the counter.			
System offers ability to have people attached to more than one household and/or company – specifically for divorced households and various groups.			
System offers ability to split households in the event of divorce without the need to create new accounts and merge information.			
System has automatic search for duplicate account functionality, whereby duplicate accounts can be quickly, easily and automatically merged without losing transactional information.			
System provides integrated CRM capability, where the display and layout of the Member View is fully customizable, including ability to choose which “widgets” are desired to filter desired member information.			

Preferred Items	Yes	No	Comments
System provides capabilities to scan and upload documents (e.g. annual waivers, medical forms, proof of staff certifications, etc.) to an individual in the hosted database.			
Please answer (a) – (d): System provides the ability to (a) suspend customers (e.g. they are banned from using services, either temporarily or permanently) (b) specify a date range and reason for the suspension (c) specify whether the suspension includes the member’s family (d) Specify which functional areas/modules and sites that the suspension will include (staff and/or member (public access) site.			

PAYMENT PROCESSING AND REFUNDING

Preferred Items	Yes	No	Comments
Application provides options to decide and then configure options for whether payments for outstanding balances are required.			
Application allows the transfer of debits or credits to another member in the system AND in a single transaction.			
When System refunds fees on a permit, it can also simultaneously cancel the permit and any associated payment plans.			

REPORTING

Preferred Items	Yes	No	Comments
All reports have the ability to be viewed on screen or output as Excel Spreadsheet, HTML, or PDF files.			
Application provides the availability of customized reporting or the ability to download the database and utilize third-party reporting tools.			
Application provides a simple drag and drop ad hoc reporting interface enabling the creation of crosstab, tabular, and charts based reports.			

Preferred Items	Yes	No	Comments
Application provides interactive reporting capabilities enabling drill through, conditional formatting, filtering, sorting, and column reordering from a standard web browser.			
Application allows the user to schedule reports to be output to sFTP and email.			
Application provides the user with user-controlled “selection screens” prior to running each report. Selection screens allow the user to narrow the report specification by choosing only relevant data, such as reporting just for a “range” of activity numbers, reporting for just a specified revenue account, a specified Staff Instructor, etc. Report selections of this type may be made either individually, or in combinations.			
Application allows each user to identify “Favorites” or an equivalent. In this area, users can create their own customized list of favorite task areas that is unique only to them. Upon initial login to the application, all Favorites are presented to the user.			
Application keeps pertinent information and system choices permanently “anchored” on the screen, so that this information is always accessible no matter what transaction is being processed. The menu choices such as Enroll, Reserve, etc. are always accessible.			
<p>Application produces all of the following Activity reports:</p> <ul style="list-style-type: none"> • Master report listing all activities, description, dates, times, etc. • Report listing all activities and all Text descriptions, notes, etc. • Under minimum enrollment report. • Under maximum report. • Full activity report. • Activity totals and statistics. 			
Application produces Attendance Sheets, which include actual session meeting dates(s) and a capability to “sign in” and “sign out”.			
Application produces reports, by Activity, for Net Revenue.			

Preferred Items	Yes	No	Comments
Application will produce all of the following “Daily Close” reports: <ul style="list-style-type: none"> • Cash Receipt Report, listing all receipts processed payment type, and totals. • Cash Distribution summary, showing all payment distributions. • Account transfer report, showing funds flow among revenue accounts. 			
Application produces Monthly and Yearly reports similar to the Daily Close reports.			
Daily, Monthly, and Yearly reports can be specified by date range, starting and ending permit numbers.			
Application allows the ability to reprint receipts and vouchers.			
Application produces Refund report, showing all refunds for a specified date range.			
Application has the ability calculate and track member balances and accept member payments on account.			
Application has the ability to post adjustments to member account balance.			
Application will produce member statements.			
Application will produce and print Wait List confirmations.			
Application produces rosters, including all of the following options and data elements: <ul style="list-style-type: none"> • All rosters for a site, category, instructor, or supervisor. • All rosters for activities starting within a specific date range. • Printed rosters, or mailing labels for participants on a roster. • Inclusion / exclusion by enrollment type, such as wait list, refunded entries, etc. 			
Application allows rosters to be sorted by: <ul style="list-style-type: none"> • Chronological entry order. • Alphabetical. • Team Name. • Age. 			
Application allows two Emergency Phone contacts to be displayed on roster reports.			
Application allows authorized pick up contacts to be displayed on roster reports.			

Preferred Items	Yes	No	Comments
Application produces statements and statement reports.			
Application produces member Balance Due reports.			
Application produces Daily Close, Monthly Close, and Yearly Close reports.			
Application produces reports for membership rosters of various membership packages.			
Application produces renewal and non-renewal reports.			
Application produces membership usage reports.			
Application produces daily activity report.			

MARKETING & COMMUNICATION

Preferred Items	Yes	No	Comments
One central database across all modules tracks member information, with one view of customers across all sites in the organization(s).			
Marketing and Communication is built into the system and automatically included.			
System provides integral Marketing Report capabilities, allow staff to print reports, labels and generate email lists based upon multiple selection scenarios, such as zip code, gender, area, and age range.			
System allows an unlimited number of membership lists to be identified and created for general information and/or emailing, text message and hard-copy mailing lists.			
System provides capability of an automated "List Building" tool to segment marketing audiences.			
System allows email to be sent directly from within the system to one or many individuals, accounts, companies, etc.			
System allows email campaigns to be sent in text or HTML.			
Ability to personalize emails with individuals' names.			
Ability to save and reuse Email Marketing Campaigns.			

Preferred Items	Yes	No	Comments
Ability to designate specific customers and companies as “non-mail customers” so customers will not receive unwanted communications.			
System’s email communications must be automatically compliant with CAN-SPAM regulations, including opt-out option.			
Broadcast email lists can be produced participants by all of the following: <ul style="list-style-type: none"> • Member. • Mailing List. • Geographic Area. • Activity. • Enrollment Status. 			
System provides for Notes/Alerts/etc. (title and type should be customizable) to be tagged to a member account, such that upon next staff access of that account OR public website login, the Customized Alert is displayed.			
System allows creation of FUTURE alerts/notes/reminders that can be applied to (a) individual member, or (b) batch of customers.			
System provides Interest Lists, whereby customers are automatically grouped together by area of interest for email or letter notifications. Interest lists would be used for marketing new offerings to the member base and would be maintained as a master list, where individual lists can be attached to specific Activities, Facilities, Membership Packages, Child care Programs or individual Customers.			
Further to above, Interest Lists do not require the Member to sign up to be on the list. The Interest List should operate that persons registering for specific programs would be grouped together naturally.			
System provides the capability to assign interest lists to activities in order to track member preferences based on registration patterns.			

Preferred Items	Yes	No	Comments
System provides ability to set up Subscription Lists, whereby customers elect to subscribe to particular mailing or communication groups that are used to send regular email or postal mail communications to customers.			
System allows both staff and customers to manage Subscription Lists.			
System provides ability to create unlimited number of customized attributes/criteria termed Demographics; these attributes can be assigned to customers for reporting/analysis purposes.			
System provides ability to create unlimited number of “Custom Questions” that can be asked either globally or during a transaction in order to gather additional demographic or program specific information.			
System is able to report on any one or many Custom Questions and their associated answers			
Mailing labels can be produced using any combination of filters. Including but not limited to population database, registration information, membership information, reservations, etc.			
Mailing labels can be produced for participants by all of the following: <ul style="list-style-type: none"> • Member. • Mailing List. • Geographic Area. • Activity. • Enrollment Status. 			
Ability to run transaction comparison reports including number of transactions and revenues to monitor the effectiveness of marketing campaigns.			
Brochure Download: Ability to export activity information with style tags in order to create a brochure in a Publishing Program (Quark Xpress, Adobe InDesign, MS Publisher). Activity information includes times, facilities, descriptions and pricing.			
Ability to send SMS or TEXT messages to mobile devices through a designed group of recipients via the system.			

ACTIVITY REGISTRATION

Preferred Items	Yes	No	Comments
Application allows staff to register participants through their workstations at the same time that an optional Internet registration capability allows customers to register themselves through the Internet.			
Application to allow an unlimited number of activity fees to be assigned and entered for each activity. A separate revenue account to be able to be assigned to each fee.			
“Pre-fill” conditions can be assigned to each activity fee or discount. (Such as defining a senior discount of \$5, and specifying that this should be automatically pre-filled if the person enrolling is over a specified age, such as 65.) Application also offers the ability to handle Percentage Discounts.			
Text may be entered for activities, including a Catalog Description with text to appear in a Class Catalog or Activity Guide, “Notes” to appear on the member’s receipt, and “Notes” which are for internal staff use only.			
Application allows entry of beginning date, beginning and ending time, and selection of which days of the week it will meet. Application will automatically calculate all session meeting dates, with a complete list of all dates, number of total session meetings, and total session hours.			
Activities may be designated on an individual basis as to whether any special notes or information must be captured at the time of enrollment.			
Activities can be designated a “team sport”, such as soccer. When identified as a team sport activity, the application will automatically track player and team names during the enrollment process; will automatically assign players to teams if desired by the staff, and will produce activity rosters that are sorted in order by teams and players.			
Activity Registration shares common data files for participants, names, address, and companies with Facility Reservation application functional area.			

Preferred Items	Yes	No	Comments
<p>Activity data fields must track ALL of the following elements. Explain any variance.</p> <ul style="list-style-type: none"> • Activity Number, Activity Name. • Season, Category, Instructor, Location. • Staff Supervisor. • Activity status (open, closed, tentative, on-hold, etc.). • Gender. • Beginning date and Time. • End Date and Time. • Days of the week activity meets. • Date that registrations will be first allowed. • Minimum and maximum age. • Minimum and maximum enrollment levels. • Minimum and maximum school grade. • Prerequisite activity. • Instructor payment data. • Text areas for Catalog, Receipt Notes, and internal Staff Notes. • Calculation and storage of all session dates and times. • Enrollment statistics. • Denotation of which mailing list are appropriate for each activity. 			
<p>Activities can be coded as either “Open” for activities which are in the current season, or “Closed”, for activities which may only be offered in other seasons. Application will allow new enrollments into all “Open” activities, and not allow enrollment into “Closed” activities. Activities have special "mask" to ensure data validity.</p>			
<p>The system must have a configurable activity number "mask" feature that validates and enforces proper activity number entry.</p>			
<p>The system allows activities to be copied from one season to another.</p>			
<p>The system allows for activities to be updated in bulk. It should include status, date and day shifting.</p>			
<p>The system allows for the update of fees in bulk. An example would be to increase all aquatics classes by 5%.</p>			

Preferred Items	Yes	No	Comments
Application allows multiple prerequisite activities to be included together in individual groups so that any match within the group will be considered to meet the prerequisites for that group.			
System allows New Enrollment, Refunds, Transfers, Deposits, Wait List entries, and Voids.			
Application allows participants to be enrolled into activities and enrollments are priced automatically.			
A participant can be enrolled into multiple activities without having to re-select or re-input the participant name each time. Multiple participants can be enrolled into the same activity without having to re-input or re-select the activity name each time.			
The proposed Application allows entering a quantity during registration, such as enrolling (quantity) 5 people into an activity under a single enrollee name. Ideal for registering larger groups such as scouts or youth groups.			
<p>Participant data fields include all of the following:</p> <ul style="list-style-type: none"> • First and Last Name, Street Address, City, State, and Zip Code • Home, work, emergency, FAX, and cell phone numbers • E-mail address, Birth date, Age, Sex • Resident or non-resident • Participant ID number, Family or Household ID number • Denotation of Head of Household • Member balance, Member Type, Company • Text Notes 			
Multiple enrollment transaction types can be combined onto a single receipt, such as combining a new enrollment, a refund, and a transfer onto a single receipt.			

Preferred Items	Yes	No	Comments
Any type of non-enrollment transaction can be processed both before and after entering an enrollment without having to launch, switch, or minimize/maximize between different programs or screens. An example is to sell a person a membership and then enroll them into an activity all in one step, or enroll them first and then sell them a membership all in one step, etc.			
Participants can be “transferred” from one activity to another using a “transfer” capability in the application and all in one step that does not require one step for deletion and a second step to re-enroll. A single consolidated receipt can be printed that includes what the participant transferred out of, and what they transferred into.			
<p>Application automatically checks and notifies the operator if they attempt to enroll:</p> <ul style="list-style-type: none"> • A participant into an activity if that participant is already enrolled. • A participant into an activity that is closed or full. • A participant into an activity if they are the wrong age or gender. • A participant into an activity before the authorized “first registration” date. 			
Application allows inquiry by participant’s name, and “on-screen” review of all activities that participant is currently enrolled in. Application also allows inquiry by participant name, and review of all activities that participant and their entire family is enrolled in.			
During enrollment for a minor participant, the parent or family name does not need to be entered first.			
The enrollment process allows “keyword” selection of activities by activity name or activity number. Using a “keyword” is the normal method for selecting an activity.			

Preferred Items	Yes	No	Comments
Application allows for more advanced searches than what is possible with a keyword. Examples include viewing all activities for a selected location, or viewing all activities for a Category, such as all “Aquatic” activities.			
If an activity keyword is entered, (i.e. “Dance”), the system will find all activities that have the word Dance in the Activity Description, regardless of whether Dance is the first word in the description or is embedded in the Activity Description.			
During enrollment, the member name, address, and other information are displayed. If a user wishes to “drill down” to view more specific data, the user can double click in the user name area and “drill down” directly to the member record.			
When there is an age restriction for an activity, the system automatically calculates the age of the enrollee as of the first session meeting date, and not as of the date of enrollment. Age can also be calculated from an activity specific date entered by the user that overrides the first session date.			
Application has a Team Management function that allows users to add and remove enrollees from teams.			
Application offers the ability to scan a membership card from the activity window to automatically bring up the member’s record.			
Application offers the ability to view a family’s entire registration, reservation, membership / pass and payment history.			
Application offers the ability to process multi-child discounts and charges. Each activity can be setup with a minimum and maximum child range. The system will check for multiple children on the current receipt and then will select or unselect the multi-child charge accordingly.			
Application provides the ability to easily change and override the enrollees “rank” on the waiting list. This allows for manipulation after the fact to move individual wait list entries either up or down in priority.			

Preferred Items	Yes	No	Comments
Application sorts waitlisted enrollees by the date in which they register.			
Application allows collection of payment by cash, check, credit card, scholarship funds or also “from account” if the member has a credit balance. Incomplete payments can be accepted, including “split” payments with part paid by check, part cash, and part from account, etc.			
The system can accommodate multiple persons paying for a single enrollment transaction and on a single receipt. For example, a divorced set of parents can each pay ½ of the total enrollment fee(s) for a child using two separate checks.			
Application will permit refunds without withdrawing from an activity. For example, if one session of an activity is canceled, the enrollee may be given a pro-rated refund without having to withdraw them from the activity.			
The system will allow at least four taxes to be applied.			
<p>Application produces all of the following Activity reports:</p> <ul style="list-style-type: none"> • Master report listing all activities, description, dates, times, etc. • Report listing all activities and all Text descriptions, notes, etc. • Under minimum enrollment report. • Under maximum report. • Full activity report. • Activity totals and statistics. 			
Application produces Attendance Sheets, which include actual session meeting dates(s) and a capability to “sign in” and “sign out”.			
Application produces Net Revenue reports. Each of these reports can be produced in a summary or detail format, and sorted by Activity, Season, Category, or Revenue Account.			
Application has the ability calculate and track member balances and accept member payments on account.			

Preferred Items	Yes	No	Comments
Application produces Refund report, showing all refunds for a specified date range.			
Application has the ability to post adjustments to customers account balance.			
Application will produce and print Wait List confirmations.			
<p>Application produces rosters, including all of the following options and data elements:</p> <ul style="list-style-type: none"> • All rosters for a site, category, instructor, or supervisor. • All rosters for activities starting within a specific date range. • “Brief” or “Expanded” roster formats. • Printed rosters, or mailing labels for participants on a roster. • Inclusion / exclusion by enrollment type, such as wait list, refunded entries, etc. 			
<p>Application allows rosters to be sorted by:</p> <ul style="list-style-type: none"> • Chronological entry order. • Alphabetical. • Team Name. • Age. 			
Application allows two Emergency Phone contacts to be displayed on roster reports.			
Population data such as member address, telephone number, etc. can be updated, changed, or deleted entirely from within the Registration application functional area, and without requiring the need to open or “launch” a separate “maintenance” program.			
Application allows for “retiring” of enrollment data and rosters at the end of a season to allow for easy setup of the application to handle the upcoming season. Retired data is stored permanently in a historical file, and is accessible for marketing purposes.			
Application will allow registration of participants into activities offered in multiple seasons at the same time, such as registration in both late Summer and early Fall programs			
Application does not require one season to be closed before starting another.			
Text to include on Receipts, Vouchers, and Wait List confirmations is user definable.			

Preferred Items	Yes	No	Comments
Application allows the “appropriate” mail lists for an activity to be identified at the same time that the activity is created. When so identified, participants will be automatically added onto the appropriate mailing lists when they are enrolled into the activity, without requiring a separate screen or any data entry at the time of enrollment.			
One or multiple mailing lists can be identified as being appropriate for individual activities at the time the activity is created. If a mailing list is identified in this manner, all participants who enroll for this activity will be automatically entered onto these mailing list(s) without requiring additional data entry.			
Mailing labels can be produced for any individual or combination of rosters.			
Population data such as member address, telephone number, etc. can be updated, changed, or deleted entirely from within the Registration application functional area, and without requiring the need to open or “launch” a separate “maintenance” program.			
The Application allows staff to change the stored parameters of any activity while in the registration application program, and without requiring the need to open or “launch” a separate maintenance program. Examples of such changes to activities include increasing the maximum class size allowed, or adding, deleting, or changing the activity fees.			
Hosted system includes a built-in financial export “engine” that allows financial data to be exported to an external accounting system on a daily basis.			
Application provides the user with user-controlled “selection screens” prior to running each report. Selection screens allow the user to narrow the report specification by choosing only relevant data, such as reporting just for a “range” of activity numbers, reporting for just a specified revenue account, a specified Staff Instructor, etc. Report selections of this type may be made either individually, or in combinations.			

Preferred Items	Yes	No	Comments
Application allows for “retiring” of enrollment data and rosters at the end of a season to allow for easy setup of the application to handle the upcoming season. Retired data is stored permanently in a historical file, and is accessible for marketing purposes.			
Application will allow registration of participants into activities offered in multiple seasons at the same time, such as registration in both late Summer and early Fall programs.			
Application does not require one season to be closed before starting another.			
Application offers security feature to grant/deny access to application functions for each user. Security to be down to the level of each individual menu choice.			
Application allows an unlimited number of mailing lists to be identified and created.			
Application allows staff to register participants through their workstations at the same time that an optional Internet registration capability allows customers to register themselves through the Internet.			
Text to include on Receipts, Vouchers, and Wait List confirmations is user definable.			
The hosted system provides the ability to easily change and override the enrollees “rank” on the waiting list. This allows for manipulation after the fact to move individual wait list entries either up or down in priority.			

FACILITY RESERVATIONS

Preferred Items	Yes	No	Comments
Application Facility Reservations Module is fully integrated and therefore, can share data with all other system components (e.g. Registration module, Membership module, etc.)			
When operated along with Activity Registration, the system will automatically accept and process facility reservations at the time as new activities are entered, without requiring any duplicate or additional data entry.			

Preferred Items	Yes	No	Comments
Facility Reservations shares the same common household database as the other modules within the system.			
Application offers the ability to add extra detail information to the facility and center records such as floor plans, pictures and layouts.			
Application will allow entry and management of multiple Centers, Facility Types and Facilities. Application will also allow a user to search for facilities based on any one or any combination of these same parameters.			
Application will produce a Facility Master Report, showing all facilities and related information.			
Application allows for management of and produces reports relating to all “overlapping” facilities. If you have one large meeting space that breaks into multiple small spaces and a small space is reserved then the larger space would be unavailable.			
<p>Facility data fields are to include all of the following elements:</p> <ul style="list-style-type: none"> • Facility Code/Id. • Facility Name. • Center. • Facility Type. • Opening and closing times for each day of the week. • Overlapping facilities. • Text facility notes • Individual “skip dates” for the specified facility. • Default permit disclaimer to use. • Minimum reservation time, in minutes. • Search keywords (such as a room with a CABLE TV hookup). • Denotation of which mailing lists are appropriate for persons who rent this facility. 			
Application allows access to individual facilities to be restricted by user, as well as by security profile access.			

Preferred Items	Yes	No	Comments
Application allows an unlimited number of mailing lists to be identified and created. Application allows the "appropriate" mail lists for a facility to be identified at the time that the facility is created. Automatic update to appropriate list with reserving person name.			
Application allows default charges to be entered for facility types and member types, and allows individual / unique charges down to the individual facility level.			
Application allows new reservations to be entered, produces permit contracts receipts, and prevents double scheduling of facilities.			
Application allows multiple facilities to be rented by a single member in one step, without requiring multiple permits or duplicate data entry.			
Provides a user configurable on-screen scheduling calendar to view any number of facilities at once and by day, by week, or by month. Time increments in the Scheduling Calendar may be set as low as 5-minute increments up to 2-hour increments. The defaults which control the date, display time increment, facility, and starting display time (to appear in the Scheduling Calendar when it is first displayed) can be controlled and set by the user.			
Application handles 24-hour reservations and overnight reservations.			
Application allows searching for unique keywords within specific facilities, such as searching Meeting Rooms but also being able to specify that the desired room must have a CABLE TV hookup.			
Application allows search by Facility Name, Center Name, Facility Type and Geographical Location.			

Preferred Items	Yes	No	Comments
<p>Application automatically will search for multi-day or multi-facility reservations, such as for a member who wants to reserve a meeting room from 1 to 3pm, from June 1st to July 30th, only on Tuesdays and Thursdays, and only on the 1st and 3rd weeks of the month. After searching, Application will display a screen that shows number of dates requested, which facilities were searched, and which facilities were available for the requested dates.</p>			
<p>After a reservation is processed for one facility, Application will allow the user to process reservations for a second (or more) facilities on the same permit.</p>			
<p>Application will automatically detect if a facility is unavailable due to an overlap conflict, such as if the Soccer Field is being used, which would make the Ball Field unavailable for that same time.</p>			
<p>Application will allow the “attachment” of one or more disclaimers along with each reservation that is processed. The Application will allow multiple disclaimers to be entered and stored, with the text in the disclaimers being user-definable. Disclaimer text will appear on Permit Contracts that are produced.</p>			
<p>Application will allow reservations to be processed for individuals, companies, or both. If a company is used, Application will allow entry of the agent or contact person.</p>			
<p>Application will track the Event name and number of persons attending for each reservation. After the reservation is completed, the Event Name is to be thereafter displayed in the Scheduling Calendar when viewed in the Daily and Weekly format.</p>			
<p>Application will allow entry and storage of “standard” setup instructions, which can be individually stored and customized for each type of facility. When a reservation is processed, Application will allow attachment of standard setup instructions, and also allow entry of specialized or custom setup instructions.</p>			

Preferred Items	Yes	No	Comments
Application will allow entry of rental charge data in a Facility Rental Price List, and thereafter automatically price new reservations, including hourly charges, deposits, and more. New charges to take into account the required deposits, rental fees, member type, and appropriate facility charges.			
Facility Rental Price List to allow for unique charges down to each individual facility, and allow for variable charges based on member types such as resident, non-resident, profit, non-profit, etc. Application shall allow entry of an unlimited number of member types.			
Application allows setup and automatic assessment of reservation fees based on Member Type, Center, Site, Facility Type, Event Type, Location/Facility, Day of Week, and Time of Day.			
Application will allow partial or no payment at the time of reservation, and collection of the remaining balance later.			
Application allows collection of payment by cash, check, credit card, or also “from account” if the member has a credit balance. Incomplete payments can be accepted, including “split” payments with part paid by check, part cash, and part from account, etc.			
If an incomplete payment is received, Application will allow and create a payment plan for the member. Payment plans can be calculated and created based on weekly, bi-weekly, or monthly payments.			
Application includes a member Account Management and Accounts Receivable system to track member balances and provide reports for all payments coming due.			
<p>Application will notify operator if they attempt to reserve:</p> <ul style="list-style-type: none"> • For a facility that has already been scheduled for that date and time. • If the requested date and time conflicts with a “global” date restriction • For a facility that is unavailable due to use by an “overlapping” facility. • For a facility that has a conflicting “individual” date or time restriction. 			

Preferred Items	Yes	No	Comments
Application will produce reservation Permit Contracts “on demand” or printed in batches.			
Application allows reservation inquiry by person’s name or facility name, and provides printed reports or “on-screen” review of all reservations.			
<p>Application produces a Reservation Master Report, including all of the following options and data elements:</p> <ul style="list-style-type: none"> • All reservations for a specific center. • All reservations for a specific facility type, such as Meeting Room or Ball Field. • All reservations for a specific date range. • All reservations for a specific member. • Combinations of the above. 			
Application allows the user to link from a facility calendar to the schedule detail for that week. Usage calendars to be in day/week/month calendar type format, and to include the Event name and beginning reservation time.			
During reservation entry, a participant zip code may be entered, and the corresponding city and state will be pre-filled automatically.			
Text to include on Disclaimers, Permit Contracts, Vouchers, and Receipts is user definable.			
Application will produce a Facility Event Setup report for the maintenance staff, which includes all reservations for a selected date range, and includes setup instructions.			
System allows existing Reservations/Permit Contracts to be easily recalled for editing and changes without having to cancel the original reservation and begin again. This includes the ability to alter fees charged and payments made.			
The system will display a list of all facilities, or allow limited searches for facilities.			
If a user wishes to narrow the search and display of facilities, the system will permit the search to be narrowed by limiting the displayed facilities to a Center, Facility Type, Site, Area, or combinations of these.			

Preferred Items	Yes	No	Comments
Approval Stages: Application has a Reservation Request function that allows tentative reservation of entities that require approval by a supervisor(s). These reservations have expiration dates. When the expiration date has been reached, the reservations are no longer valid.			
System allows for reservations to be restricted by overall capacity, event configuration capacity and event type restrictions.			
All charges can be configured in units of measure of Each, Per Day, Per Hour, Per Week, or Per Month. All charges can be configured so that they are only activated within certain hour blocks of the reservation. For example, one charge is only activated for the first hour of the reservation and another charge is activated for all hours after the first hour.			
Application includes a Permit Approval Tracking feature that allows users to setup email-based approval tracking to manage reservations that require extensive sign-offs from other departments, such as Fire, Police, etc., prior to permit approval.			
Application allows users to search for a block of open time between specified dates and times, rather than a specific date and time pattern. For example, if a user performs a normal search inquiry for facility types of "Picnic Area" for Aug. 1 st from 6pm to 10pm, the system will search for open time on Aug. 1 st from 6pm to 10pm. User can define Open Time Block length for search such as search all 60-minute time blocks for specified date. User then has the option to choose the open time block they wish to reserve.			
System offers the ability to cancel reservations from both the charge or payment screens. When the reservation is cancelled, the reservation is removed from the system. When canceling a permit, the facility is no longer booked. Refunding a permit alone does not assume cancellation.			

Preferred Items	Yes	No	Comments
If an incomplete payment is received, Application will allow and create a payment plan for the member. Payment plans can be calculated and created based on weekly, bi-weekly, or monthly payments.			
Application allows deposits to be placed, including a partial payment at the time of reservation and collection of the remaining balance later.			
Application allows the ability to reprint receipts and Permit Contracts.			
System allows the setting of BOTH the minimum AND maximum number of days in advance customers can reserve a facility, such that when both values are set, customers can reserve an entity only within a specified period of time prior to the session date.			

MEMBERSHIP MANAGEMENT

Preferred Items	Yes	No	Comments
Membership data fields are to include <u>ALL</u> of the following elements: <ul style="list-style-type: none"> • Membership Package number. • Membership Package name. • Unlimited levels of membership package fees. • Discount. • Maximum number of uses. • Duration (in days). • Maximum number of passes. • Ending date. • Minimum / maximum package sales levels. • Maximum uses per day. • Daily pass ID. • Package description. • Special notes. 			
Application to track income and revenue by each package type, broken down by individual fee charged, income refunds, and net revenue.			

Preferred Items	Yes	No	Comments
<p>Application will produce ALL of the following membership package reports:</p> <ul style="list-style-type: none"> • Basic Report on Packages, showing package ID, name, and sales levels. • Text Report on each package, showing package description. • Net Revenue Report. • Membership Usage Statistics Report. • Membership Total Report. 			
<p>Application will allow a membership to be “suspended” for a user definable period of time. During the suspension period, the membership will not validate but will automatically become active once the suspension period has passed.</p>			
<p>Application produces reports for membership rosters of various membership packages.</p>			
<p>Application produces renewal and non-renewal reports.</p>			
<p>Application produces membership usage reports.</p>			
<p>Application produces Net Revenue Reports by Membership Package.</p>			
<p>Application supports use of bar code scanning and mag stripe scanning.</p>			
<p>Application supports manual keyboard member ID input in case of scanner failure.</p>			
<p>Application is compatible with creating membership cards with bar code labels and mag-stripes, using equipment that is either in place or is optionally available.</p>			
<p>When a membership card is scanned by the bar code reader or mag-stripe, Membership application automatically verifies the card to be valid, and updates the member’s attendance record at the same time.</p>			
<p>Application produces audio warning if a Membership card is scanned that is invalid.</p>			
<p>Application allows to configure sounds that will play when one or more predefined events occur during a membership scan such as birthday, scanning of a membership that was already scanned at that same station that day.</p>			

Preferred Items	Yes	No	Comments
Application allows customers to have more than one membership card. Specific cards can be issued for different membership packages with customized pass layouts. In addition, a single card can be set up to host more than one membership package.			
Application allows memberships to be used as pre-requisites for enrollment.			
Application allows memberships to be used as discounts.			

MEMBERSHIP INTERFACE TO 3RD PARTY HARDWARE

Preferred Items	Yes	No	Comments
Application supports use of bar code scanning (both on plastic printed cards and on smartphones) and mag stripe scanning.			
Application supports manual keyboard member ID input in case of scanner failure.			
Application is compatible with creating membership cards with bar code labels and mag-stripes, using equipment that is either in place or is optionally available.			
When a membership card is scanned by the bar code reader or mag-stripe, Membership application automatically verifies the card to be valid, can show member's photo, and updates the member's attendance record at the same time.			
Application produces audio warning if a Membership card is scanned that is invalid.			
Hosted system allows customers to have more than one membership card. Specific cards can be issued for different membership packages with customized pass layouts. In addition, a single card can be set up to host more than one membership package.			
If a member's card is scanned by the barcode reader or mag-stripe, and the member's account shows that one of their membership packages is about to expire in a user-definable number of days, the system displays a warning to the operator to allow them to notify the member.			

POINT OF SALE

Preferred Items	Yes	No	Comments
Point of Sale (POS) module provides full cash register/point of sale functionality (e.g. system can fully replace cash register).			
POS and other modules have access to the same account balance. (e.g. Parent can put a \$200 credit on account and the student can use that credit through POS.)			
POS is fully integrated with other system modules. (e.g. taking a payment for a program automatically opens the POS module and pulls the balance forward.)			
Ability to record and track a variety of sales transactions including snack bar sales, retail sales (e.g. t-shirt, sports equipment, etc.), membership sales, rental charges, etc.			
Items can be set-up as a specific price (PLU) or as an open price (department).			
A pop-up prompt can be assigned to a POS individual item to ask a specific question and record the response.			
Ability to supply customers with itemized receipts.			
Ability to record and calculate taxes by commodity.			
Receipts are numbered in order to allow for the identification of transactions and to provide a full audit trail.			
Ability to assign particular sales to preset keys.			
Ability to track "Float" or opening balance of cash drawer.			
Ability to report on cash drawer currency totals (i.e. 20\$, 10\$, 5\$...).			
Ability to display cash transactions including balance owing and change to be returned.			
Cashiers have the ability to use different terminals in a given day and the transactions specific to a user are accumulated as one total for the day. Similarly, the number of users on a single register is not limited.			
Ability to update programming centrally (e.g. for pricing changes, tax changes, changes to product mix, etc.).			

Preferred Items	Yes	No	Comments
System accommodates reporting on a centralized basis (e.g. system-wide totals) as well as on a local basis (e.g. totals for a particular station only).			
Ability to print a detailed transaction record (e.g. traditionally through a second tape).			
Ability to summarize transactions, payment type, general ledger account, location.			
Ability to track non-revenue admissions.			
Prints member itemized and numbered receipts.			
Provides breakdown of method of payment used.			
Ability to sell a Gift Card both at the counter and online with tracking and reporting on all outstanding gift card balances and usage.			
Ability to accept/process gift cards, gift certificates, coupons, vouchers.			
POS module accommodates multiple payment methods including cash, checks and credit cards.			
System allows for locking cash drawers that automatically opening them when a particular transaction is completed.			
Touch screen functionality available.			
Ability to register a drop-in attendance for a single day of an Activity through the POS.			
For activities that allow both regular registration for entire session and drop-in attendance, the ability to tie the drop-in attendance and revenue to the activity revenue and instructor payment due.			
Ability to lend equipment and charge for the equipment from within the POS interface.			

LEAGUE SCHEDULING

Preferred Items	Yes	No	Comments
Schedules teams for league and tournament play.			
Creates round robin schedules.			
Creates single and double elimination tournaments.			

Preferred Items	Yes	No	Comments
Standard and seeded brackets for tournaments supplied.			
Create back to back games.			
Ability to “roll-over” leagues from session to session.			
Ability to switch home & away for back to back games.			
Balances league based on times, location and home vs. away.			
Ability to register participants as team or individuals.			
Ability to reserve facilities for the specific use of league play and have the option to release those facilities if not required.			
Ability to schedule officials based on qualifications and ability.			
Ability to enter and update scores on-line.			
Ability for officials to update statistics via web.			
Ability to modify any date without having to cancel the whole schedule.			
Auto-fills the next bracket as games are completed in a tournament.			
Allows multiple days and times per week.			
Registration and payment available over the internet.			
Teams and individuals able to waitlist for specific leagues.			
Ability to allocate practice facilities and times.			
Public and Secure reports available on internet.			
Ability to print ID cards so officials can check at the beginning of each game.			
Ability to separate league registration from league management.			

PUBLIC ACCESS

Preferred Items	Yes	No	Comments
<p>Please answer (a) – (g) When member does not have an existing account, System offers the following online options:</p> <ul style="list-style-type: none"> a) no option to create account online. b) option to only request an account online. c) option to create an account and have it immediately available for use. d) option to require new accounts created on the customer site to be approved on the staff side prior to being able to use them for transactions. If selected, online account requests are considered pending until they are approved by admin staff. e) Option to activate online user accounts only after email validation. If selected, an activation email will be sent to the member's email address, and they have to click on a link to activate their online account, ensuring the account cannot be activated if the member did not give a valid email address. f) Option for the system to auto-create a password for an account for online access. The Password will be included in the account creation confirmation sent automatically by email. g) Option to specify number of days until the auto-created password (in (f) above) for Online access expires. 			
<p>System gives option to validate the member's street address when an account is requested from the customer (public access) site.</p>			
<p>System allows customers to add all family members at the time of account creation and have them approved as a group instead going back in and having each family member approved individually.</p>			
<p>System allows the customers to access their personal account information via the Internet with an assigned user name and password.</p>			
<p>System provides the option to allow customers to change their account information and specify what information they can change by themselves.</p>			

Preferred Items	Yes	No	Comments
System provides the option for organization to enforce customers change their system-generated initial password the first time they log in.			
System provides the option for the organization to set when the customer's public access (a) login and (b) password will expire AND prompt member to enter new information by having an expired warning screen (complete with new password strength indicator) display when they login to public access site.			
System provides the option to prevent staff from changing the member's login or password on the customer (public access) site.			
<p>Please answer (a) – (f)</p> <p>System provides the option to enforce strong passwords, specifically:</p> <ul style="list-style-type: none"> a) Passwords must be a minimum of 8 characters in length. b) Passwords must contain at least 1 number and 1 letter. c) Password strength, at the option, can be increased by including both upper and lower case letters, numbers and symbols. d) Customers will only be allowed “X” (where “X” is customized by the organization) consecutive unsuccessful login attempts before the user login and password are locked out. e) Customers will be unable to log in for 1 minute with the same session after 5 failed attempts. f) As the password is entered, the strength of the password is indicated by a typical ‘password strength indicator’ widget. 			

<p>Please answer for (a) – (y)</p> <p>System allows organization to decide what they wish their customers to see and perform on the public access side, meaning customers should be able to do – at the option of the organization – all of the following but not limited to:</p> <ul style="list-style-type: none"> a) allow customers to view & print their family schedule (both printable calendar and iCal export) b) allow customers to view their account deposits c) allow customers to view their debit/credit transactions and account balance – both current and prior and print results for their record d) allow customers to view their previous transactions (for example: Enrollments or Reservations) e) allow customers to view transactions that require attention (for example: unsigned waivers or checklist Items they must return prior to their reservation being approved). f) allow customers to view their activity/program grades in their activity enrollments g) allow customers to view their scholarships h) allow customers to change their login name and password, as well as their secret question and answer i) allow customers to change their address and personal information j) allow customers to change their answers to custom questions that were asked in their previous transactions (e.g. update their preference for Team Jersey number) k) allow customers to change information about their family members or friends, as well as add a new family member or friend to their account l) for coaches and instructors: allow them to view their evaluated skills m) allow customers to view their account balance and make payments to their account n) allow customers to view a list of their previous payments and receipt details 			
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<ul style="list-style-type: none"> o) allow customers to view a list of their previous payments, filtered by transaction type and date range, with payment and transaction details p) allow customers to inquire into Gift Card balances and re-load more funds q) allow coaches/instructors to run the Roster report for activities that they are teaching. This function should only be available to those coaches/instructors who are authorized to perform online administration of their activities. r) allow instructors to view and print the standard Attendance Sheet for activities that they are teaching. s) allow instructors to send email to participants of activities that they are teaching. t) allow instructors to enter Pass/Fail marks of participants of activities that they are teaching. u) allow instructors to edit participants skills. v) allow team contacts to manage their teams online. w) allow instructors to view their bookings online. This function should only be available to instructors who are authorized to perform online administration of their activities. x) allow customers to view and print confirmation cards for their current registration. 			
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Preferred Items	Yes	No	Comments
System provides ability for an email to be automatically generated and sent to specified staff to notify when customers change settings on their member profile, select this option. The email should include: what details change, the date and time when the change occurred and which member specifically made the change.			
Online portal integrates with Google Analytics to provide insights into the web traffic and even track marketing effectiveness. With the integration it offers the ability to track virtually all engagement on the site from unique visits and page views, to how much time visitors are spending, which pages are most frequently visited and where the site traffic is coming from.			

PUBLIC ACCESS / ONLINE ACTIVITY REGISTRATION

Preferred Items	Yes	No	Comments
Application offers the ability to dynamically generate .html web pages and post activity data already entered into the registration management component of the system. No redundant data entry is required.			
Ability for the public to view posted activities and register via the Internet.			
System allows the public to view all information about an activity on one page, versus having to click on various icons and have pop-up windows be displayed with one piece of information on each pop-up window.			
Application allows City staff to post activities on the Internet by simply clicking a selection box associated with any activity already entered into the registration management component of the system.			
Application allows organization to accept payment online with a major credit card such as Visa, MasterCard, American Express or Discover.			

Preferred Items	Yes	No	Comments
Application offers the ability for the public to view the number of seats available for online registration before going through the entire registration process.			
Application allows City staff to set up customized questions (i.e., What is your T-shirt size?, etc.) for customers to respond to during the Internet registration checkout process. The answers to these custom questions can then be viewed in a report.			
Application allows City staff to set separate enrollment periods for activities offered via the Internet versus activities offered for walk-in or mail-in registration, and further prioritize between residents, non-residents, customers and returning customers.			
Application allows customers to create a “Wish List” (like Amazon) of desired activities to register in (but doesn’t hold a spot) in advance of the opening of the enrollment for those activities.			
Application allows City staff the option to set a percentage of each activity’s seats to be made available for Internet registration.			
Participants using the public Internet registration interface and City staff using their workstations, access a common database in real time.			
Application allows the option to set up an Internet only discount to encourage customers to register via the Internet.			
Application offers the ability to determine the residency status of online customers and apply separate fees and set different online enrollment periods for resident vs. non-resident customers.			
Application allows organization customers to view, print out, and or download a weekly schedule of their family’s enrollments with links to activity detail information.			
Ability to create iCalendar Export File allowing schedules to be imported to personal calendars such as Google and/or Outlook.			
Application provides the ability to reprint receipts and print out tax receipts online.			

Preferred Items	Yes	No	Comments
Application offers the ability for the organization member to “log off” when their session has ended to restrict access to their account information by subsequent users of the same computer.			
Application allows organization users to generate reports to track Internet registrations and revenue.			
Ability to allow participants to seamlessly connect to their Facebook account to post an RSVP and invite friends to an activity.			
Uses a Geo Coding feature to integrate with Google Maps to show center locations at the activity detail page and allows participants to search for activities via map view.			
Application allows member facing web pages to be viewable and render able through mobile devices, in particular smartphones.			
Activity description pages are structured to maximize opportunities for search engine optimization by using best practices such as key words in url, throughout the pages, behind pictures, etc.			
Ability to easily grab url from specific activity description pages and pre-filtered activity search results lists (i.e. listing of Martial Arts classes for youth).			
Ability to allow for activity search by age, location, day of week, time, category or type. Search results dynamically updates as filters are selected.			

PUBLIC ACCESS / ONLINE RESERVATIONS

Preferred Items	Yes	No	Comments
Application offers the ability to dynamically generate and post .html web pages from facility data and availability already entered into the facility management component of the system. No redundant data entry is required.			
System accesses the same database as YM staff at their desks do, in real time, ensuring single view of the organization at all times. No synchronization or lag time required.			

Preferred Items	Yes	No	Comments
Application offers the ability for organization customers to search for available facilities online by “reservation type” (meeting, seminar, etc.), “facility type” (park shelter, classroom, etc.), “location”, “area”, “amenities”, “capacity”, “date”, and “time”.			
Application allows organization customers to view their requested reservation on a monthly calendar prior to confirming their request.			
Application allows organization customers to view facility detail information online listing the facility location, phone contact, supervisor, amenities, min/max capacity, facility overlap information, and hours of operation for each day of week.			
Application allows organization staff to view Internet reservation requests and approve or deny the request prior to confirming and accepting payment.			
System has built-in waiver functionality, such that customers have to click on “Accept” in order to continue with the reservation after reading the waiver – this is recorded as an electronic signature.			
Application allows organization staff to generate a report showing all Internet facility reservations.			
Application supports Interactive Mapping – the ability to upload a map and add links and labels, position icons and/or other elements, view availability and make reservations.			

PUBLIC ACCESS / ONLINE MEMBERSHIP SALES & RENEWALS

Preferred Items	Yes	No	Comments
Application dynamically generates and posts .html web pages from membership information already entered into the membership application system. No redundant data entry is required.			
Application allows organization customers to search and view membership package information via the Internet.			

Preferred Items	Yes	No	Comments
Application allows organization customers to purchase and renew membership packages via the Internet.			
Allow credit card renewals online: System allows memberships to be set up for automatic renewal via credit card online as well as provide a backup form of payment should the first one be declined.			
Allow Payment Plan Auto renewal Online: System allows memberships to be set up for automatic renewal via payment plan online.			
Allow Electronic Check Payment (ECP) renewals Online: System allows memberships to be set up for automatic renewal via ECP online.			
System allows the option to turn off the ability for customers to add a family member or friend during the purchase of a membership on the customer (public access) site.			

PUBLIC ACCESS / ONLINE CALENDAR

System allows for built-in calendar to drop-in fitness, and/or any other activities or rentals.			
Ability to select which activity or rental to be listed through the online calendar.			

PAYMENT COLLECTION, FINANCIALS AND FISCAL REPORTING

Preferred Items	Yes	No	Comments
System supports both cash=revenue and modified accrual accounting methods of revenue recognition – system is configured accordingly during the initial implementation stages.			
Supports deferred revenue accounts for revenues collected, but not recognized until future periods and provides a report that states the deferred amount and date for when it will be deferred to.			
If an incomplete payment is received, Application will allow and create a payment plan for the member. Payment plans can be calculated and created based on weekly, bi-weekly, or monthly payments.			

Preferred Items	Yes	No	Comments
A customer Account Management and Accounts Receivable system is included to track member balances and provide reports for all payments coming due.			
If there are any payment plan payments on a receipt, additional text is added to the bottom of the receipt, above the receipt notes, giving the receipt number and payment plan balance on each payment plan paid against on the receipt.			
Application allows deposits to be placed, including a partial payment at the time of reservation and collection of the remaining balance later.			
A customer Account Management and Accounts Receivable system is included to track member balances and provide reports for all payments coming due.			
Any payment plan payments will have additional text added to the bottom of the receipt, above the receipt notes, giving the receipt number and payment plan balance on each payment plan paid against on the receipt.			
<p>Application will produce all of the following “Daily Close” reports:</p> <ul style="list-style-type: none"> • Cash Receipt and Cash Distribution, listing all receipts processed payment type, and totals. • Account Distribution summary, showing all payment distributions. 			
Application produces Monthly and Yearly reports similar to the Daily Close reports.			
Daily, Monthly, and Yearly reports can be specified by date range, starting and ending receipt numbers, and starting and ending voucher numbers.			
Application produces Net Revenue reports, including in a summary or detail format, and sorted by Facility, Center, or Revenue Account.			
Application produces a Refund report, showing all refunds for a specified date range.			
Application produces reports of all charges and payments coming due.			

Preferred Items	Yes	No	Comments
Application has the ability to calculate and track member balances, and accept member payments on account.			
Application has the ability to post adjustments to the customers' account balance.			
Application will produce member invoices and/or statements.			
Application includes a built in "export" capability to allow exportation of daily financial data to an external accounting system.			
If an incomplete payment is received, Application will allow and create a payment plan for the member. Payment plans can be calculated and created based on weekly, bi-weekly, or monthly payments.			
A customer Account Management and Accounts Receivable system is included to track member balances and provide reports for all payments coming due.			
Application allows deposits to be placed, including a partial payment at the time of enrollment and collection of the remaining balance later.			
Application produces Monthly and Yearly reports similar to the Daily Close reports.			
<p>Application will produce all of the following "Daily Close" reports:</p> <ul style="list-style-type: none"> • Cash Receipt Report, listing all receipts processed payment type, and totals. • Cash Distribution summary, showing all payment distributions. • Account transfer report, showing funds flow among revenue accounts. 			
Application will produce a cash summary sheet that lists payment types and/or denomination amounts so that the front desk users can specify how much of each payment type or denomination is in the cash drawer at the end of the shift. This creating a blind or semi-blind balance.			
Ability to track and audit cash summary over/shorts.			
Application includes a built-in financial export "engine" that allows financial data to be exported to an external accounting system on a daily basis.			

Preferred Items	Yes	No	Comments
Application produces Net Revenue reports. Each of these reports can be produced in a summary or detail format, and sorted by Activity, Season, Category, or Revenue Account.			
Application will produce Receipt Payment reports.			
Application allows for re-printing of receipts.			
Application produces member Balance Due reports.			
Application produces Daily Close, Monthly Close, and Yearly Close reports.			
Application displays the user that voided a transaction on the voucher or receipt.			
All “system” and “global” information such as G/L accounts, centers, seasons, etc. are managed and maintained within the same web-based application solution. For example all G/L accounts can be inputted and edited/maintained in just one area without requiring duplication.			
Application allows the user to group G/L accounts by department and then generate reports to track G/L account information by department.			
Application allows the user to define G/L accounts by site. Users can then choose to just view the G/L account information for their site when setting up activities and generating reports.			