



CITY OF CODY
WYOMING

CITY OF CODY
REQUEST FOR PROPOSALS

Parks, Facilities, and Recreation Software Replacement 2020

CITY OF CODY
PO BOX 2200
CODY, WY 82414
(307) 527-7511

INTRODUCTION

Invitation to Respond

The City of Cody is seeking proposals for a comprehensive web-based Parks, Facilities, and Recreation Management software system to meet the business needs of the City. This system will be a gateway used by staff and the public to provide recreation services including:

- Activity and Program Registration
- Facility Reservations
- League Management
- Membership Management
- Financial Accounting and Reporting (cash and accrual)
- Point of Sale
- Robust Reporting Capabilities
- Payment Processing Compliance

This RFP is specifically intended for software firms with the necessary experience and personnel required to supply the software application and provide staff training and ongoing technical support in accordance with the requirements outlined in this document. It is the City of Cody's preference to have a single provider meet all of the expectations outlined in this RFP.

Both hard copy and electronic versions of this RFP are available. The City's objective in developing this request is to clearly present the information and require standard formatting of responses thereby eliminating the possibility for confusing or redundant information.

Contact with the City

All communications regarding this RFP must be addressed and submitted in writing to:

Leslie Brumage, Finance Officer
City of Cody
PO Box 2200
Cody, WY 82414
Finance@Cityofcody.com

No reliance should be placed on information concerning this RFP obtained from any source except as provided herein.

Letter of Intent

Software providers wishing to submit proposals are encouraged to provide a written letter of intent to submit a proposal. An email attachment sent to Finance@cityofcody.com is acceptable. The letter must identify the name, address, phone number, contact name, and email address for the representative who will serve as the key contact for all correspondence relating to this RFP.

A letter of intent is necessary in order for the City to provide interested software providers with a list of any questions received and the City's responses to those questions. Those providing a letter of intent will also be notified of any addenda that are issued. If a letter of intent is not submitted, it will be the provider's responsibility to check with the City for any updates or answers to questions.

Questions About the RFP

Software providers have an opportunity to submit written questions prior to the submission deadline. The City will respond as completely as possible to each question. Questions must be received by the City no later than the due date specified in the Schedule of RFP Activities. Questions must be submitted in writing and emailed to: Finance@cityofcody.com.

Notification of Errors or Omissions

Software providers shall promptly notify the City of any omissions, ambiguity, inconsistency, or error that they may discover upon examination of this RFP. The City shall not be responsible or liable for any errors and/or misrepresentation or misinterpretation that result from the solicitations which are inadvertently incomplete, ambiguous, inconsistent, or obviously erroneous.

Schedule of RFP Activities

The following table presents the planned schedule for major activities associated with the RFP distribution, submission of proposals, evaluation, and award process. The City reserves the right to change the schedule of activities, including the dates and times. Software providers that have submitted a letter of intent will be notified in writing of any changes to the Schedule of RFP Activities.

<i>Activity</i>	<i>Date</i>
Request for Proposal Issued	December 6, 2019
Deadline for Submitting Clarification Questions	December 20, 2019
Deadline for Submitting Proposals	January 10, 2020
Demonstrations of Software	January 20th to January 22nd, 2020
Anticipated Selection Date	February 3, 2020
Execution of Contract (no later than)	March 1, 2020
Go-live Date No Later Than	July 1, 2020

Amendment or Withdrawal of RFP

The City of Cody reserves the right to amend any aspect of this RFP by formal written Addendum prior to the proposal deadline or to withdraw this RFP for any reason at any time during the proposal period. Changes made to the RFP as a result of the response(s) to the questions submitted by software providers, or for any other reason, will be distributed in writing via email to each software provider that has submitted a letter of intent.

Attachments to the RFP

This RFP includes the following:

- Attachment 1 Cost Proposal Summary (required to be completed by provider)
- Attachment 2 Current Technical Environment (informational)
- Attachment 3 Summary of Key Transaction Volumes (informational)

Part I

General Information

1-1 Tax Exempt Status

Purchases made by the City of Cody are exempt from State Sales and Use taxes. Do not include tax in the proposal cost. The City will furnish a tax exemption certificate upon request.

1-2 Ownership and Public Inspection of Proposals

All proposals and related reference information submitted in response to the RFP will become the property of the City and will not be returned. The City will use discretion as allowed by law with regard to disclosure of proprietary information contained in any response, but cannot guarantee that information will not be made public. As a public entity, the City is subject to making records available for disclosure under the Wyoming Public Records Act.

1-3 City Background

Incorporated in 1901, Cody, Wyoming is located 52 miles from Yellowstone National Park's east entrance. The City of Cody serves as the county seat for Park County and maintains a population of nearly 10,000. As a tourist destination, the City also receives thousands of visitors to the community each year. The City of Cody's Parks, Facilities, and Recreation departments fall under the jurisdiction of the City government with the Department Director reporting directly to the City Administrator.

The City offers a full range of services to local residents and visitors including, but not limited to, facility memberships, facility rentals, park reservations, sporting and outdoor activities, youth and adult programs, aquatics programs, and fitness programs. Facilities include:

Paul Stock Aquatic and Recreation Center: The recreation center facility houses the administrative offices, three full-court gymnasiums, two racquetball courts, fitness and weight lifting areas, walking/jogging track, 8 lane x 25 yard lap pool with diving board, 3,500 square foot leisure pool, water slide, toddler fish slide, aqua climbing wall and various other features.

Cody Club Room & Auditorium: The main auditorium features more than 5,600 square feet of multi-use space with a stage area at one end. The club room is adjacent to the main auditorium and offers more than 1,500 square feet of meeting space and a commercial kitchen.

Parks, Fields, and Trails: The City of Cody has more than 20 developed parks, 9 miles of developed trails, and 8 athletic fields. Park features include amphitheaters, basketball courts, horseshoe pits, shelters and picnic areas, tennis courts, volleyball courts, and playgrounds.

Miniature Golf Course: Open from Memorial Day to Labor Day, the miniature golf course is located in City Park and supports more than 20,000 players each summer.

Additional information about the City of Cody and the parks, facilities, and recreation department may be found on the City's website www.cityofcody-wy.gov.

1-4 Project Background and Scope

The City of Cody has used Vermont Systems Rec Trac software as the primary solution for supporting core parks, facilities, and recreation business since the facility opened in 2001. Other applications such as Microsoft Office, Adobe, Caselle, Xpress Bill Pay, and various other programs are also used to manage business processes.

The City recognizes that the Rec Trac software no longer offers the required functionality to completely satisfy the requirements for a department of its size and complexity.

The City is looking to migrate to a system that is user-friendly, uses real-time internet registration, increases functionality and efficiency, is easy to implement, and designed for configurability so that it can match our current and future business processes. The City also expects to engage a system that is capable of providing electronic interactions with the public via web and mobile interfaces.

The City prefers to purchase an existing system that is commercially available and requires minimal customization to meet the City's needs, is in use by other similar agencies in other jurisdictions of a similar size and complexity, and proven to operate effectively over time. The provider should demonstrate long-term viability as a company and long-term commitment to customers through regular product enhancements and on-going support. The City prefers a fully hosted (web) solution with minimal local client (PC) software install which provides staff and customers the greatest flexibility in accessing the software. All types of solutions will be considered; however, the City is interested in finding a product that has a secured Data Center that separates credit card information from the City's network and overall makes Payment Card Industry (PCI) compliance less costly for the City. The City currently uses Xpress Bill Pay for credit card and E-check payments.

In addition, the system should provide for efficient and effective business processes and management tools to assist in program administration. Overall ease of use, including robust data and financial management and reporting capabilities, is critical. The Department wants to automate and incorporate as many processes as possible.

It is the City's intention that the selected provider would provide implementation, project management, technical installation expertise and on-site training to help speed employee and public acceptance and usage of the system. The provider will coordinate with the City to implement the proposed implementation schedule.

Selected software providers will be asked to demonstrate a fully functional application free of cost to the City. Live software demonstrations shall be conducted via internet and open to questions during the demonstration.

1-5 **Required Software Components and Services**

The system must be user friendly and must be able to manage the creation, operation, billing, and management of a wide variety of recreational programs and rental facilities operated by the City. On-going technical support services are also required. At a minimum, the system functionality requirements include:

Account Management/Customer Database

The system should allow for a customer database that includes a flexible search capability. Software must contain an accurate and complete audit trail. System shall include the ability to implement different security levels.

Program and Activity Registration

The system should allow for user-friendly program and activity set up and registration.

Facility Reservations

The facility reservation system should work with the program/activity registration component. The system will be used for indoor and outdoor facility reservations. The system should also allow for online accessibility, including the ability to reserve facilities online and the ability to view availability.

Financial Accounting

The system should allow for an internal general ledger that tracks financial accounting for all transactions, such as revenues related to specific classes, programs, and facility rentals. The system should allow for cash and accrual-based accounting functions with robust reporting capabilities including household receivable balances, household aging reports, payment and receipt registers, etc. The system should interface with or at least export to the City's current financial system, Caselle.

Marketing/Communications

The system should provide an option to export and print course data for the production of the department's program guides. The City would like the option to email and/or text receipts, registration confirmations, and other information to customers.

Memberships

The membership module should include capabilities of tracking various types of memberships, discounts, households and individuals, expiration dates, renewals, etc. The module should also include the ability to take member photographs, and print membership cards and key fobs with bar codes for checking into the facility.

Online Accessibility

The system should allow for a user-friendly interface for registration, facility reservation and membership transactions. The interface should be accessible on personal computers, tablets and mobile phones.

Point of Sale

The system should allow for a point of sale functionality with internal cash controls that can support payment intake at multiple locations.

Reporting

The City expects to report and monitor the progress of programs, facility rentals, and the history of payment transactions through an internal reporting system. The system should have a standard set of reports with the flexibility for customization as needed.

Payment Processing Compliance

The City takes payments for its classes, programs and facility rentals using a variety of methods include cash, check, credit and debit cards, E-checks, and ACH. The system should be able to securely store customer payment data for ACH transactions and create a payment export file for monthly membership payments.

PCI Compliance

Should the provider collect revenue on behalf of the City of Cody through the acceptance of payment cards, then the provider must represent and acknowledge that the provider will comply with the Payment Card Industry (PCI) regulatory standards including current Data Security Standards (DDS). Providers must represent that it will protect cardholder data. Provider will be annually certified as a PCI compliant service provider and agrees to provide evidence of said certification to the City of Cody upon request. Provider also agrees to provide written notice to the City of Cody of any breach of a system owned, operated or maintained by the provider that contains account holder data or information.

Compatibility with Existing Hardware

The system should be compatible with the City's existing hardware and peripherals.

Part II General Conditions

- 2-1 Submission Requirements** The proposal shall be prepared with a straight forward, concise delineation of the software provider's capabilities to satisfy the requirements of this RFP. The City does not regard the submission of a proposal as the establishment of a contract.

The City may request that proposers make an on-site or live web-based presentation of their proposal. If a presentation is requested, proposers will be contacted by the City to schedule the exact date and time of the presentation.

- 2-2 Delivery of Proposal** Each proposal package must be received by the date and time specified in the Schedule of RFP Activities. Late or incomplete proposals will not be considered.

To facilitate the evaluation of proposals, one printed original and an electronic PDF version of the full proposal shall be submitted to the Finance Officer by the due date listed in the Schedule of RFP Activities. The original shall be clearly marked “original” and shall be sealed and clearly marked: *City of Cody Recreation Software Proposal 2020*. The electronic PDF version of the proposal shall be identified with the email subject line of: *City of Cody Recreation Software Proposal 2020*.

Proposals shall be submitted to:

Printed Version: Leslie Brumage, Finance Officer
City of Cody 1338 Rumsey Ave Cody, WY 82414

Electronic PDF Version: Finance@cityofcody.com

Note: Any deviation from this requirement may result in the proposal being considered non-responsive, thus eliminating your company from further consideration.

The City cautions software providers to verify actual delivery of proposals directly to the Finance Officer prior to the established deadline. A proposal received by the City after the established deadline will not be considered.

- 2-3 Proposal Costs** Software providers submitting proposals do so entirely at their own expense. There is no expressed or implied obligation by the City to reimburse any individual or firm for any costs incurred in preparing or submitting proposals or providing additional information when requested by the City.
- 2-4 Acceptance** Submission of any proposal indicates acceptance of the conditions contained in the RFP unless clearly and specifically noted otherwise in the proposal.
- 2-5 Rejection** The City of Cody reserves the right to reject any and all proposals, in whole or in part, to waive any and all informalities, and to disregard all non-conforming, non-responsive or conditional proposals.
- 2-6 Proposal Format** In order to facilitate the analysis of responses to this RFP, software providers are required to prepare their proposals in accordance with the instructions outlined in this section. Software providers whose proposals deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of the City.

Proposals should be prepared as simply as possible and provide a straightforward, concise description of the software provider’s capabilities to satisfy the requirements of the RFP. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures and tables should be numbered and clearly labeled. The proposal should be organized into the following sections:

Section	Title
	Cover Sheet with the name, address, email, and website of the company and proposal contact name
	Table of Contents
1.0	Executive Summary & Guarantee of Proposal
2.0	Narrative of Provider's Qualifications and Relevant Experience
3.0	Required Products and Services Proposal
4.0	Value Added Products and Services Proposal
5.0	Provider Hosted Solution
6.0	Implementation Plan
7.0	Cost Proposal and Payment
8.0	Sample License & Maintenance Agreements
9.0	Client References
10.0	Supplemental Materials

Section 1.0 Executive Summary and Guarantee of Proposal

This section should be limited to a brief narrative highlighting the software provider's proposal and a guarantee that the submitted proposal is valid for a period of no less than one hundred and eighty (180) days from the submission due date listed in the Schedule of RFP Activities. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel.

Section 2.0 Narrative of Provider's Qualifications and Relevant Experience

This section should include the following:

1. Overall experience of the software provider and key personnel
2. Recent work history for similar projects

Section 3.0 Required Products and Service Proposal

Please describe what features, capabilities, and options your software includes that satisfies the following objectives in relation to the required components and services:

1. System implementation is standardized across the parks, facilities, and recreation departments.
2. System improves and streamlines customer service and communications.
3. System increases the consistency of collected customer and financial data.
4. System increases the ease, accuracy, and variety of reporting capabilities.
5. System tracks membership sales, expirations, and renewals.
6. System utilizes customer information for activity and program tracking.
7. System has customizable inventory management.
8. System allows for customized user-based permissions and access.

9. System shall interface with, or at a minimum, provide data export to other software programs.
10. System shall generate detailed membership, demographic, and historical comparison reports.
11. System shall generate comprehensive financial reports including summary and detail end-of-day reports, deposit reports, household balance aging reports, accounts receivable by program/activity reports, payment type reports, receipt registers, etc.
12. System shall provide online membership purchase and renewals and payment capabilities.
13. System shall provide online program registration and payment capabilities.
14. City staff shall be able to customize the system's public access website.
15. System shall automate program registrations, facility reservations, pass/membership management, league scheduling, and point of sale transactions.
16. System shall include credit/debit card payments, smart phone/tablet registrations, real-time internet registrations, and plastic color photo ID card printing and scanning.
17. System shall allow staff the ability to send emails and text messages with updates and promotions to organized lists.
18. System shall manage registrations, withdrawals, and waiting lists for programs.
19. System shall be able to schedule courts, meeting rooms, shelters, gyms, equipment, and facilities.
20. System shall be able to register players, assign players to teams, and collect payments online.
21. System shall be able to maintain a secure database of customer bank accounts and generate an electronic automated clearing house transfer file (ACH) for the collection of monthly membership fees.
22. System should provide an audit trail indicating who made changes to information on the system along with a date/time stamp. Each user should have a unique ID in order to track edits and entries made to all aspects of the system.

Section 4.0 Value-Added Products and Services

These are products services not otherwise identified as required in this RFP that the software provider may offer to the City. The City requests the software providers offer any additional products and services or make any recommendations it believes would enhance the operating and customer service capabilities of the Parks, Facilities, and Recreation department. The proposal for value added products and services should include a description of all equipment necessary for proposed value-added functions to operate.

Section 5.0 Provider-Hosted Solution

1. Describe your provider-hosted solution including hosting, integration, help desk, provisioning and desktop management capabilities, deployment model, impact to City's network and bandwidth, and any partners that may be involved in service delivery.
2. Describe your proposed service level agreement, including any tiered levels of service, response times, and standard metrics.
3. Describe your data center and storage facilities, including locations, staffing, physical security, environmental controls (including redundant power), redundancy/load balancing capabilities, data backups, and disaster recovery capabilities.
4. Describe your security features including firewall, authentication controls, and data encryption capabilities.
5. Describe your change management, upgrade, and patch management policies and practices.
6. Describe your systems administration/management capabilities including monitoring of performance measures, intrusion detection, and error resolution.
7. Downtime and Backup Provisions
 - i. Describe the automated and manual downtime procedures used in the event of system downtime or power failure. Indicate the activities which must be performed, the average timing of these activities, and the limitations of any specialized hardware.
 - ii. Describe how the system files are restored from backup files and those routines the City staff would be required to perform in such a restoration procedure. Describe any capabilities for selective restoration.
8. Maintenance of the System
 - i. Describe the staff positions required to manage and operate the system. State the respective levels of expertise and training needed.
 - ii. Describe all manual activities to be performed by system staff

including the frequency of times the activities are performed and estimated time required for each performance.

- iii. Describe the software maintenance provided for the system. Procedures and cost responsibilities for fixing detected errors and incorporating the features specific to this application should be described. Identify how software enhancements and updates are handled and who has responsibility for their implementation.
 - iv. Provide a detailed description of your preventive maintenance program. The provider shall specify in writing the frequency and duration of the preventive maintenance required for the equipment listed in the proposal. Include a description of all guarantees, warranties and limitations for each hardware and software component.
9. Describe the uptime percentage for your hosted facility in 2019 and your company's uptime guarantee.

Section 6.0 Implementation Plan

The City will require the successful provider awarded the contract for this project to complete the installation and implementation so the system is live no later than July 1, 2020.

This section is to describe the implementation plan in narrative format supported by an activity-level project plan that details how the proposed solution is to be implemented. This implementation plan should include the following elements:

1. **General Implementation Approach**
Provide a general overview of the implementation approach you plan to use for this project.
2. **Project Management Approach**
Provide an overall description of the project management approach towards this type of engagement and projected timing for major phases. Provide a high-level work plan for achieving the successful deployment of the proposed system.
3. **Hardware, Software, and Storage Design and Installation Consulting**
Please describe what you propose for the most effective deployment of hardware, communications and related equipment.
4. **Data Conversion Plan**
It is anticipated that data conversion will occur when migrating to the new application. The provider is expected to assist the City in the conversion of both electronic and manual data to the new system. It is expected that the City will be responsible for data extraction from current systems, data scrubbing, and data pre-processing; and that the provider will be responsible for overall data conversion coordination, definition of file layouts, and data import and validation into the new system.

5. Report Development

For specific reporting requirements, it is anticipated that the provider will take the lead on developing any reports required as part of the initial deployment of the system. The provider is expected to provide specialized knowledge and information to the City staff during the development of needed reports, via technical training on the tools used for report development, database schema and architecture, etc.

6. Integrations and Interfaces

It is expected that information generally would need to be entered only once into the system. Modules within the system should be integrated in real-time with each other such that batch processes are not required to transfer information from one area of the system to another.

- a) Describe the extent to which the various modules are integrated together versus being purchased separately and interfaced.
- b) Describe your approach towards interfacing and integration with other solutions including use of specific tools, methods and standards.
- c) Describe data exchange standards (e.g. XML, Web Services, or EDI) supported or provided by your product.
- d) As it pertains to the City's current technical environment described previously, identify potential issues for integrating with specific technologies that are used within the City.
- e) If local customizations are made, do you provide any tools or assistance to easily incorporate customizations into new version/releases of your software?

7. Training

The City anticipates a "train the trainer" approach where key City staff will be trained on all components at a City facility either in person or through live web conferencing. Then the key staff will train the remainder of the City staff in their respective areas. Technical implementation training will include only key IT staff to support the new system.

8. Change Management

The City recognizes that a movement from the current environment to a new solution will present change management challenges. The provider should clearly identify their approach towards Change Management including any unique approaches or tools that will be used.

9. Testing

The provider should describe their recommended approach to the following types of testing that are anticipated to be performed on the project and the type of assistance they anticipate providing to the City related to such testing:

- a) System testing
- b) Integration testing

- c) Stress/performance testing
 - d) User acceptance testing (UAT)
 - e) Backup and recovery testing
10. Operational Redesign
With the deployment of a new application, the City wishes to take advantage of capabilities within the software that provide support for operational improvements. Providers are requested to describe their approach towards operational redesign including discussion on the optimal time in which to conduct redesign as it relates to implementation of the new system.
 11. System Documentation and Manuals
The provider is expected to provide user manuals, technical documentation, and online help for use by the City as part of the initial training and on-going operational support.
 12. Knowledge Transfer
The provider should describe their process for ensuring that a transfer of knowledge occurs back to City staff such that staff is capable of supporting and maintaining the application in the most proficient manner once the provider implementation engagement is complete.
 13. Staffing Plan
The provider should detail the type and amount of implementation support to be provided including number of personnel, level of personnel, time commitment, etc. If the provider is using a subcontractor please include information on subcontracting staff being used and their specific role on the project. The provider should also provide an overall project organizational structure for City staff involvement during the project.
 14. Site Preparation Plan
The provider should include a detailed site preparation plan. Before the City begins site preparation, the proposer shall certify in writing that the City's site preparation plan addresses adequately all physical and environmental requirements for the successful installation, operation, and maintenance of the system. Any cost associated with site preparation that is not specified in the provider's proposal shall be made at the expense of the contractor.
 15. Implementation Time Line
Providers are expected to recommend an overall implementation approach and timeframe (including any phasing of modules) based on their experience with departments of similar scope and complexity. It is expected that the provider will lead the efforts in each of the implementation areas described.

This section of the proposal should not be limited to include only the above items in the response if the provider feels that additional elements may add value to the overall implementation process.

Section 7.0 Cost Proposal and Payment

Proposers shall complete and submit *Attachment A Cost Proposal Summary* with their proposal package. In addition, the following information must be included in the pricing proposal:

1. Describe in detail the manner in which the City of Cody will be charged for any products and services offered by the provider to complete the scope of work in this project.
2. Describe any consulting fee in detail. Include all services the City of Cody will receive in exchange for this fee. Detail the number of personnel hours and expected duration for this based on anticipated time frame for project completion.
3. State the cost per hour for each employee the provider will be assigning in addition to any monthly fees.
4. Please describe in detail any anticipated costs for the provider's personnel to be on-site for this project, if any.
5. List any additional costs which the City of Cody will incur as a result of the provider's acceptance of this project.
6. Explain in detail any portion of this project which you will subcontract to any other vendor(s). Identify the vendor(s) and all costs associated with that vendor's participation.
7. The City will not consider time and materials pricing. Providers shall propose firm and fixed pricing based on the functionality and services described. For each item, providers must indicate if the cost is one-time or on-going.
8. All on-going or recurring costs must be provided in the cost proposal on a fiscal year basis (July 1 through June 30).
9. The City recognizes that providers of parks and recreation systems often base their pricing models for on-going costs on *transaction volumes* rather than a *fixed annual cost* for maintenance and support. For each cost item, please specify if the pricing is a per transaction or fixed annual cost.
10. Providers shall provide price information for each separate component of the proposed solution, as well as the costs of any modifications necessary to fully comply with the RFP specifications.
11. Providers shall provide prices in U.S. dollars.
12. The City expects to procure any necessary backend server infrastructure independently if needed; however, providers are encouraged to propose recommended peripheral hardware.

13. To the extent possible, providers shall show any applicable discounts separately from the prices for products and services.
14. The City prefers that providers separate prices for each item in the proposed solution. However, providers are also encouraged to present alternatives to itemized costs and discounts such as bundled pricing, if such pricing would be advantageous to the City.
15. The City is expecting to evaluate long-term on-going costs over a five-year period. Providers must clearly describe any anticipated changes in on-going costs over the next five years in their cost proposal.
16. The provider's quoted costs must include any charges for pre-installation, installation, and cutover work that may occur. Cutover work will need to be carefully scheduled and performed with minimal disruption to City of Cody Parks, Facilities, and Recreation's ability to provide customer service and its operations.
17. The provider should include a projected timeline for any progress payments, advance payments, maintenance fees, etc.

Section 8.0 Sample License and Maintenance Agreements

Sample license and maintenance agreements must be provided in this part of the provider's response for all components of the recommended solution.

Section 9.0 Client References

Provide three client references from comparably sized organizations that your company has provided the same or similar services to in the last five years. Include implementation dates, contact names, phone numbers, and email addresses for each.

Section 10.0 Supplemental Materials

The provider may include any additional materials or brochures regarding the proposed solution in this section.

Part III Evaluation of Proposals

3-1 EVALUATION

The Finance Officer and selected staff will evaluate the submitted proposals. The evaluation committee will consider how well each proposal meets the needs of the City as described in the proposer's response. It is important that the responses be clear and complete so that the evaluators can adequately understand all aspects of the proposal. The evaluation process is not designed to simply award the contract to the lowest cost provider. Rather, it is intended to help the City select the provider with the best combination of attributes, including price, based on the evaluation factors. The City reserves the right to require that a subset of finalist providers make a presentation to a selection team.

Following a review of the written proposals and follow up questions (if needed) the evaluation committee will make a recommendation to the City Administrator.

The City reserves the right to enter into discussions with the provider determined to be reasonably susceptible of being selected for award, or to enter into exclusive discussions with the provider whose proposal is deemed most advantageous, whichever is in the City's best interest, for the purpose of negotiation. In the event that exclusive negotiations are conducted and an agreement is not reached, the City reserves the right to enter into negotiations with the next highest ranked provider without the need to repeat the formal solicitation process.

The City reserves the right to reject any or all proposals received for any reason. Proposals lacking required information will not be considered. Furthermore, the City shall have the right to waive any informality or technical defect in proposals received when in the best interest of the City.

Part IV

Award of Contract

- 4-1 Award of Contract** The contract award is contingent upon funding approval from the City Council. In the event the selected software provider does not execute an agreement by the Execution of Contract date listed in the Schedule of RFP activities, the City may select another qualified software provider or call for new proposals.
- 4-2 Contract Form** This RFP and the software provider's response, including all promises, warranties, commitments and representations made in the successful proposal will be binding and will become contractual obligations, and will be incorporated in the City's agreement with the software provider. Any contract(s) awarded shall be in a form acceptable to the City's attorney.

Attachment 1
Cost Proposal Summary
(to be completed by provider)

Complete as appropriate. This chart shall summarize all initial, one-time, and recurring costs for the implementation year ending 6/30/2020 and the next 4 fiscal years.	Initial installation and all one-time costs	Recurring costs			
	Fiscal year ending 06/30/20	Fiscal year ending 06/30/21	Fiscal year ending 06/30/22	Fiscal year ending 06/30/23	Fiscal year ending 06/30/24
Installation					
Training					
Other labor					
Subtotal Labor					
Servers/NVRs/Workstations					
Network					
Other hardware					
Subtotal Hardware					
Licensing					
Software					
Maintenance					
Extended Warranty					
Upgrades					
Subscriptions					
Other software/licensing/maintenance					
Subtotal Software licensing/maintenance					
Support/Troubleshooting					
Consulting					
Other support					
Subtotal Services and Support					
Other (include separate sheet detailing costs)					
Grand Total					

Attachment 2 Current Technical Environment

Network Configuration:	Currently a /24 network; will be changed to a /22 network in the future
Data Center:	Local
Data Network:	100/100 Mbps Internet; 1Gbps local
Server & Operating System Standard:	Windows Server 2012/2016/2019
Storage & Backup Environment:	Storage is local, backup is hosted
Workstation Standard:	Windows 10 Pro
Web Browser Standard:	Google Chrome
Other Applications Utilized:	Microsoft Office, Xpress Bill Pay, Adobe, and various other programs
IT Staffing Resources:	Information Technology Manager System Administrator Help Desk Technician

Attachment 3 Summary of 2019 Key Transaction Volumes

City Operating Volumes/Standards	Metric
City of Cody	
Population (2019 estimate)	9,912
Form of Government	City Council/City Administrator
Total City Budget (General Fund)	\$9,982,782
Total City Budget (All Funds)	\$43,515,598
Total # of Citywide Employees	112
Current # of Total System Users	15
Current # of Concurrent System Users	5
Parks Department	
Overview of Parks Activity Types	Family gatherings, Class reunions, Company picnics, Weddings, Community events, Festivals, Run/walk/race, Soccer, Softball, Youth Football
Total # of Parks	29
Total Area Managed (acres)	70
Overall Maintenance Area (acres)	400
Total Miles of Trails	8
Total # of Sports Fields	8
Total # of Shelters	12
Total # of Field Reservations	7 Fields, 147 Days
Recreation & Aquatics Activity Registrations	
Overview of Program Types	ASAP, Art, Fitness, Pre-school, Safety, Summer Camp, Swim lessons, Toddler classes, Youth and adult sports
Total # of Annual Programs	88
Total # of Annual Sessions	350
Total # of Annual Participants	4278
Total # of Program Instructors	17
Court Reservations	
Overview of Court Types	Basketball, Indoor Tennis, Pickleball, Racquetball, Volleyball
Total # of Court Facilities	1
Total # of Courts	5
Total # of Court Reservations (annually)	50
Customer Management	
Total # of Monthly Memberships	26
Total # of 6-Month Memberships	96
Total # of 5-Star Memberships	314
Total # of Corporate Memberships	1,187

Total # of Charter Memberships	1,415
Total # of Annual Memberships	984
Total # of Members	4,022
Total # of Households	1,848
Total # of Annual Recreation Center Visits (includes pool)	172,898
Total # of Annual Pool Visits	46,231
Facilities	
Overview of Facility Types	Auditorium, Clubroom, and Kitchen Rec Center
Total # Facility Locations	2
Total # of Facilities	4
Total # of Facility Reservations	1,167
League Scheduling	
Overview of League Types	Soccer, Softball, Volleyball, Youth basketball, Youth football
Total # of Leagues (annually)	15
Total # of Tournaments (annually)	11
Total # of Teams in all Group Leagues	Soccer-25 Softball-16 Volleyball-36 Youth Baseball-18 Youth Football-13
Total # of Individuals in Individual Leagues	Soccer-293 Softball-270, Volleyball-252 Youth Baseball-300 Youth Football-118
Payment Processing and POS	
POS Locations	Recreation Center and Mini Golf
Payment Types Accepted	Cash, checks, Visa, MasterCard, Discover, E-checks
Electronic Payment Processing	ACH for annual memberships paid monthly Xpress Bill Pay for credit cards, E-checks, and ACH
Total # of POS Locations	2
Total # of Cashiers	5
Total # of Transactions Processed	23,068
Equipment Rental Management	
Overview of Rental Equipment	Picnic packs
Total # of Check in/out Locations	1
Total # of Rental Items	4