

CITY OF STOCKTON



**REQUEST FOR PROPOSALS (RFP)
REGISTRATION MANAGEMENT SOFTWARE
IMPLEMENTATION AND TRAINING
FOR THE CITY OF STOCKTON, CALIFORNIA
(PUR 15-034)**

**PROPOSALS WILL BE RECEIVED UNTIL THE HOUR OF
2:00 O'CLOCK P.M., THURSDAY, APRIL 14, 2016,
IN THE OFFICE OF THE CITY CLERK,
FIRST FLOOR, CITY HALL, 425 NORTH EL DORADO STREET,
STOCKTON, CALIFORNIA 95202-1997**



REQUEST FOR PROPOSALS (RFP)
PARKS & RECREATION REGISTRATION SOFTWARE
(PUR 15-034)

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NOTICE INVITING PROPOSALS

NOTICE IS HEREBY GIVEN that Request for Proposals (RFP) are invited by the City of Stockton, California for specifications for **REGISTRATION MANAGEMENT SOFTWARE IMPLEMENTATION AND TRAINING (PUR 15-034)** in strict accordance with the specifications.

The City of Stockton is seeking proponents to provide registration software for the Community Services Department from qualified vendors. We are asking that the prospective vendor provide, install, train the City of Stockton Community Services Department in the use of, and implement a Recreation Management Software. The City offers a full range of recreation services to customers that include, but are not limited to, class registration, sports field booking, park and facility rental, special events and variety of community activities. The system will provide accurate record keeping for classes, activities, financial data, and customer information and will need to meet the performance requirements contained in this Request for Proposal.

Proposal forms and specifications are available on the City's web site at www.stocktongov.com/bidflash and must be delivered to the Office of the City Clerk, City Hall, 425 North El Dorado Street, Stockton, up to but not later than, **Thursday, APRIL 14, 2016 , at 2:00 p.m.**

The City reserves the right to reject any and/or all proposals received.

Information on Technical Data

Arecia Yee, Community Services
(209) 937-8285
e-mail: Arecia.Yee@stocktonca.gov

Information on Bid Process/Clarification

Alan Montanelli, Buyer
(209) 937-8350
e-mail: Alan.Montanelli@stocktonca.gov

DISCLAIMER: The City does not assume any liability of responsibility for errors/omissions in any document transmitted electronically.

Dated: March 24, 2016

//s//BONNIE PAIGE
CITY CLERK OF THE CITY OF STOCKTON

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PROPONENT'S CHECKLIST
 CITY OF STOCKTON / PURCHASING DIVISION

Did You:

- * ___ Complete the following proposal documents (FROM THIS PACKET SUBMIT PAGES 41 to 43 AND PLACE IN THE FRONT OF YOUR PROPOSAL):
 - * ___ Sign and notarize by jurat certificate the "Non-Collusion Affidavit" form. An "All-Purpose Acknowledgment" form will not be sufficient.
 - * ___ Complete and sign the "Proponent's Fee Schedule" form, (under separate cover).
 - * ___ Sign the "Proponent's Agreement" form. **Include (with proposal) name and e-mail address for City contact, if different from signatory.**
 - * ___ Include your proposal, as outlined in these specifications.
 - * ___ Submit one (1) ORIGINAL and Six (6) COPIES of all proposal documents (unbound, no staples). Additionally, submit one (1) CD with an electronic version of the proposal.
- * ___ Completed questionnaire/matrix (starting on page 13)
- * ___ Review all clarifications/questions/answers on the City's website at www.stocktonca.gov/bidflash .
- * ___ Deliver sealed proposal to City Hall, City Clerk's Office (1st floor), 425 North El Dorado Street, Stockton, CA 95202, before **APRIL 14, 2016, at 2:00 p.m.** Sealed proposal shall be marked "Proposal" and indicate project name, number, and proposal opening date (in the same format below). Please note that some overnight delivery services do not deliver directly to the City Clerk's Office. This could result in the proposal arriving in the City Clerk's Office after the proposal opening deadline and therefore not being accepted.
 - A) "RFP – TO PROVIDE REGISTRATION MANAGEMENT SOFTWARE IMPLEMENTATION AND TRAINING"**
 - B) PUR 15-034**
 - C) APRIL 14, 2016**

CONTACT INFORMATION:

Information on Technical Data	Information on Bid Process/Clarification
Arecia Yee, Community Services (209) 937-8285 e-mail: Arecia.Yee@stocktonca.gov	Alan Montanelli, Buyer (209) 937-8350 e-mail: Alan.Montanelli@stocktonca.gov

*If not completed as required, your proposal may be rejected.

DISCLAIMER: The City does not assume any liability or responsibility for errors/omissions in any document transmitted electronically.

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1.0 GENERAL INFORMATION

1.1 REQUEST FOR PROPOSAL (RFP) PROCESS

The purpose of this Request for Proposal (RFP) is to request proponents to present their qualifications and capabilities to provide REGISTRATION MANAGEMENT SOFTWARE IMPLEMENTATION AND TRAINING (PUR 15-034) for the City of Stockton.

1.2 INVITATION TO SUBMIT A PROPOSAL

Proposals shall be submitted no later than 2:00 p.m., on Thursday, APRIL 14, 2016, in the office of:

CITY CLERK
CITY OF STOCKTON
425 NORTH EL DORADO STREET
STOCKTON, CA 95202-1997

One (1) original and SIX (6) copies of the proposal shall be submitted. Additionally, submit one (1) CD with an electronic version of the proposal. The proposal should be firmly sealed in an envelope which shall be clearly marked on the outside, "REGISTRATION MANAGEMENT SOFTWARE IMPLEMENTATION AND TRAINING for the City of Stockton (PUR 15-034)." Any proposal received after the due date and time indicated may not be accepted and may be rejected and returned, unopened, to the proponent.

1.3 LOCAL BUSINESS PREFERENCE

Stockton Municipal Code Section 3.68.090 reads as follows:

Preference shall be given to the purchase of supplies, materials, equipment, and contractual services from local merchants, quality and price being equal. Local merchants who have a physical business location within the boundaries of San Joaquin County, and who have applied for and paid a business license tax and registration fee pursuant to Stockton Municipal Code Title 5, Chapter [5.08](#), License Taxes, shall be granted two (2) percent bid preference. Local Merchants who have a physical business location within the boundaries of the City of Stockton, and who have applied for and paid a business license tax and registration fee pursuant to Stockton Municipal Code Title 5, Chapter [5.08](#), License Taxes, shall be granted five (5) percent bid preference. This section is intended to provide preference in the award of certain City contracts in order to

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encourage businesses to move into and expand within the City.
(Ord. 2014-03-18-1601 C.S. § 1; prior code § 3-106.1)

1.4 LOCAL EMPLOYMENT—PUBLIC WORKS CONTRACTORS

Proponent must comply with City of Stockton Municipal Code (SMC) Section 3.68.095, Ordinance No. 011-09 adopted September 1, 2009, effective October 1, 2009.

1.5 CONSEQUENCE OF SUBMISSION OF PROPOSAL

- A. The City shall not be obligated to respond to any proposal submitted nor be legally bound in any manner by the submission of a proposal.
- B. Acceptance by the City of a proposal obligates the proponent to enter into an agreement with the City.
- C. An agreement shall not be binding or valid against the City unless or until it is executed by the City and the proponent.
- D. Statistical information contained in these documents is for informational purposes only. The City shall not be responsible for the accuracy of said data. City reserves the right to increase or decrease the project scope.

1.6 ACCEPTANCE OR REJECTION OF PROPOSAL

The City reserves the right to select the successful proposal and negotiate an agreement as to the scope of services, the schedule for performance and duration of the services with proponent(s) whose proposal(s) is/are most responsive to the needs of the City. Further, the City reserves the right to reject any and all proposals, or alternate proposals, or waive any informality or irregularity in the proposal as is in the City's best interest.

The City reserves the right to reject any and all proposals, or portions thereof, received in response to the Request or to negotiate separately with any source whatsoever, in any manner necessary, to serve the best interests of the City. Additionally, the City may, for any reason, decide not to award an agreement(s) as a result of this Request.

Non-acceptance of any proposal shall not imply that the proposal was deficient. Rather, non-acceptance of any proposal will mean that another proposal was deemed to be more advantageous to the City or that the City decided not to award an agreement as a result of this Request.

1.7 RIGHT TO CHANGE OR AMEND REQUEST

The City reserves the right to change the terms and conditions of this Request. The City will notify potential proponent(s) of any material changes by posting on the City's website. No one is authorized to amend any of the Request requirements in any respect, by an oral statement, or to make any representation or interpretation in conflict with its provisions. If necessary, supplementary information and/or clarifications/questions/answers will be posted on the City's website @ www.stocktongov.com/bidlfash . Failure of any proponent to not have received such information and/or clarifications/questions/answers shall not relieve such proponent from any obligation under his/her proposal as submitted.

Any exceptions to this Proposal shall be clearly stated in writing.

1.8 CANCELLATION

The City reserves the right to rescind award of the contract at any time before execution of the contract by both parties if rescission is deemed to be in City's best interest. In no event shall City have any liability for the rescission of award. The proponent assumes the sole risk and responsibility for all expenses connected with the preparation of its proposal.

1.9 EXAMINATION OF PROPOSAL MATERIALS

The submission of a proposal shall be deemed a representation and warranty by the proponent that it has investigated all aspects of the Request, that it is aware of the applicable facts pertaining to the Request process and its procedures and requirements, and that it has read and understands the Request. No request for modification of the provisions of the proposal shall be considered after its submission on the grounds the proponent was not fully informed as to any fact or condition. Statistical information which may be contained in the Request or any addendum is for informational purposes only. The City disclaims any responsibility for this information which may subsequently be determined to be incomplete or inaccurate.

1.10 ADDENDA AND INTERPRETATION

The City will not be responsible for, nor be bound by, any oral instructions, interpretations, or explanations issued by the City or its representatives. Any request for clarifications/questions/answers of this Request shall be made in writing/e-mail and deliverable to:

CITY OF STOCKTON
ATTN: ARECIA YEE
COMMUNITY SERVICES

CITY OF STOCKTON
ATTN: ALAN MONTANELLI
PURCHASING DIVISION

425 NORTH EL DORADO STREET
STOCKTON, CA 95202-1997
Arecia.Yee@stocktonca.gov

425 NORTH EL DORADO STREET
STOCKTON, CA 95202-1997
Alan.Montanelli@stocktonca.gov

Such request for clarifications/questions/answers shall be delivered to the City by 5:00pm on March 31, 2016. Any City response to a request for clarifications/questions/answers will be posted on the City's website at www.stocktongov.com/bidlfash by 5:00pm on April 7, 2016, and will become a part of the Request. The proponent should await responses to inquiries prior to submitting a proposal.

1.11 DISQUALIFICATION

Any of the following may be considered cause to disqualify a proponent without further consideration:

- A. Evidence of collusion among proponents;
- B. Any attempt to improperly influence any member of the evaluation panel;
- C. Any attempt to communicate in any manner with a City of Stockton elected official during the RFP/bid process will, and shall be, just cause for disqualification/rejection of proponent's proposal/Proponent's bid submittal and considered non-responsive.
- D. A proponent's default in any operation of a professional services agreement which resulted in termination of that agreement; and/or
- E. Existence of any lawsuit, unresolved contractual claim, or dispute between proponent and the City.
- F. No person, firm, or corporation shall be allowed to make or file or be interested in more than one bid for the same supplies, services, or both; provided, however, that subcontract bids to the principal bidders are excluded from the requirements of this section: Section 3.68.120 of the Municipal Code.

1.12 INFORMAL PROPOSAL REJECTED

A proposal shall be prepared and submitted in accordance with the provisions of these Request instructions and specifications. Any alteration, omission, addition, variance, or limitation of, from, or to a proposal may be sufficient grounds for rejection of the proposal. The City has the right to waive any defects in a proposal if the City chooses to do so. The City may not accept a proposal if any document

or item necessary for the proper evaluation of the proposal is incomplete, improperly executed, indefinite, ambiguous, or missing.

1.13 CONDITIONS TO BE ACCEPTED IF ANY WORK IS SUBCONTRACTED

- A. The proponent assumes full responsibility, including insurance and bonding requirements, for the quality and quantity of all work performed.
- B. If proponent's supplier(s) and/or subcontractor's involvement requires the use of a licensed, patented, or proprietary process, the proponent of the process is responsible for assuring that the subcontractor, supplier, and/or operator have been properly authorized to use the process or for providing another process which is comparable to that which is required prior to submission of a proposal.

1.14 LICENSING REQUIREMENTS

Any professional certifications or licenses that may be required will be the sole cost and responsibility of the successful proponent.

A City of Stockton Business license may be required for this project. Please contact the City of Stockton Business License Division at (209) 937-8313.

1.15 INSURANCE REQUIREMENTS

Proponent/Bidder, at Proponent's/Bidder's sole cost and expense and for the full term of the resultant contract or any extension thereof, shall obtain and maintain at least all of the insurance requirements listed in attached Exhibit A.

All coverage shall be provided by a carrier authorized to transact business in California and shall be primary. All policies, endorsements, and certificates shall be subject to approval by the Risk Manager of the City to Stockton as to form and content. These requirements are subject to amendment or waiver if so approved in writing by the Risk Manager.

Maintenance of proper insurance coverage is a material element of this contract, and failure to maintain or renew coverage or to provide evidence of renewal may be treated as a material breach of contract.

The Proponent shall assert that these insurance requirements will be met as part of their proposal response. *Failure to comply with these insurance requirements may result in a proposal being deemed unresponsive.* Proponent shall satisfy these insurance requirements concurrently with the signing of the contract prior to commencement of work. *It is strongly suggested that insurance requirements be reviewed with*

Proponent's broker to ensure any additional costs are included in the proposal pricing component.

Any questions pertaining to insurance requirements, please contact City of Stockton Risk Services at (209) 937-5037.

1.16 HOLD HARMLESS DEFENSE CLAUSE

To the fullest extent permitted by law, Contractor shall hold harmless, defend at its own expense, and indemnify the City of Stockton, its Mayor, Council, officers, representatives, agents, employees and volunteers, against any and all liability, claims, losses, damages, or expenses, including reasonable attorney's fees, arising from all acts or omissions to act of contractor or its officers, agents, or employees in rendering services under this contract; excluding, however, such liability, claims, losses, damages, or expenses arising from the City of Stockton's sole negligence or willful acts. The duty to defend and the duty to indemnify are separate and distinct obligations. The indemnification obligations of this section shall survive the termination of this agreement.

1.17 APPLICABLE LAW

Applicable law shall be governed by the laws of the State of California. Venue shall be proper in the Superior Court of the State of California, County of San Joaquin, Stockton Branch, or, for actions brought in Federal Court, the United States District Court for the Eastern District of California, Sacramento Division.

1.18 METHOD OF PAYMENT

Payment will be made within thirty (30) days after invoices are received and accepted by the City Manager. Invoices are to be rendered monthly.

1.19 NOTICE TO OUT-OF-STATE VENDOR

It is the policy of the City of Stockton to pay all applicable California sales/use tax directly to the State Board of Equalization (BOE) pursuant to California Revenue and Taxation Code 7051.3. The City of Stockton will self-accrue all sales/use tax on purchases made from out-of-state vendors.

Sales and use tax on purchases made by the City of Stockton from all companies located outside California and whose products are shipped from out of state will be remitted to the BOE directly by the City under permit number **SR KHE 28-051174 DP**. **Please do not include sales/use tax on the invoice that you submit to the City of Stockton.**

Questions regarding the City of Stockton's payment of sales/use tax can be directed to the City of Stockton's Purchasing Division at (209) 937-8357.

1.20 TERM

To be negotiated.

1.21 COMPETITIVE PRICING

Proponent warrants and agrees that each of the charges, economic or product terms or warranties granted pursuant to this Contract are comparable to or better than the equivalent charge, economic or product term or warranty being offered to any similarly situated commercial or other government customer of proponent. If proponent enters into any arrangements with another customer of proponent to provide product under more favorable charges, economic or product terms or warranties, proponent shall immediately notify CITY of such change and this Contract shall be deemed amended to incorporate the most favorable charges, economic or product terms or warranties.

1.22 FUNDING

Any contract which results from this Request will terminate without penalty at the end of the fiscal year in the event funds are not appropriated for the next fiscal year. If funds are appropriated for a portion of the fiscal year, this contract will terminate without penalty, at the end of the term for which funds are appropriated.

1.23 UNCONDITIONAL TERMINATION FOR CONVENIENCE

The City may terminate the resultant agreement for convenience by providing sixty (60) calendar day advance notice unless otherwise stated in writing.

1.24 AUDITING OF CHARGES AND SERVICES

The City reserves the right to periodically audit all charges and services made by the successful proponent to the City for services provided under the contract. Upon request, the proponent agrees to furnish the City with necessary information and assistance.

1.25 CHANGES

The City's Representative has the authority to review and recommend or reject change orders and cost proposals submitted by the proponent or as recommended by the proponent's project manager, pursuant to the adopted City of Stockton Standard Specifications.

1.26 AWARD

Upon conclusion of the Request process, a contract may be awarded for REGISTRATION MANAGEMENT SOFTWARE IMPLEMENTATION AND TRAINING for the City of Stockton.

The City reserves the right to select the successful proponent and to negotiate terms of a contract with the proponent(s) whose proposal(s) is/are most responsive to the needs of the City. Further, the City reserves the right to reject any and all proposals, or alternate proposals, or waive any informality in the proposal as is in the City's best interest.

1.27 PRODUCT OWNERSHIP

Any documents, products or systems resulting from the contract will be the property of the City of Stockton.

1.28 CONFIDENTIALITY

If proponent believes that portions of a proposal constitute trade secrets or confidential commercial, financial, geological, or geophysical data, then the proponent must so specify by, at a minimum, stamping in bold red letters the term "**CONFIDENTIAL**" on that part of the proposal which the proponent believes to be protected from disclosure. The proponent must submit in writing specific detailed reasons, including any relevant legal authority, stating why the proponent believes the material to be confidential or a trade secret. Vague and general claims as to confidentiality will not be accepted. The City will be the sole judge as to whether a claim is general and/or vague in nature. All offers and parts of offers that are not marked as confidential may be automatically considered public information after the contract is awarded. **The proponent is hereby put on notice that the City may consider all or parts of the offer public information under applicable law even though marked confidential.**

1.29 OTHER GOVERNMENTAL AGENCIES

If mutually agreeable to all parties, the use of any resultant contract/purchase order may be extended to other political subdivisions, municipalities, or tax supported agencies.

Such participating governmental bodies shall make purchases in their own name, make payment directly to successful Proponent and be liable directly to the successful Proponent, holding the City of Stockton harmless.

1.30 PROPONENT'S SAFETY RESPONSIBILITY

The scope of work for this project has been reviewed for special risks or hidden dangers that may be present to employees of the proponent or any subcontractor. The proponent is required to identify, notify employees, and implement special precautions to prevent injuries to employees. Additionally, the proponent is required to identify its skill, experience, and equipment in dealing with the types of risk to employees.

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2.0 SPECIFICATIONS

2.1 GENERAL INFORMATION

The City of Stockton is seeking proponents to provide registration software for the Community Services Department from qualified vendors. We are asking that the prospective vendor provide, install, train the City of Stockton Community Services Department in the use of, and implement a Recreation Management Software. The City offers a full range of recreation services to customers that include, but are not limited to, class registration, sports field booking, park and facility rental, special events and variety of community activities. The system will provide accurate record keeping for classes, activities, financial data, and customer information and will need to meet the performance requirements contained in this Request for Proposal.

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

2.2 DIRECTIONS

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

Matrix Column	Description
Solution Functional Requirements	This column presents desired functionality, technical, and interface capability.
Code	<p>3 - System can completely meet this requirement with no custom code and no additional expense. For example, this code should be used when the requirement can be met by populating a table or modifying a screen so long as these tables or screen changes would not affect system update.</p> <p>2 - System can meet requirement with minor code modifications with no impact on future releases. Modifications are placed in production by the implementation date with no additional cost for modification; the modification becomes part of the next system release.</p> <p>1 - System will not meet requirement and will require modification(s). Testing and production of modifications will be in place prior to implementation date; however, the customer will assume a cost above the basic system cost for future updates.</p> <p>0 - System will not meet requirement, and modification in time for implementation is not possible.</p> <p>N/A – The requirement does not apply to the proposal</p>

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Comments	<p>In this column, please provide additional information about your responses. In particular, we want to know:</p> <p>If your description includes any features that are not part of the base system package.</p> <p>If your response includes uses of third party software, ad-hoc query tools, “creative” use of exiting features, or custom modifications</p> <p><i>Although costs are requested in a separate section, please provide a realistic dollar estimate if there is additional cost associated with your solution, and whether that cost is due to additional software purchase or modification work.</i></p>
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2.2.1 TECHNICAL

Below Section to be completed for All Solutions (regardless of On-Premise or Hosted)

#	Solution Requirements	Code	Comments or Additional Information
	General		
T-1	Application can be modified and enhanced to meet the City's business requirements while still maintaining vendor support.		
T-2	User configurable menus, fields and screens.		
T-3	Multiple security/limited view levels that include group, role-based or user access (view, modify, report) .		
T-4	Granularity exists in user security (i.e. page, table, field level).		
T-5	User access can be integrated with Microsoft Active Directory for City of Stockton employees.		
T-6	Application provides for application and data integration via methods such as Web Services, REST.		
T-7	Ability to import/export data in a variety of formats e.g. Excel, XML.		
T-8	Does your product integrate with Microsoft Office e.g. export to Excel, Word, Exchange, SharePoint.		
T-9	Ability for users to execute standard reports.		
T-10	Ability for user to create ad-hoc queries and reports with the ability to save these for future use.		
T-11	Solution includes on-line help, user manuals, installation procedures, configuration and maintenance procedures, and operations manuals.		
T-12	Vendor publishes a hot fix and upgrade schedule.		
T-13	Vendor provides support for software/service accessible 7 days a week, 6am – 10pm Pacific Standard Time.		
T-14	Are customers in production with the solution that you have proposed? If so, how many and provide list of customers with similar demographics to Stockton.		
ADD	Vendor support options for 24/7/365 support?		

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2.2.2 Below section to be completed if the proposed solution is On-Premise (i.e. solution resides at the city)

#	Solution Requirements	Code	Comments or Additional Information
	Servers and Operating System		
T-15	Support for Microsoft Windows Operating System 2012 R2		
T-16	Number of Virtual Servers Required		
T-17	Operating System(s) with Version #		
T-18	Recommended drive space requirements		
T-19	Recommended RAM (GB)		
T-20	Recommended # Processors (and Speed if Physical)		
T-21	Pre-requisite configuration and software to be installed on Operating System, if any		
	Relational Database Management System		
T-22	Support for Microsoft SQL Server 2012 or MS SQL Server 2008 R2. City would prefer latest release.		
T-23	Estimated database size requirements		
T-24	Specific database configuration requirements, if any		

2.2.3 Below Section to be filled out if proposed solution is hosted by vendor (i.e. Software as a Service)

#	Solution Requirements	Code	Comments or Additional Information
T-25	Is your environment Single or Multi-Tenant? If multi-tenant, how do you ensure segregation of client data?		
T-26	Do you publish a standard Service Level Agreement?		
T-27	What is your application availability as a percentage?		
T-28	Where is your primary data center located, where are secondary data centers located, who has access, are activities logged for auditing, how are intrusions prevented?		

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2.3 ACTIVITY RECORDS REQUIREMENT

#	Solution Requirements	Code	Comments or Additional Information
-1	Activity data fields are to include all of the following elements: <ul style="list-style-type: none"> • Activity number (Course Number) • Activity name • Season (Trimester) • Category • Sub-Category • Instructor • Location • Staff Supervisor • Activity Status • Start and End Date • Start Date and time for resident, non-resident and member resident registration • Minimum and maximum age by year • Minimum and maximum age by month • Minimum and maximum enrollment levels • Prerequisite activity • Text areas for catalog, receipt notes, and internal staff notes, supply lists • Calculation and storage of all session dates, times, and hours • Multiple activity fees per activity by defined criteria • Class Descriptions for Parent and Child activities (i.e. one description for overall day camp, and one description for each individual week of camp.) • Scholarship Information 		
-2	The software supports entry of all data elements defining an activity.		
-3	Define recreation activities by season (i.e. trimester or annual)		
-4	Assign user-defined categories and sub-categories to recreation activities.		
-5	Indicate level of proficiency necessary for participation in recreation activities.		
-6	Assign a location including building and room in which a recreational activity will meet.		
-7	Track clients waiting for a specific class or activity (wait lists)		
-8	Ability to provide priority registration for returning clients to the same activity in different seasons (trimesters)/sessions.		
-9	Provide the ability to batch roll over programs.		
-10	Assign the time of day and day of the week recreational activities are to meet.		
-11	Automatically indicate next client on the wait list of oversubscribed classes in the event of a cancellation or refund request by another client.		
-12	Maintain a description of all classes/activities offered.		
-13	The system will denote each activity that has a waiting list for easy identification when viewing an activity list.		

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#	Solution Requirements	Code	Comments or Additional Information
14	Allow the transfer of clients from one section, class or activity to another with similar or different fees.		
15	Provide the capability to manually override/adjust class roster limits.		
16	Identify activities that do not meet minimum registration limits and provide a mechanism to easily cancel the activity from the same screen.		
17	Provide an online or POS "instant" registration allowing for real time client registration and confirmation/receipt emailing or printing.		
18	The software will automatically calculate all session meeting dates and generate a complete list of all dates, total session meetings and total session hours.		
19	Special notes; prompts; may be assigned to individual activities, a special enrollment notes screen will automatically appear during any enrollment in this activity.		
20	A participant can be enrolled in multiple activities without having to reselect or re-input the participant's name each time.		
21	A browse list of activities in alphabetical order would display multiple field information from the courses.		
22	The software must support the batch advance of participants to the next age and/or grade level as a function of the system.		
23	System allows new enrollment, refunds, adjustments, scholarships, transfers, wait list entries, credits (refundable and non-refundable) and voids.		
24	The software must accommodate skip days assigned to individual activities in addition to the skip days assigned globally.		
25	Software allows for "retiring" of enrollment data and rosters at the end of a season to allow for easy setup of the software to handle the upcoming season. Retired data is stored in a historical file, and is accessible for marketing purpose. (Retiring should not be done automatically).		
26	Software will allow for registration of participants into activities offered in multiple seasons at the same time, such as registration in both late Summer and early Fall programs. Software does not require one season to be closed before starting another allowing simultaneous operation of multiple seasons.		
27	Software operates simultaneously with and shares data with the Internet registration module to allow customers to register themselves into activities via the web.		
28	When interfacing with league scheduling, the activity registration module can accept enrollments into team sports activities and automatically add players onto a league scheduling team roster.		
29	When interfacing with facility reservation module, the activity registration module will automatically calculate all activity session meeting dates and allow facilities to be scheduled and reserved as new activities are entered.		
30	System includes a designated function that is specific to group or mass registration, allowing a large number to be registered quickly.		

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#	Solution Requirements	Code	Comments or Additional Information
31	System will allow one person to purchase programs at different price points. For example; an adult can purchase 3 adult tickets at \$74 each and 2 children tickets at \$47 each for zip tour.		
32	Multiple instructors can be assigned to each activity.		
33	Software automatically checks and notifies the operator if there is a conflict with the attempt to enroll a participant into an activity.		
34	System tracks all of the following instructor information: <ul style="list-style-type: none"> • Instructor Last Name • Instructor First Name • Address • Multiple Phone number(s) • Indication of whether phone numbers can be released to students • Instructor ID number • Instructors skills • Instructor's attributes; i.e.: certificates, awards, etc. • Default type of payment, including fixed fee, percentage, or variable fee • Link to instructor professional services agreement in Document Management System. 		
35	System will be able to track multiple waivers per registration, including: <ul style="list-style-type: none"> • Waiver of Liability • Photo Release Waiver Scanned copies of waivers, or verification of electronic signature for online waivers, can be attached to each registration. Waiver status can be modified after the registration is completed.		
36	System will be capable of capturing data via custom forms (i.e. child information forms for camp programs, etc.). Custom forms can be developed by system administrators.		

2.4 CLIENT RECORDS

#	Solution Requirements	Code	Comments or Additional Information
CR-1	Participant data fields include, at a minimum, all of the following: <ul style="list-style-type: none"> • First name • Last name • Middle Initial • Address • Multiple fields for phone numbers including area code • Birthdate and auto-calculated age • Residency status integrated with city GIS to automatically validate entry • Gender • Participant ID number • Family or household ID number • Denotation of primary contact 		

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#	Solution Requirements	Code	Comments or Additional Information
	<ul style="list-style-type: none"> • Customer balance • Customer/Account Type • Text notes • Email address • Participant photograph • Email Communication Opt-Out 		
CR-2	Software allows search on multiple fields including the use of wildcard character(s).		
CR-3	Track participant records by individual, organization and household.		
CR-4	Software is able to use GIS or other mapping tool to verify a customer's residency status.		
CR-5	System should have waivers with date range of when waiver has expired.		
CR-6	Maintain participant liability waiver/release history.		
CR-7	Maintain participant history of classes and check against any prerequisites for registration		
CR-8	Maintain participant photo waiver/release history.		
CR-9	Maintain a participant history file with relevant medical history information within the HIPPA laws.		
CR-10	Provide additional fields for recording demographic information on participants.		
CR-11	Maintain a participant history file with emergency contact including name, telephone number, and relation to client.		
CR-12	Search for participants through use of bar code/magnetic stripe scan from ID card.		
CR-13	Allow storage of multiple addresses for a client.		
CR-14	Support categorization of participant addresses (i.e. mailing addresses, mother's address, work address, etc.)		
CR-15	Allow special discounts for frequent or special category participants.		
CR-16	Ability to apply payment to someone else's account. Third-party payment.		
CR-17	Ability for client to create account online in real time.		

2.5 DESKTOP PUBLISHING/ACTIVITY PUBLISHING

#	Solution Requirements	Code	Comments or Additional Information
DP-1	Software will export activity data into a file for use with a desktop publishing program for the production of an activity guide, course catalog, or activity flyers.		
DP-2	Provide the ability to export email addresses by account type (family, business, league contact), including: <ul style="list-style-type: none"> • Email Address • Last Name • First Name • Account ID Number 		

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#	Solution Requirements	Code	Comments or Additional Information
	The export should be to a CSV file. The export should be able to be filtered by any type of data captured in the system.		

2.6 FINANCIAL PROCESSING

#	Solution Requirements	Code	Comments or Additional Information
FP-1	Flag accounts with problems, (i.e. missing records, balances due, etc.)		
FP-2	Multiple transactions can be combined to a single receipt, such as combining a new enrollment, a refund, and a transfer onto a single receipt to meet overall POS needs.		
FP-3	Allows for multiple customization of receipt format. Different sites have different receipt formatting needs.		
FP-4	Software allows designated fields to be mandatory to fill out.		
FP-5	Provide the ability to reprint current receipts, and to easily search historical receipts and reprint them.		
FP-6	Provide the ability to email receipts.		
FP-7	Software must support the assignment of an multiple fees for each activity and the ability to assign each fee to a different revenue account.		
FP-8	Software can interface to and automatically trigger a cash drawer.		
FP-9	Software can maintain an audit log of automatic and manual cash drawer operations.		
FP-1	Software will produce customer invoices.		
FP-1	Software automatically calculates the cost of activities as participants enroll including calculating pro-rated fees for missed sessions if needed. These fees may be overridden with proper security/authorization.		
FP-1	Software allows deposit to be accepted for activities, including partial payment at the time of enrollment and later collection of the remaining balance.		
FP-1	If a partial payment is received, software will allow and automatically create a payment plan for the customer. Payment plan can be manually overridden.		
FP-1	Interface with accounts receivable and the general ledger system to allow data exchange in both directions.		
FP-1	A customer account management and accounts receivable system is included to track customer balances and provide reports for all payments coming due.		
FP-1	Individual instructor's pay calculations methods can be entered for one or more instructors per activity. Payment methods include: <ul style="list-style-type: none"> • Percent of revenue collected • Fixed contract fee • Variable fee • Hourly pay Any combination of the above		
FP-1	Software will produce instructor payment reports, showing total of all payments due, payments made to date and balance owed.		

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#	Solution Requirements	Code	Comments or Additional Information
	Calculations will be performed automatically, as necessary, by determining the payment type, number of students enrolled, etc.		
FP-1	Prompt the user when over-or underpayment occurs.		
FP-1	System will track and record deposits from activities, memberships, rentals and leagues.		
FP-2	Prepare periodic billing for rentals with balances.		
FP-2	Integrated credit card processing with EMV standards.		
FP-2	Print client payment history.		
FP-2	Allow billings to be split between individuals and/or group.		
FP-2	Allow for refund processing of activity registrations, rental league, memberships, and deposits.		
FP-2	Allow both refundable and non-refundable credits on client's account.		
FP-2	Able to create, generate and track scholarships, family discounts, variable discounts, etc.		
FP-2	The software must allow for entry of rental charge data into a facility rental price list. The price list will be used automatically to price charge new reservations, including hourly charges and deposits. New charges include fees for deposits, rental, customer type, facility use type, scaled fees, group size, date/time of use, and appropriate facility charges.		
FP-2	Software must track revenue by room/facility or other user-defined subset.		
FP-2	Facility rental prices list allows unique charges for each facility and variable charges based on customer types such as resident, non-resident, profit, non-profit. Software will allow entry of multiple customer types.		
FP-3	Facility rental prices list entries to include identification and handling of deposits. The system will automatically generate a list of deposits to be refunded unless withheld for damage or other reasons.		
FP-3	Software able to generate multiple taxes.		
FP-3	Software must track income and revenue for each module's package type, broken down by individual fee charged, adjustments, and net revenue.		
FP-3	System is independent of the payment processor.		
FP-3	System is able to apply multiple GL accounts to any POS, activity, rental, membership or league.		
FP-3	Set up of an unearned/deferred revenue account is optional within the system should the City decide to immediately recognize revenue.		
FP-3	System should be configurable to limit the number of users who can flag GL accounts as taxable or non-taxable.		
FP-3	Auditors should be able to trace every transaction back to its source within the system.		
FP-3	System should have a method for converting outstanding balances from the old system to the new (unearned revenue, receivables outstanding, NSF's, credit card in process, etc.)		
FP-3	Ability for Accounting and/or Treasury divisions within Finance to have read-only access to account/master data setup.		
FP-4	Invoice search fields include but are not limited to: dollar amount,		

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#	Solution Requirements	Code	Comments or Additional Information
	customer number/account, customer name, account type, account number, street address, invoice date, transactional group (a configurable field for the purpose of distinguishing functional groups within the City). Ability to configure those invoice search fields by transactional group.		
FP-4	Override auditing when a completed transaction needs to be modified. A report that details all overrides over a user-defined period of time (by user, terminal, date transaction overridden). Optional configuration to require high security level users to override transactions.		
FP-4	System needs to interface to/from multiple existing systems at the detailed transaction level, including but not limited to SunGard HTE. Vendor to provide list of currently supported financial system interfaces for the following activities. (GL/invoice lookups, AR/GL exports, refunds), Advanced Utility Systems CIS (billing/address lookup, payments), Accela software (permitting information and payments). Update frequencies between systems should be as close to real time as possible.		
FP-4	"End of day" button or automated process that ensures transactions for the day are reset or committed and cannot be modified by cashiers (with option to reset per terminal, location, by user, or any combination thereof).		
FP-4	Check endorsement, receipt, credit card swiping devices, credit card "dipping" functionality.		
FP-4	Software is compatible with new EMV terminal chip and pin/chip and sign technology.		
FP-4	CVV or PIN credit card data is not retained once a transaction is complete.		
FP-4	Define system PCI compliance solution.		
FP-4	Software is compatible with printers capable of franking checks with "Electronically Represented".		
FP-4	The system can issue refunds electronically for any type of payment that originated with the system (permits, utilities, deposits, etc.)		
FP-5	If a refund is issued electronically, the system knows if the credit card used for the original payment has expired. Approved staff can go into the system to provide options to change refund type from original payment type to alternate refund type for credit cards only and tracks reason for change (i.e. Card cancelled, stolen, disabled w/comments).		
FP-5	Sensitive customer data (bank card, bank account number, customer's name and other identifying information) can be protected by restricting access to the data.		
FP-5	For one-time transactions, the 16 digit credit card number and expiration date will be retained for 30 days. Only the last 4 digits of the credit card number will be retained after 30 days.		
FP-5	System may still record transactions when the network is down and upload transactions and confirm valid bank cards once the network is back up.		
FP-5	System shall accommodate cash basis, modified-accrual, and other accounting methods.		
FP-5	System should incorporate Generally Accepted Accounting Principles (GAAP), as it relates to Governmental Standards, in all		

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#	Solution Requirements	Code	Comments or Additional Information
	modules. This includes, but is not limited to, internal controls, audit trail, revenue tracking, etc.		
FP-5	System will allow sale of "debit cards" that can be preloaded for a dollar value that can be used for any offerings in our Parks organization. (i.e. zip tour, membership, tennis, program activity, etc.)		
FP-5	Software is compatible with printers capable of endorsing checks.		
FP-5	System must be able to process payments for goods and services that were not originated within the system.		
FP-5	High security level users are able to run end of day deposit reports for each terminal.		

2.7 FACILITY RESERVATIONS

#	Solution Requirements	Code	Comments or Additional Information
FR-1	<p>Facility data fields are, at a minimum, to include all of the following elements:</p> <ul style="list-style-type: none"> • Facility Code/ID • Facility Name • Center/Complex • Address • Day and evening phone • Staff supervisor • Facility type • Area default usage type (hourly or daily) • Opening and closing times Overlapping facilities and facility attributes • Text facility notes • Facility and field "skip dates" • Default Use permit disclaimer • Custom contract form to use • Minimum reservation time, in minutes • Denotation of whether facility is open 24 hours per day • Alternate contact • Alternate contact information (telephone number(s)) • Closure information (holidays, maintenance, etc.) 		
FR-2	Software allows entry and management of multiple centers, facility types, and facilities. Software can search for facilities based on any one or combination of parameters.		
FR-3	The software will automatically accept field and facility reservations as new league schedules are created, without requiring any duplicate or additional entry. Software will also allow the League Scheduling module to access field and facility reservation data so that it will create new schedules and "schedule around" any field dates and times already reserved or already in use.		
FR-4	The software must accommodate individual skip days for each Center and Facility in addition to those days assigned globally.		

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#	Solution Requirements	Code	Comments or Additional Information
FR-5	Software able to provide security level restriction for booking facilities.		
FR-6	Software allows for user definable periodic retirement of old reservation data. Retired data is stored permanently in a historical file, and is accessible for marketing purposes.		
FR-7	Software will allow reservations to be processed for up to 1 year in the future.		
FR-8	The software allows for the tracking of equipment inventory within each facility, center, and across facilities and centers.		
FR-9	Facility reservations may be entered by the staff person that has access to that center or facility.		
FR-10	Any staff with the appropriate access, may enter a facility reservation.		
FR-11	Software to produce a facility statistics report with, at a minimum, all of the following elements: <ul style="list-style-type: none"> • Center name • Facility type • Facility name • Total days available • Total hours available • Total days reserved • Total hours reserved • Usage percentage by day • Usage percentage by hour • Attendance/participation • Breakdown by usage type (activity, rental, league, administrative booking, etc.) • Revenue by usage type 		
FR-12	Software allows for default charges to be entered for facility types and customer types. Charges can also be designated for individual facilities.		
FR-13	Software enables all of the following: <ul style="list-style-type: none"> • Entry of new reservations • Generation of permit contracts • Generation of payment receipts • Prevention of facility double booking • Generation of custom set-up forms 		
FR-14	Software allows multiple facilities to be rented by a single customer in one step, without requiring multiple permits or duplicate data entry.		
FR-15	Software provides a user-configurable on-screen scheduling calendar, which displays existing reservations and allows "point and click" selection (via mouse) of new dates and times to reserve.		
FR-16	On-screen scheduling calendar is user-configurable by view by day, by week, or by month at a glance. Time increments in the scheduling calendar may be set as low as 15 minute increments up to 2 hour increments.		

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#	Solution Requirements	Code	Comments or Additional Information
FR-17	Software handles 24 hours, overnight, and multiple day reservations.		
FR-18	Software allows searching for unique keywords within specific facilities, such as searching meeting rooms by also being able to specify that the desired room must have a sink, television, etc.		
FR-19	Software will search and display for multi-day or multi-facility reservations.		
FR-20	The software will allow attachment of one or more user-definable Condition of Use text boxes along with each reservation that is processed. The disclaimer text will appear on permit contracts which are produced.		
FR-21	The software will allow reservations to be processed for individuals, companies or both. If a company is used, the software will allow entry of contact persons.		
FR-22	Software to track event name, number of person attending, account balance and special requirements for each reservation. After the reservation is completed, the event name is displayed in the scheduling calendar.		
FR-23	Software to allow entry and storage of standard set-up instructions, which can be individually stored and customized for each type of facility. When a reservation is processed, the software will allow attachment of standard setup instructions, and also allow entry of specialized or custom set-up instructions.		
FR-24	Software to notify a user or participant if there is a conflict with the time attempted to reserve.		
FR-25	Software must produce reservation permit contracts on demand or printed in batches.		
FR-26	Software allows reservation permit contracts to be emailed as PDF files and/or downloaded.		
FR-27	Software allows reservation inquiry by person's name or facility name, and provides printed reports or on-screen review of all reservations.		
FR-28	Software produces a reservation master report, including all of the following options and data elements: <ul style="list-style-type: none"> • All reservations for a specific center • All reservations for a specific facility; meeting room or ball field • All reservations for a specific date range • All reservations for a specific customer • Combinations of the above 		
FR-29	Software produces graphical usage calendars, in monthly, weekly, and daily format. These calendars can be printed or viewed on-screen. Usage calendars should include reservations, activities, leagues, and administrative bookings. Calendar print outs should include but are not limited to dates, times, balance, attendance, and room specifics.		
FR-30	Software to produce a facility event set-up report for the maintenance staff, which includes all facility use for a selected date range, and includes set-up instructions.		
FR-31	Software allows existing permit contracts to be recalled for editing and changes.		
FR-32	Software will eliminate charges associated with an individual reservation due to rain-out but maintain the reservation on the		

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#	Solution Requirements	Code	Comments or Additional Information
	facility calendar.		
FR-33	Software allows the creation of a light-schedule table integrated with the scheduling program. When a facility reservation is entered which is subject to the light schedule, then the system will automatically charge for appropriate light fees.		
FR-34	System should allow for accounting separation of damage deposit and down payments. The two are often handled differently and it would be easier to track.		
FR-35	Software is integrated with Musco Control Link lighting control system.		
FR-36	Software allows existing permit contracts to be sorted by event date or chronologically.		

2.8 GENERAL

#	Solution Requirements	Code	Comments or Additional Information
1	Proposed software is currently installed and operating at other customer locations in the United States with the proposed modules and configurations.		
2	Facility reservation software will generate league scheduling based on existing field usage and reservations to ensure there are no conflicts.		
3	All software modules may operate independently but have the ability to share common data for participants, and companies with the other software modules.		
4	Ability to generate Ad-hoc reports through use of queries on the fields of the screen.		
5	A printed user manual must be provided with the software in addition to online context sensitive help.		
6	Software allows entry of global skip days, such as Christmas day. These skip days will apply to all software modules but may be overridden manually with proper security/authorization.		
7	Software offers security features to grant/deny access to software functions for each user to the menu level. System provides user definable security supporting the restriction of access to system functions at the screen and function level.		
8	Information included in common data files, such as address; telephone number, etc. can be updated, changed, or deleted entirely from within each individual software module. This information can also be updated without entering any of the software modules through the use of account or client module.		
9	The software allows entry of a table that includes all pertinent zip or postal codes, and the corresponding city. During enrollment, the staff may enter a participant zip code, and the software will pre-fill the corresponding city name automatically. This table must be used by all software modules used in the system for this type of information.		
10	System provides test and or training environment to sample data to demonstrate the functions available and aid in learning the new system.		
11	Software can operate individually, or operate simultaneously and share data with "companion" software modules to provide an		

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#	Solution Requirements	Code	Comments or Additional Information
	integrated solution.		
12	System must have mechanism to list staff and instructors.		
13	System peripheral devices are as small and quiet as possible (e.g., receipt printers).		
14	System can require passwords to be changed at least every 90 days.		
15	System is set up to allow for dashboard functionality that is easy to set up.		
16	System is able to utilize a variety of social media outlets for marketing.		
17	Mechanism is place to transfer credits and outstanding balance from old system to the new system as data is migrated.		
18	System is able to set up email reminders for a determined time for programs, personal trainer, tennis or tee times, etc.		
19	System supports dynamic image resizing for various screen sizes.		

2.9 LEAGUE SCHEDULING

#	Solution Requirements	Code	Comments or Additional Information
LS-1	The software must accommodate individual skip days for each league schedules in addition to those skip days defined globally.		
LS-2	Software to track categories, such as softball, and allow multiple schedules to be produced for each category.		
LS-3	Software to track team data, including team name, manager name and address, and any time restrictions when teams cannot play.		
LS-4	Software must be capable of creating schedules without relying on pre-existing scheduling templates.		
LS-5	Software must be able to read data on existing fields reservations, and create new schedules around any times currently reserved. If a time is reserved the software must attempt to schedule the next available time that day or the next game day if the time exceeds the hours of operation for the facility.		
LS-6	After a schedule is produced, the software will automatically create field reservations in the facility reservation module without duplicate data entry.		
LS-7	Software must be capable of producing schedules based upon a user-specified number of round robins and a user-specified number of weeks.		
LS-8	Software must allow the user to specify the number of times per week a team will play up to the maximum number identified game days per week. The software will then use this information in scheduling the league.		
LS-9	Software must use time restrictions entered for each team to prevent automatic scheduling of games during these restricted time slots. However, the system must include a mechanism for manually overriding these restrictions with proper security/authorization.		
LS-10	Software must allow the user definition of multiple time-slots for each play day of the week, such as 6, 7, 8 and 9PM on Monday evenings.		

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#	Solution Requirements	Code	Comments or Additional Information
LS-11	Software must be capable of automatically scheduling dissimilar times on different and multiple days of the week, such as only 7pm on Mondays, but also 1, 2, 3 or 4pm on Saturdays.		
LS-12	Software must be capable of automatically scheduling double headers.		
LS-13	Software to create schedules for as few as 3 and up to 99 teams.		
LS-14	If double headers have been specified, the software must allow the user to choose whether or not to schedule the double headers back to back.		
LS-15	Software must automatically balance schedules, and offer the following balancing methods: <ul style="list-style-type: none"> • Balance time slots evenly for each team. • Balance time slots evenly for each team, with no time slot gaps. • Balance sites/fields assignments evenly. • Balance sites/fields assignments evenly, with no time slot gaps. • Balance sites and time slots evenly for each team. 		
LS-16	Software must be capable of creating schedules using a single field or multiple fields.		
LS-17	When automatically creating a schedule, the software must identify conflicts that cannot be resolved by the system. The user must then be permitted to manually resolve the scheduling conflicts.		
LS-18	The software must include an on-screen customization feature, which displays the entire schedule and all pairings, and allows the user to make changes to existing schedules. If changes are made, the software must automatically detect and prevent corruption of the schedules such as double scheduling of games and double scheduling of fields.		
LS-19	The software must allow scheduling of umpires/referees automatically but make it possible for the user with the appropriate access to manually override any assignments.		
LS-20	Software uses an algorithm-based scheduling method.		
LS-21	Software to produce all of the following reports: <ul style="list-style-type: none"> • Numbered pairing schedule • Team name pairing schedule • Individual team schedule • Game distribution report • Site distribution report • Time distribution report • Team vs. Team distribution report • League ranking report • League box scores report 		
LS-22	Software must track scores and standings, allowing entry of scores after games have been completed.		
LS-23	The software must accommodate scheduling track and field events.		
LS-24	Activities can be designated as team sports, such as soccer. When identified as a team sport activity, the software will:		

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#	Solution Requirements	Code	Comments or Additional Information
	<ul style="list-style-type: none"> • Automatically track player and team names during the enrollment process • Track the maximum number of players per team and prevent over-enrollment • Automatically assign players to teams if desired by staff • Produce activity rosters that are sorted in order by teams and players • Allow manual override of team assignments • Allow players to be transferred between teams • Ask for T-shirt Size 		
LS-25	Software must have a mechanism to generate suspensions for teams or individuals.		
LS-26	Software must allow user-definable scoring methods in addition to the standard scoring methods. An example would be awarding points for sportsmanship.		
LS-27	System must allow for referees, coaches and team members to access information about their team, league, practice and game schedules, playoffs, etc.		
LS-28	System must allow for online display of team, league, practice, and game schedules, playoffs, standings, etc.		

2.10 MAILING LISTS

#	Solution Requirements	Code	Comments or Additional Information
ML-1	Software supports the creation and tracking of an unlimited number of mailing lists.		
ML-2	Mailing labels and email lists can be produced for any individual or combination of rosters.		
ML-3	Mailing labels and email lists can be produced for all or groups of instructors.		
ML-4	Mailing labels and email lists can be generated to capture: <ul style="list-style-type: none"> • Participants • Specific city or combination • Specific zip code or combination • Resident or non-resident status • Age • User Group • Season (Trimester) • Gender • Specific activity or combination • Last registration date • Activity wait list status • Combinations of above 		
ML-5	The system must provide a mechanism for individuals to opt out from all mailing lists, while still retaining an email address in the system.		
ML-6	Software must allow an unlimited number of mailing lists to be associated with a facility, registration, membership or league scheduling.		
ML-7	Software must allow mailing lists to be exported to a comma-delimited format with the following fields:		

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#	Solution Requirements	Code	Comments or Additional Information
	<ul style="list-style-type: none"> • Last Name • First Name • Email Address • Participant ID Number • Mailing List Name • User-definable field(s) Export must be compatible with ConstantContact or other export tool.		
ML-8	Mailing list functionality (i.e. ability to access email functionality, etc.) must be able to be restricted based on user security permissions.		

2.11 MASTER RECORDS

#	Solution Requirements	Code	Comments or Additional Information
MR-1	Maintain a master listing of all facilities available for class activities including a description, address and directions.		
MR-2	Maintain a master list of all rooms within a facility including occupancy limits and description of room.		
MR-3	Maintain a master listing of instructor profiles including address, telephone, and certifications/qualifications.		
MR-4	Maintain a master listing of all participants and family account information.		
MR-5	Maintain a master listing of all leagues and teams.		
MR-6	Maintain a master listing of all memberships.		
MR-7	Maintain a master listing of classes/activities including detailed descriptions.		
MR-8	Ability to revise notes, comment, etc. for each activity by season (quarter).		
MR-9	Ability to update/revise master listings seasonally (by trimester) for any circumstances related to that season (trimester).		

2.12 MEMBERSHIP

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

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#	Solution Requirements	Code	Comments or Additional Information
M-5	Software handles sales of daily passes		
M-6	Software allows pass numbers to be assigned to a customer either at the time of sale or at a later time.		
M-7	Software allows multiple memberships on a single card.		
M-8	Software supports use of bar code scanning.		
M-9	Software supports manual keyboard input member information in case of scanner failure.		
M-10	Software is compatible with creating membership cards with barcodes, using equipment that is either in place or optionally available.		
M-11	Software is capable of interfacing with identification card production systems.		
M-12	When the bar code reader scans a membership card, it automatically verifies the card to be valid and updates the member's attendance record.		
M-13	Software produces a visual and audio warning if a scanned membership card is invalid.		
M-14	Software supports single membership for family on multiple cards. For each member their visit would be recorded regardless of the card used against the single membership.		

2.13 POINT OF SALE

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

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#	Solution Requirements	Code	Comments or Additional Information
POS-13	POS buttons and associated functionality are configurable per terminal and other functional groupings.		
POS-14	Software allows offline transaction when network is down, to automatically upload when network is back up.		

2.14 ON SCREEN VIEWING

#	Solution Requirements	Code	Comments or Additional Information
SV-1	Provide on-screen viewing for historical record of client registrations and financial information.		
SV-2	Provide on-screen viewing of course descriptions.		
SV-3	Provide on-screen viewing of instructor profile information.		
SV-4	Provide on-screen viewing of multiple activities simultaneously.		
SV-5	Provide on-screen viewing of historical record of any transaction previously generated.		
SV-6	Provide on-screen view of participation reports/statistics.		
SV-7	Provide on-screen viewing of reports, including financial reports.		
SV-8	Ability to query on screen and view results.		
SV-9	Provide on-screen viewing of transaction receipt records.		
SV-10	Provide on-screen viewing of class/ activity rosters.		
SV-11	User definable sort order for online viewing of class/activity lists.		
SV-12	During enrollment, the receipt number is displayed on screen for recording on customer's check even if the receipt is not printed.		
SV-13	All reports may be printed and/or viewed on-screen. If viewed on-screen, a zoom feature is provided to enable closer examination of the report.		
SV-14	Software allows inquiry by participant's name, and on screen review of all registered activities current and historic and the current balance of the participant's account.		

2.15 REPORTS/PRINTING

#	Solution Requirements	Code	Comments or Additional Information
RP-1	Software produces enrollment receipts either on demand or in printed batches.		
RP-2	Print instructor profiles.		
RP-3	Print equipment lists.		
RP-4	Print all standard reports saved in the system.		
RP-5	Print special instructions and comments.		
RP-6	Print adhoc on-screen query results.		
RP-7	Print wait list reports.		
RP-8	Print activity attendance sheets.		
RP-9	Print client payment history.		
RP-10	Print facility location descriptions.		
RP-11	Print program schedules by day, week or month.		
RP-12	System includes a built-in financial report engine common to all modules that allows the export of financial data to an external accounting system at least once per day.		
RP-13	Provide for customized agency logos to be printed on forms		

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#	Solution Requirements	Code	Comments or Additional Information
	without the use of pre-printed forms.		
RP-14	Print or view activity/section rosters.		
RP-15	Print or view activity program descriptions.		
RP-16	Software is able to produce receipt printing based on user defined criteria.		
RP-17	Able to print receipts and reports on plain/standard paper.		
RP-18	Provide the ability to print month-end and season/quarter/trimester summary of financial records.		
RP-19	Provide the ability to print season/quarter/trimester end summary of activity participation.		
RP-20	Software is able to produce batch printing of client mailing lists based on user defined criteria.		
RP-21	User definition of titles/footers on forms		
RP-22	Print program, league, facility and membership fee matrices.		
RP-23	Software produces net revenue reports, including a summary or detail format, and sorted by facility, center, or revenue account.		
RP-24	Software allows rosters to be sorted and printed by a variety of queries from data fields.		
RP-25	Software produces attendance sheets that include actual session meeting date(s) and a capability to sign in and sign out.		
RP-26	Software will produce and print wait list confirmations.		
RP-27	Text to include on receipts, vouchers, and wait list confirmations is user definable.		
RP-28	Software will produce and print all the following "End of Day" reports: <ul style="list-style-type: none"> • Net Revenue by summary, by revenue account • Receipt payment report, listing all receipts processed, payment type, and totals • Payment distribution summary, showing all payment distributions • Account transfer report, showing funds flow among revenue accounts • Financial summary for "at a glance" executive review 		
RP-29	Software produces monthly and yearly reports similar to the End of Day reports.		
RP-30	Daily, monthly, and yearly reports can be specified by date range, starting and ending receipt numbers and starting and ending gift certificate numbers, etc.		
RP-31	Software produces summary and detail income, expense, and net revenue reports. Each of these reports can be sorted by activity, location, season (quarter/trimester), category (program area) or revenue account.		
RP-32	Software produces refund report, showing all refunds for a specified date range.		
RP-33	Software produces reports of all deposits coming due.		
RP-34	Software produces registration trend reports by user-defined criteria (i.e. 5-year registration trend data for summer day camps for a specific date).		
RP-35	Software produces all of the following activity reports: <ul style="list-style-type: none"> • Master report listing all activities, descriptions, dates, times, etc. 		

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#	Solution Requirements	Code	Comments or Additional Information
	<ul style="list-style-type: none"> • Report listing all activities and all text descriptions, notes, etc. • Under minimum enrollment report • Over Maximum enrollment report • Full activity report • Activity totals and statistics (registered, attended, historical comparisons) • Facility usage by activities and sessions report • Participants by school, age, area, city, zip code, etc. • Resident and non-resident participation • Duplicated and unduplicated participation • Online vs front desk registration 		
RP-36	Print cash transaction report and receipts.		
RP-37	Print refund vouchers.		
RP-38	Print over/under payment report.		
RP-39	Print general ledger summary.		
RP-40	Compile and report statistics on types of and number of participants/clients.		
RP-41	Compile and report statistics on the number of registrants.		
RP-42	Compile and report statistics on the number and types of activities per session.		
RP-43	Display statistics using graphics representations (i.e., pie charts, bar graphs).		
RP-44	Software produces reports, by activity, for income, expenses, and net revenues.		
RP-45	Facilities module allows reporting rain-out occurrences.		
RP-46	Software will produce all of the following membership package reports: <ul style="list-style-type: none"> • Basic report on packages, showing package ID, name and sales level • Text report on each package, showing package description • Sales report by package, including income, refund and net revenue totals. • Voucher report by package, including refund information 		
RP-47	Software produces reports of membership rosters of each membership packages.		
RP-48	Software produces renewal and non-renewal reports.		
RP-49	Software produces membership usage reports.		
RP-50	Software produces population and demographics reports.		
RP-51	Software produces daily activity report.		
RP-52	Software produces credit card expiration report.		
RP-53	Software produces income reports by membership package.		
RP-54	Software allows end users and/or system administrators (via role based permissions) to create custom reports for use by defined system users.		
RP-55	Provide a sample of every report the system produces.		
RP-56	Compile and report statistics on the revenue generated within a given time period by site, program, GL account, etc.		
RP-57	System has a scheduler that allows reports and exports to be scheduled automatically and emailed to one or more individual or group email accounts.		
RP-58	Detailed report about transaction history over a user-defined time		

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#	Solution Requirements	Code	Comments or Additional Information
	period.		
RP-59	Graphical display of busy and slow times of the day, by terminal.		
RP-60	Software produces a refund report showing all refunds for a specified date range, center, or facility.		
RP-61	Users can export the reports they are authorized to use to Excel.		
RP-62	Receipts can be printed from the computer to a standard printer (8.5 x 11 paper) in lieu of a specific receipt printing device.		
RP-63	Software to allow for management of and produce reports for all overlapping facilities, such as soccer field grassy area that overlaps the outfield area of a ballfield.		
RP-64	Software to produce reports of all centers, facility types, and individual facilities.		
RP-65	Software will produce an instructor payment history report.		

2.16 WEB ACCESS

#	Solution Requirements	Code	Comments or Additional Information
WA-1	<p>Web access registration must perform all functions as an operator assisted registration. This includes but is not limited to the following:</p> <ul style="list-style-type: none"> • Enforcement of all constraints • Gathering information required for specific activities • Interfaces with other modules for automatic update of information based on the function performed. • Creation of client account • Completion of transaction with option to print waivers, confirmations and receipts 		
WA-2	Software must utilize the information contained in the activity records to dynamically populate web pages for use in web-based activity registration.		
WA-3	Software must be capable of displaying an activity and its corresponding description through direct entry of the activity number or by use of a hyperlink menu system.		
WA-4	The software must dynamically utilize a hyperlink menu system based on the activities and categories in the activity registration system.		
WA-5	The software must accommodate linking directly to a parent and/or child activity, an activity type, activities occurring at a specific facility, or activities returned as part of a search.		
WA-6	<p>The software must, at a minimum, include a search capability to query different aspects of the website and return hyperlink results for easy navigation based on the search results. Search capability must allow users to query courses based on one or more of the following criteria:</p> <ul style="list-style-type: none"> • Location • Date • Time • Participant Age • Program Cost • Keyword <p>Keyword searches must query entire parent and child activity title and description, and not be character limited.</p>		
WA-7	The software must include search analytics, allowing system		

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#	Solution Requirements	Code	Comments or Additional Information
	administrators to evaluate commonly used search terminology.		
WA-8	The software must be Google Analytics enabled, and be capable of recording a campaign code.		
WA-9	The software must allow system administrators to edit style sheets and templates.		
WA-10	The software must allow dynamic display of images associated with courses and facilities.		
WA-11	All dynamically created pages must be capable of easily incorporating user defined information while maintaining their dynamic nature. Example: Changing the standard heading, title, or footer information while the page content is dynamically generated.		
WA-12	The software must be capable of handling an unlimited number of simultaneous internet connections.		
WA-13	The software must be capable of simultaneous participant registration on different internet connections.		
WA-14	The software must accept and verify credit card payments.		
WA-15	The system must utilize secure connections for accepting and transmitting all participant information.		
WA-16	The software must provide the same functionality and security when accessed from any of the current versions of Microsoft Internet Explorer, Google Chrome, or Firefox.		
WA-17	The software must dynamically generate web pages and/or activity calendar based on information contained in the facility scheduling records.		
WA-18	The software must process facility booking application and mark the facility occupied pending approval/denial of the responsible staff member.		
WA-19	The system must allow facilities, courses, memberships, leagues, etc., to be marked unavailable for web access or booking.		
WA-20	The software must provide internal mechanisms for protections against unauthorized access to website information.		
WA-21	The software must allow the inclusion of user generated web pages.		
WA-22	Software must meet PCI requirements.		
WA-23	Software must allow non-client account POS transactions.		
WA-24	Software must interface with current City's financial system.		
WA-25	Software must display class enrolment counts and status. Max class size, min class size, currently enrolled, available slots and waiting list status.		

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3.0 PROPOSAL GUIDELINES, CONTENT AND FORMAT

The City of Stockton uses a qualifications-based selection process in obtaining these services. In order for the City to properly evaluate the Proponents' qualification to perform this work, the proposals shall include, as a minimum, the following information:

- A. Evidence of the Proponent's ability to be responsive to this project in regard to timeliness and expertise, including availability of staff proposed to be assigned.
- B. The Proponents are encouraged to expand on the Scope of Work to demonstrate their expertise. Evaluation of the proposals will be based on qualifications, the experience of staff proposed to be assigned to the project, references and thoroughness of the proponent's response to the Scope of Services.
- C. Such additional information that the Proponent may feel would be pertinent to assist the City of Stockton in making its final decision.
- D. Please submit one (1) original and SIX (6) copies of your proposal/qualifications. Additionally, submit one (1) CD with an electronic version of the proposal. One of the copies should be unbound to allow us to reproduce your proposal, as needed.

3.0.1 Cover Letter

Submit a letter on your company letterhead addressing the proposal and format. The letter should be signed by an officer of the firm authorized to bind the firm to all comments made in the proposal, and shall include the name, address, phone number and e-mail address of the person(s) to contact who will be authorized to represent your firm.

3.0.2 Minimum Experience Qualifications Summary

A statement of professional experience and ability.

3.0.3 Management/Method of Operation

Provide detailed description outlining your firm's approach to provide the service. Highlight innovative ideas your firm may have to provide to the City and describe in detail your procedures and management techniques.

3.0.4 References

Provide a list of references with current contact person, e-mail address and phone number who may be contacted regarding firm performance.

3.0.5 Financial Statement

The proponent must be able to demonstrate a good record of performance and have sufficient financial resources to ensure that they can satisfactorily provide the services required herein.

Proponent shall submit a full and detailed presentation of the true condition of the proponent's assets, liabilities and net worth. The report should include a balance sheet and income statement. If the proponent is a new partnership or joint venture, individual financial statements must be submitted for each general partner or joint venture thereof. If firm is a publicly held corporation, the most current annual report should be submitted.

Any proponent who, at the time of submission, is involved in an ongoing bankruptcy as a debtor, or in a reorganization, liquidation, or dissolution proceeding, or if a trustee or receiver has been appointed over all or a substantial portion of the property of the proponent under federal bankruptcy law or any state insolvency, may be declared non-responsive.

3.0.6 Corporate Structure, Organization

Describe how your firm is organized, noting major divisions and any parent/holding companies, as well as brief history of the firm and all personnel potentially to be involved in the project including all sub-consultants. Designate the Principal in Charge and other key personnel. Include résumés. Also provide a description of the experience your firm has had with similar processes.

3.0.7 Proposal Fee (Under Separate Cover)

Provide detailed basic fee structure and break-down of any other charges related to your firm's proposal. Finalist's fee structure may be subject to negotiation.

3.0.8 The proposal must be submitted, typewritten on 8½" X 11" white paper and must be bound in a secure manner.

3.0.9 Material and data not specifically requested for consideration, but which the proponent wishes to submit must not appear with the Proposal Form, but may appear only in an "Additional Data" section. This has specific reference to the following types of data:

Generalized narrative of supplementary information; and
Supplementary graphic material

- 3.0.10** All proposals must be signed with the full name of the proponent, if an individual; by an authorized general partner, if a partnership; or by an authorized officer, if a corporation.
- 3.0.11** When proposals are signed by an agent other than an officer of a corporation or a member of a general partnership, a power of attorney authorizing the signature must be submitted with the proposal.
- 3.0.12** If the proposal is submitted by a partnership or joint venture, the Statement of Personal History attached to the Proposal Form must be completed by each general partner or joint venture thereof. If the proposal is submitted by a corporation, the Statement must be completed by each principal officer of said corporation.
- 3.0.13** The original proposal must have wet ink signatures. Modification to a proposal after the proposal submittal deadline will not be accepted by the City.

3.1 EVALUATION PROCEDURE AND CRITERIA

The City is interested in selecting a qualified firm with the ability to provide REGISTRATION MANAGEMENT SOFTWARE IMPLEMENTATION AND TRAINING. A key component for the successful firm will be the ability to meet the City's performance desires while minimizing the cost.

The Evaluation Panel will consist of City of Stockton staff and any other person(s) designated by the City. Following review of the proposals, the Panel may invite one or more proponents to make an oral presentation. During these presentations, the proponent will be allowed to present such information as may be appropriate in order that the Panel can effectively and objectively analyze all materials and documentation submitted as part of the proposals.

Each firm must be represented by an individual who will be the prime contact person to the City and any other individuals whom the firm may select. The highest-rated proposal(s) will then be further scrutinized through financial analysis and reference checks.

To that end, the Panel will evaluate the proposals based on, but not limited to, the following criteria:

1. Proponent's ability to provide all services as outlined in the Scope of Services;

2. Related experience with similar projects, company background and personnel qualifications;
3. Proponent's Fee Schedule: completed and signed (under separate sealed cover);
4. Proponent's Agreement;
5. Non-Collusion Affidavit;
6. References;
7. Any other criteria as best suits the City of Stockton.

3.2 PROPOSED DEVELOPMENT COSTS

The cost of preparing and submitting a proposal is the sole responsibility of the proponent and shall not be chargeable in any manner to the City of Stockton.

3.3 PROPONENT CONTACT

Proponent shall provide the name, address, e-mail address and telephone number of an individual in their organization to whom notices and inquiries by the City should be directed as part of this proposal.

3.4 CITY'S USE OF PROPOSAL MATERIAL

All material submitted in or with the proposal shall become the property of the City, unless it is clearly marked as proprietary information. The City reserves the right to use any ideas presented in the proposals, without compensation paid to the Firm. Selection or rejection of the proposal shall not affect this right.

3.5 REJECTION OF PROPOSAL

The City reserves the right to reject any and all proposals submitted and to request additional information from the Proponent. The award will be made to the firm which, in the opinion of the City, is best qualified.

PROPOSAL DOCUMENTS

- A) RFP – REGISTRATION MANAGEMENT SOFTWARE IMPLEMENTATION AND TRAINING
- B) PUR 15-034
- C) APRIL 14, 2016

COMPANY NAME: _____

CONTACT NAME: _____

ADDRESS: _____

TELEPHONE NUMBER: _____

EMAIL: _____

CITY OF STOCKTON
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PROPONENT'S AGREEMENT

In submitting this proposal, as herein described, the proponent agrees that:

1. They have carefully examined the Scope of Work and all other provisions of this document and understand the meaning, intent and requirements of same.
2. They will enter into contract negotiations and furnish the services specified.
3. They have signed and notarized the attached Non-Collusion Affidavit form, whether individual, corporate or partnership. Must be 'A Jurat' notarization.
4. They have reviewed all clarifications/questions/answers on the City's website at www.stocktongov.com/bidlfash .
5. Confidentiality: Successful Proponent hereby acknowledges that information provided by the City of Stockton is personal and confidential and shall not be used for any purpose other than the original intent outlined in the Request for Proposal. Breach of confidentiality shall be just cause for immediate termination of contract agreement.

FIRM

ADDRESS

SIGNED BY

TITLE OR AGENCY

TELEPHONE NO./FAX NO.

DATE

E-MAIL ADDRESS

NON-COLLUSION

AFFIDAVIT FOR INDIVIDUAL PROPONENT

No. 1

STATE OF CALIFORNIA, _____)ss.

County of _____)
(insert)

_____ being first duly sworn, deposes and says: That on behalf of any person not named herein; that said Proponent has not colluded, conspired, connived or agreed, directly or indirectly with, or induced or solicited any other bid or person, firm or corporation to put in a sham bid, or that such other person, firm or corporation shall or should refrain from bidding; and has not in any manner sought by collusion to secure to themselves any advantage over or against the City, or any person interested in said improvement, or over any other Proponent.

(Signature Individual Proponent)

Subscribed and sworn to (or affirmed) before me on this _____ day of _____, 20_____
by _____, proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Seal _____

Signature _____

No. 2 AFFIDAVIT FOR CORPORATION PROPONENT

STATE OF CALIFORNIA, _____)ss.

County of _____)
(insert)

_____ being first duly sworn, deposes and says: That they are the _____ of _____ a corporation, which corporation is the party making the foregoing bid, that such bid is genuine and not sham or collusive, or made in the interest or behalf of any person not named herein; that said Proponent has not colluded, conspired, connived or agreed, directly or indirectly with, or induced or solicited any other bid or person, firm or corporation to put in a sham bid, or that such other person, firm or corporation shall or should refrain from bidding; and has not in any manner sought by collusion to secure to themselves any advantage over or against the City, or any person interested in said improvement, or over any other Proponent.

(Signature Corporation Proponent)

Subscribed and sworn to (or affirmed) before me on this _____ day of _____, 20_____
by _____, proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Seal _____

Signature _____

No. 3 AFFIDAVIT FOR FIRM, ASSOCIATION, OR CO-PARTNERSHIP

STATE OF CALIFORNIA, _____)ss.

County of _____)
(insert)

_____,
each being first duly sworn, depose and say: That they are a member of the firm, association or co-partnership,
designated as _____ who is the party making the foregoing bid; that the other partner, or partners, are _____ that such bid is genuine and not sham or collusive, or made in the interest or behalf of any person not named herein; that said Proponent has not colluded, conspired, connived or agreed, directly or indirectly with, or induced or solicited any other bid or person, firm or corporation shall or should refrain from proposing; and has not in any manner sought by collusion to secure to themselves any advantage over or against the City, or any person interested in said improvement, or over any other Proponent.

(Signature)

(Signature)

Subscribed and sworn to (or affirmed) before me on this _____ day of _____, 20_____
by _____, proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Seal _____

Signature _____

EXHIBIT 'A' – INSURANCE REQUIREMENTS

Consultant shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Consultant, its agents, representatives, or employees.

MINIMUM SCOPE AND LIMIT OF INSURANCE

Coverage shall be at least as broad as:

1. **Commercial General Liability (CGL):** Insurance Services Office Form CG 00 01 covering CGL on an "occurrence" basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than **\$1,000,000** per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.
2. **Automobile Liability:** Insurance Services Office Form Number CA 0001 covering, Code 1 (any auto), or if Consultant has no owned autos, Code 8 (hired) and 9 (non-owned), with limit no less than **\$1,000,000** per accident for bodily injury and property damage.
3. **Workers' Compensation** insurance as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than **\$1,000,000** per accident for bodily injury or disease. ***(Not required if consultant provides written verification it has no employees)***
4. **Professional Liability (Errors and Omissions)** Insurance appropriate to the Consultant's profession, with limit no less than **\$1,000,000** per occurrence or claim, \$1,000,000 aggregate. (If Claims-made, see below.)

If the Consultant maintains higher limits than the minimums shown above, the City of Stockton requires and shall be entitled to coverage for the higher limits maintained by the consultant. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City of Stockton.

Other Insurance Provisions

The insurance policies are to contain, or be endorsed to contain, the following provisions:

Additional Insured Status

The City of Stockton, its Mayor, Council, officers, representatives, agents, employees and volunteers are to be covered as additional insureds on the CGL policy and AL policy with respect to liability arising out of work or operations performed by or on behalf of the Consultant including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Consultant's insurance **(at least as broad as ISO Form CG 20 10 11 85 or both CG 20 10 and CG 20 37 forms if later revisions used)**.

Primary Coverage

For any claims related to this contract, the Consultant's insurance coverage shall be endorsed as **primary** insurance as respects the *City of Stockton, its Mayor, Council, officers, representatives, agents, employees and volunteers*. Any insurance or self-insurance maintained by the *City of Stockton, its Mayor, Council, officers, representatives, agents, employees and volunteers* shall be excess of the Consultant's insurance and shall not contribute with it. The City of Stockton does not accept endorsements limiting the Contractor's insurance coverage to the sole negligence of the Named Insured.

Notice of Cancellation

Each insurance policy required above shall state that **coverage shall not be canceled, except with notice to the City of Stockton.**

Waiver of Subrogation

Consultant hereby grants to City of Stockton a waiver of any right to subrogation which any insurer of said Consultant may acquire against the City of Stockton by virtue of the payment of any loss under such insurance. Consultant agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the City of Stockton has received a waiver of subrogation endorsement from the insurer.

Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions must be declared to and approved by the City of Stockton Risk Services. The City of Stockton may require the Consultant to provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention.

Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII if admitted to do business in the State of California; if not admitted to do business in the State of California, insurance is to be placed with insurers with a current A.M. Best's rating of no less than A+:X.

Claims Made Policies

If any of the required policies provide coverage on a claims-made basis:

1. The Retroactive Date must be shown and must be before the date of the contract or the beginning of contract work.
2. If Claims Made policy form is used, a three (3) year discovery and reporting tail period of coverage is required after completion of work.

Verification of Coverage

Consultant shall furnish the City of Stockton with original certificates and amendatory endorsements required by this clause. All certificates and endorsements are to be received and approved by the City of Stockton Risk Services before work commences. Failure to obtain the required documents prior to the work beginning shall not waive the Consultant's obligation to provide them. The City of Stockton reserves the right to require

complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time, for any reason or no reason.

Consultant shall, prior to the commencement of work under this Agreement, provide the City of Stockton with a copy of its Declarations Page and Endorsement Page for each of the required policies.

Certificate Holder Address

Proper address for mailing certificates, endorsements and notices shall be:

- o City of Stockton
- o Attention: Risk Services
- o 425 N El Dorado Street
- o Stockton, CA 95202

City of Stockton Risk Services Phone: 209-937-5037

City of Stockton Risk Services Fax: 209-937-8558

Maintenance of Insurance

If at any time during the life of the Contract or any extension, the Consultant fails to maintain the required insurance in full force and effect, all work under the Contract shall be discontinued immediately. Any failure to maintain the required insurance shall be sufficient cause for the CITY to terminate this Contract.

Subcontractors

Consultant shall require and verify that all subcontractors maintain insurance meeting all the requirements stated herein, and Consultant shall ensure that City of Stockton is an additional insured on insurance required from subcontractors.

Special Risks or Circumstances

City of Stockton reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.