



County of El Paso Purchasing Department
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ADDENDUM 1

To: All Interested Proposers
From: Blanca Carbajal, Inventory Bid Technician
Date: February 23, 2016
Subject: RFP #16-009 Recreation Management Software Application
for the County of El Paso

This addendum has been issued to notify vendors of the following questions:

1. How many concurrent staff users will be accessing the software?

RESPONSE: 15, with the ability to scale to 20.

2. Is it possible to get the attachment with the software requirements and the Company Background Form in editable versions so vendors can provide typewritten response?

RESPONSE: No.

3. Can the county provide the actual revenue numbers for 2015?

RESPONSE: \$1,686,331.00

- Are there any additional subsidies?

RESPONSE: No.

- If so, what is the amount?

RESPONSE: N/A

4. What percentage of revenue comes from online registration?

RESPONSE: Currently, we do not have the capabilities to register online.

5. Does the county use one or multiple merchant bank accounts to deposit funds into (e.g. is the pool required to operate independently)?

RESPONSE: One.

- If multiple, how many merchant accounts?

RESPONSE: N/A

6. Accept credit cards online today?

RESPONSE: No, in person only.

- If yes, what merchant bank and gateway provider does the county use?

RESPONSE: N/A

- If no, are you accepting credit cards within the department, but not online?

RESPONSE: Yes.

7. Does the county pay for credit card fees today?

RESPONSE: The fee is a pass-through to the consumer.

- If yes, how (e.g. convenience fees)?

RESPONSE: Convenience fee.

8. The County has 260,028 transactions and 500 facility rentals/year. Does the County have any additional transactions on top of those, such as POS transactions, memberships, etc.?

RESPONSE: The transactions listed are POS transactions that also encompass memberships, etc.

9. Are there fees for rentals?

RESPONSE: Yes. Fees can be for anything from securing an event space, to rental of equipment.

- If yes, do the fees vary for different types of renters?

RESPONSE: Fees vary based on the needs of the renter, to include length and type of rental.

10. Does your organization want to publish a facility reservation calendar for the public to view?

RESPONSE: Yes.

11. Does the organization require that the public is able to reserve facilities online (e.g. ball field or picnic site)?

RESPONSE: No.

12. Are any of the facilities a senior center?

RESPONSE: No facilities are designated as such.

- If yes, how many?

RESPONSE: N/A

13. Are any of the facilities a community center?

RESPONSE: No.

- If yes, how many?

RESPONSE: N/A

14. Are any of the facilities support fitness centers?

RESPONSE: No.

- If yes, does the county have unattended access to the fitness center?

RESPONSE: N/A

15. How many locations are ID badges scanned (e.g. checked in or checked out)?

RESPONSE: Zero.

16. Are any of the facilities support community centers?

RESPONSE: No.

- If yes, support drop in classes?

RESPONSE: N/A

17. Does the organization require any pass fulfillment (e.g. beach badges)?

RESPONSE: No.

18. Does the organization rent lockers?

RESPONSE: Yes.

19. Does the organization issue multi use punch card or guest passes?

RESPONSE: No.

20. Does the organization sell day passes?

RESPONSE: Yes.

21. Does the organization offer any other types of memberships?

RESPONSE: Monthly, Quarterly, Annually

22. Does the organization rolling memberships (part of Community Centers)?

RESPONSE: No.

23. Does the organization support on site concessions or product sales (e.g. pro shop, pool sales)?

RESPONSE: Yes-concessions and merchandise.

If yes, how many locations will the Point of Sale service be used (e.g. 3 rec centers, 2 pools)?

RESPONSE: 10-15 locations

24. Does the organization use Rec Safari for creating game schedules today?

RESPONSE: Yes.

If not, which software product does the County use?

RESPONSE: N/A

25. Does the organization run summer camps?

RESPONSE: Currently no, but would like this opportunity.

a. If yes, what type of camp enrollment is offered (list all that apply):

RESPONSE: N/A

i. One enrollment for entire camp, weekly sessions or daily enrollment?

RESPONSE: Yes, all of the above.

ii. AM / PM / Full Day option?

RESPONSE: Yes, all of the above.

iii. before or after care?

RESPONSE: No.

iv. transportation?

RESPONSE: No.

v. day trips?

RESPONSE: No.

vi. discounts for siblings and/or multiple sessions?

RESPONSE: Yes.

26. Is web-based training via GoToMeeting acceptable?

RESPONSE: Yes.

27. If a vendor employs a session based "train-the-trainer" model whereby a vendor can train up to 5 people/service/session for no additional cost. How many people are required to be trained for:

RESPONSE: 10

a. Program Management, Finance, Ecommerce, Marketing

RESPONSE: 10

b. Membership Management/Check In/ID Cards

RESPONSE: 10

c. Facilities Management

RESPONSE: 10

d. POS

RESPONSE: 10

e. League Management

RESPONSE: 10

28. Does the organization require data migration?

RESPONSE: Yes

29. What type of data migration is required?

Family and Individual Data?

RESPONSE: Family and individual Data, point of sale product data, client's data, general ledger accounts, memberships, league schedules and teams, and facility reservations.

30. Does the organization require integration with any current systems (e.g. financial systems)?

RESPONSE: The County utilizes Cogsdale's Financial Accounting Management Information System (FAMIS). The County is currently implementing Tyler's Munis Enterprise Resource Planning system to replace Cogsdale's FAMIS. Therefore, integration with the financial system is required.