May 30, 2019
Proposal Submission Deadline: August 2nd at 3:00 PM CDT

**Introduction and Scope of Project**

The Rock Island County Forest Preserve District (Hereinafter, "District") is a special district of local government whose boundaries are coterminous with that of Rock Island County, Illinois.  Rock Island County is located in central Illinois along the Mississippi River.  The District is seeking proposals from qualified proponents to provide, install, and train District staff in the day-to-day operation of a Recreation Management Software System.  Such system must meet certain minimum performance requirements contained in this Request for Proposal (RFP).

The District serves Rock Island County with a population of approximately 146,000 in addition visitors from bordering Illinois counties and the State of Iowa communities who reside across the Mississippi River.  The District has 35 full-time employees in addition to numerous part-time/seasonal positions who assist the District provide services and fulfill the District's mission.  The District has and provides a diverse set of recreation services, which include:

Niabi Zoological Park
Loud Thunder Forest Preserve Camping Area
Illiniwek Forest Preserve Camping Area
Lake George Boat Rentals
Recreation and Conservation Based Programs & Activities
Picnic Shelter Rentals
Office Operations
Concession/Gift Shop Operations
Indian Bluff Golf Course-18 hole course
Natural and Hard-surfaced Trails
Boat Launch Areas

The District is seeking to contract with a vendor for its recreation management software needs as the primary solution for supporting the District's core business processes.  Currently, the District utilizes four different software systems throughout the District.

Staff members have cataloged requirements as well as features that would be desirable and while not functional to the District at this time features the District can adapt and utilize in the future.  However, we are also approaching this project with open minds to new innovations, and are interested in partnering with a vendor who offers practical expertise.

**General Background Information**

Presently the District uses four independent different software systems (Galaxy 6.2.29/Gateway Ticketing Systems Inc., GolfNow, Camp Life, Campground Master) to conduct business operations throughout the District's four main parks/facilities. In addition, Niabi Zoo staff utilize an online Pay Pal account for internet transactions, whether it be for activity registrations, memberships or special events and an inventory software program for gift shop operations. Prohibiting costs in terms of maintenance and the overall effectiveness of utilizing four independent software systems with the District's financial software have lead the need to find a software system that will have expanded functionality to better support business processes, improve operational processes, implement best practices, and to significantly improve the efficiency and effectiveness of the District's customer service experience.

The proposed software must be able to interface with the District's financial management software. Presently and into the foreseeable future, the District utilizes New World ERP/Tyler Technologies Inc. product for financial management. The vendor should include with their proposal any minimum computer requirements for software to work appropriately with this product. Additionally, the software must interface with the District's three (3) websites it maintains.

**Project Timetable**
The projected timetable for this project, which may encompass the conversion of data from the present software system to the new recreation management software system is as follows:

| | |
|---|---|
| June 2019 | Distribute and advertise RFP |
| August 2, 2019 | Proposals due by 3:00 PM CDT |
| August 2019 | Software demonstrations to be scheduled |
| September 2019 | Board approval of recommended Recreation Software |
| October 2019 | Implementation, data conversion and training process begins |
| February 15, 2020 | New software system to be fully operational |
| March 1, 2020 | Anticipated "Go live" as facilities begin seasonal operations |

**Software Objectives**
The District is interested in recreation management software that will create efficiencies, conveniences, and accessibility to accurate real-time information for both District employees and patrons. The District strives to provide the highest levels of service to patrons. Users who prefer online interaction should be able to sign-up for activities and programs, special events, campsites, purchase admission or memberships, and facility rentals with us easily, and have access to all programs with minimal inconvenience. When we cannot provide personal service in person or on the phone, we want patrons to have easy access to information in a searchable, easy-to-navigate format on a variety of devices. The software will further enhance and innovate the District's quality customer service by taking advantage of the conveniences offered by newer improved technology.

**Requirements-Functional (our "NEEDS")**
The following are considered baseline requirements:
- Real time system accessibility, updates and transactions at various locations.
- Real time accounting and customizable report generation for daily, weekly, monthly and yearly comparison.

- User friendly system for both front desk staff members and directly by patrons through an online interface accessible on a variety of devices for the following:
    - Campground site reservations
    - Golf tee times for individual or groups
    - Membership sale options
    - Merchandise sales for delivery or in-person pick-up
    - Facility/site rentals i.e. picnic shelters, rooms, cabins
    - Ticket sales for individuals/groups
    - Programs, activities, classes
    - Gift certificates
    - Donations
- The ability to export data from the software system for the purpose of producing printed and web-based program brochures, preferably to the format of the District's branding guidelines.
- Point-of-sale system that provides for internal cash controls and allows for payment intake at multiple locations.
- The ability to have an interactive site map on a large screen monitor at campground offices for walk-in guests to view availability. Such site map would designate campsites as occupied or open.
- Real time electronic tee time sheet-once tee time is sold, no long visible to staff or online sale or designated as prepaid/sold. Control of online tee time sales and ability to change specific tee times as needed by staff. A monitor within the clubhouse denoting tee times or location starts for league and outing play.
- Searching-allow visitors to perform a search in order to find specific information, and provide flexibility in narrowing down search results. This would include using criteria such as location category, participant age, time or keyword. Additionally, the software would provide current, up-to-date listings of availability for programs, facilities, rental spaces, and open times.
- Responsive Design-Smart phone/tablet style capabilities for viewing and registration on a variety of devices as well as compatibility with various internet browsers including Microsoft Internet Explorer, Google Chrome, Apple Safari, and Firefox.
- Online/Prepay Sales-must be able to generate multiple tickets in one transaction i.e. purchase an admission at the zoo and a train ticket.
- Training-User training for a minimum of up to fifteen (15) employees. Administrator training for up to three (3) individuals as needed.
- A seamless transition from the current software to the new software. District may elect to take responsibility for data entry tasks to reduce costs.

**Requirements-Technical (Technical "NEEDS")**
The selected software must meet the following criteria:
- Content Management System-preference will be given to a mature, proven, well-known CMS that supports multiple secure user accounts that enable specific view/report/add/edit permissions.

- Software should be reliable, secure and robust, in accordance with industry standards and practices. The software may be either locally-housed, or a cloud-based "software as a service" platform.
- Software will contain an accurate and complete audit trail that ensures efficient processing.
- Software will need to interface with New World ERP/Tyler Technologies Inc. product for Financial Management Software. Critical functionality includes a general ledger data export.
- Software will process credit card payments in a timely manner so that funds are received promptly in the District's bank account. Credit card payments (both online and point-of-sale) must meet Payment Card Industry Data Security Standards (PCI DSS). The ability to keep credit cards on file per authorization of the customer is preferred.
- Software will have the ability to alter reservations, provide refunds or credit for future use on individuals accounts.
- Software shall include the ability to implement different security levels.
- Software will have touchscreen capabilities for point-of-sale.
- Software support seven days a week during business hours, 24-7 would be preferred.
- Launch Date – Targeted for March 1, 2020

**Specific Requested Features (our "WANTS")**
Following are some features that staff would like to see included in the software, or in some cases specific requests or suggestion from patrons:
- Ability to export information into a format so that the data can be utilized within Microsoft Excel.
- Flexible searching capacity for staff within the customer database and other fields for reporting key customer information. Ability to ban or flag customers who may have bounced a check, damaged facility in prior use, or rude to other patrons.
- Ability to create sub-sets within the customer database.
- Ability to run customizable reports based off of target demographics; such as age, grade, previous program registration, resident, non-resident and other software fields.
- The ability to communicate with patrons including emailing and/or texting receipts, registration confirmations, promotions, special events and membership information. There is also potential interest in sending surveys and newsletters.
- Ability of paying for multiple reservations at different time periods for one person/groups at the campgrounds in addition to modify existing or future stays.
- An online feature for indoor and outdoor facility reservations (such as party rooms and picnic shelters) that includes the ability to view and/or reserve facilities online, preferably in a calendar-based format.
- Ability to set up different registers or additional registers for different days, times of week/month.
- Ability to set-up different prices (fees or discounts) for different days i.e. daily admissions, golf rounds.
- Ability to offer ticket and retail online.
- Ability to hold credit cards for deposit.

- Ability for a bar code scanner for concession and retail merchandise in addition to bar code development for items that lack a bar code.
- Ability for staff or patrons to print waivers, parent manuals, facility use permits, and other forms with the option for online signature for acknowledgements, waivers, and other forms.
- Ability to schedule and process automatic monthly electronic fund transfer transactions from participants for programs such as membership registrations and renewals.
- Ability for patron users to reset passwords via the software interface and email.
- Ability for attendance tracking of programs, with possible functionality for secure sign-in/sign-out of children from programs such as summer day camp and other child drop-off programs.

**Other Request Features**
- Prospective company is to ensure the staff assigned to this account will be maintained over the term of the agreement. Any changes in the assigned personnel are at the discretion of the firm, provided any replacements have the same or better qualifications than the original point person. The District is to be notified in writing of any personnel changes.
- The contractor will be required to meet regularly with the District employees and/or other representatives to discuss the transition project and provide progress reports.

**Proposal Requirements**
In addition to highlighting the capabilities of the proposed recreation management software solution to satisfy the requirements and requested features listed in the above section, the following elements should be addressed in the RFP response:
- Company overview and qualifications-Provide a brief company history along with an overview of outlining key competencies and approach. Detail Proposer's overall experience demonstrating ability to successfully complete the Scope of Project. The Proposer shall present evidence the firm or its officers have been engaged for at least the past three years in providing services as listed in this RFP.
- Qualifications of staff assigned to the project with a well-defined scope of services available including any required or optional ongoing maintenance services. Identify the staff providing the required services including years and type of experience for each person. The party in charge of the District project and account must have at least five years prior software implementation experience.
- Proposer should demonstrate viability as a company and a commitment to customers through regular product enhancements and ongoing support.
- Three references from clients utilizing the proposer's software, preferably similar in scope and nature to the District. References must include name, position, telephone number, e-mail and internet address of the contact person for each listed account.
- Provide a list of entities who have undertaken a new software implementation with the proposer in the last two years (preferably in Illinois).
- Submit a detailed cost proposal to include all aspects of fees associated with software, hardware, project management, implementation, training and any other pertinent expenses for the initial year. Detail timeline, including milestones and payment schedule.

- Submit a detailed cost proposal listing recurring expenses for maintenance, additional customization, future upgrades, and all other optional services offered.
- Provide a detail of any necessary hardware requirements, or third-party software packages required and potential licensing costs.
- Provide a listing of any cred card processing fees associated with the software.
- Provide evidence of firm's financial stability.
- Propose process for working with the District to transition from its current software systems to the new software and associated timeline for completing the work. Detail how the company will, with input from the District team, create/import the program listings, facility lists, general ledger accounts, employee user groups, and other client information.
- Outline the plan to transfer current data within the Gateway/Galaxy software to the new software and preferred method of collecting information.
- Describe how the company will manage the beta testing for the software both onsite at the employee desktops and on the District website prior to going live for client use, and the communications to District clients regarding their use of the new software.
- Detail the training and support of the District staff.
- Describe any other relevant information.

**Selection Criteria**

The District's award of a contract will be based on multiple selection criteria, as follows;

- Functionality and flexibility of the software system to meet the District's needs at Niabi Zoo, Indian Bluff Golf Course and the campgrounds within Loud Thunder & Illiniwek Forest Preserve.
- Quality and experience of the proponent's company, implementation project team, service and support.
- Reputation of the Proponent in serving other municipal clients similar to District for recreation and facilities.
- Commitment to ongoing maintenance and improvement of the proposed system.
- Compatibility with the District's existing computer systems and programs.
- Pricing of the software and service including total costs projected over the proposed initial contract year and ongoing costs in subsequent years.

This contract for software and related services is considered to be a contract for professional services. The cost of the proposed system, while a major consideration, will be one of the several criteria in the selection of the system which best meets the District's needs.

**Logistics**

Point of contact for all questions related to this RFP is Jeff Craver, and all inquiries related to the RFP should be directed to jcraver@ricfpd.org

Proposals to include, at a minimum:

- A time line for the project including milestones and payment schedule.
- Clear breakdown of costs for initial specified work, recurring expenses for maintenance, and hourly rate for additional customization and future expansion.

- Examples of clients utilizing the software, with contact information for references.

Following review by District staff, a "short list" of candidates may be selected from the proposals received, and scheduled for an interview and presentation.

The District retains the right to withdraw or amend this RFP at any time prior to execution of a contract, and to accept any proposal it determines in its sole discretion to be in the best interest of the District.

The proposer is not relieved from errors in Proposal preparation.

The Rock Island County Forest Preserve District is a tax exempt organization.

A total of three (3) hard copies of proposals shall be mailed to Jeff Craver, Director at:
Loud Thunder Forest Preserve Office
19406 Loud Thunder Road
Illinois City, IL 61259

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Recreation Management Software & Support
Proposal

Rock Island County Forest Preserve District
19406 Loud Thunder Road
Illinois City, IL  61259
309-795-1040

| Date | Due Date | Implementation & Training |
|------|----------|---------------------------|
| May 30, 2019 | August 2, 2019 | October 2019 – March 2020 |

Proposals will be receive by the Rock Island County Forest Preserve District until 3:00 CST on August 2, 2019 for furnishing the following services to be delivered in accordance with the following instructions:

Three (3) hard copies shall be mailed or delivered to:    Jeff Craver, Director
Loud Thunder Park Office
19406 Loud Thunder Road
Illinois City, IL  61259

Recreation Management Software & Support
Proposal Form

Rock Island County Forest Preserve District
19406 Loud Thunder Road
Illinois City, IL  61259
309-795-1040

The undersigned Proposal agrees that should this bid be accepted by the Owner, the undersigned will be bound to the Rock Island County Forest Preserve Commissioners to perform all work necessary to complete Project in accordance with the written Specifications for the amounts set forth as follows:

Base Package for Software                $_____

Hardware Devices                         $_____

Project Management                       $_____

Implementation/Startup                   $_____

Customizations                           $_____

Training                                 $_____

Annual Maintenance & Support – Software  $_____

Annual Maintenance & Support – Hardware  $_____

Miscellaneous Cost (please specify)      $_____

Grand Total                              $_____


_____
Company Name of the Proposal (Print)

_____
Full Name of Person and Title of Whom is Submitting Proposal (Print)

_____
Street Address

_____
City                            State                    Zip Code

Proposal Form Continued

_____
Telephone                                    Email


_____
Authorized Signature                          Date

If some of these have no real additional costs and would be part of the base package, please note as such:

| Item | Description | Initial Setup | Annual Cost |
|---|---|---|---|
| Base Package for Software | | | |
| | | | |
| | | | |
| Hardware Devices (if applicable) | | | |
| | | | |
| | | | |
| Project Management Costs | Full project management for all components of the software | | |
| | Costs associated with extracting and saving customer account information and any historic data as recommended by vendor | | |
| | | | |
| Implementation/Startup Costs | | | |
| | | | |
| | | | |
| Customization | Costs for any custom programs created specifically for RICFPD needs/wants that are not part of the current software functionality. (Itemized Individually) | | |
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| Training | | | |
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| | | | |
| Annual Maintenance & Support (Software) | Yearly Fee (including HD Space, bandwidth usage costs if applicable) | | |
| Annual Maintenance & Support (Hardware) | Functionality Upgrades (included or recurring additional?) | | |
| Miscellaneous Cost(s) | Credit card processing fees, others | | |
| | | | |