



LAKE METROPARKS
11211 SPEAR ROAD
CONCORD TOWNSHIP, OHIO 44077

ADDENDUM NO. 1

Addendum Date: 2/19/2019

Project Name: REGISTRATION SYSTEM
Proposal Opening Date: 2/5/2019
Request for Proposal Due Date: 3/5/2019
Proposal Number: RFP 2019-011

The following information was requested; answers are below each question:

1. In order to accurately price our proposal, can you please tell us how many concurrent users (staff only) will be accessing the application?

Right now, we have 155 unique staff logins to our existing system.

- a. Thank you for the quick reply. Do all 155 of those people log in at the same time? If not, what is the maximum you would say are in the system at the same time?

I don't think we have a way of knowing how many would be in the system at the same time. I would say that we have somewhere around a dozen people who are probably in the system M-F 8-4:30. The rest are occasional users or users who are in the system for concentrated times when entering new program information and/or checking class rosters, etc. I don't think our current system can tell us about concurrent account usage.

2. What system are you currently using, and how long has it been in place?

Emerge; Approximately 10 years

3. For transactions made in person, how many point of sale (POS) terminals are required?

We are not looking for a POS system as part of this. We do have 7 staff who will regularly take phone calls or walk-in customers to register for programs or reserve rentals.

4. What POS hardware is currently in use? (make and model of terminals and peripherals)



For the existing system, we use regular desktop computer and key information into the online system using a standard keyboard.

5. Other than for POS, how many named users need access to the system?

We currently have 155 named users who can access the administrative side of Emerge. We have different permissions for different users. Approximately a dozen users are in the system consistently for their primary work. The rest of the 155 users use the system less often

6. What is the range of annual cost the County anticipates allocating for the new system?

We cannot provide money figures during the RFP part of this process

7. Does the County charge a convenience fee for visitors making camping reservations online?

- a. If so, what is the fee amount?
- b. If not, are there plans to?

No, we don't and not we don't plan to.

8. What are the business drivers behind the desire to change systems?

It is time to upgrade and modernize our current system to meet our customer needs.

- a. Re: your response to #7 (8 in the addendum list), are their specific customer needs not being met today? Insight would be appreciated.

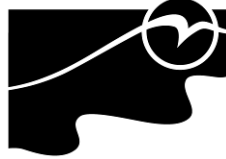
The detailed listing of requirements and preferred features should give you a very good idea of what we want the system to do. Feel free to look at our website to see the customer view of our existing system to give you an idea of what that interface looks like right now.

9. What software are you currently using?

Emerge

10. What are your hardware needs?

We don't anticipate needing hardware with a new system. We anticipate using our existing desktop computers. The exception to this would be the potential for having a printer for printing Farmpark membership cards and 2 scanners that can plug into existing computers to scan new Farmpark member cards if that is an option



11. Should we include hardware in the cost of the proposal?

Only if there is specific hardware that would be required. You can include hardware prices as add-on items to the proposal.

12. How many user licenses will you need?

We currently have 155 users on the admin. side of our existing system but only approximately 12 people use the system constantly during their regular work hours. The rest of the users are occasional users.

13. What is your all in budget?

That is not something we are allowed to advertise as part of the RFP process

14. What is your current ticketing/POS system and will this need to integrate with that?

We do not anticipate integrating with either of those systems. We are using ShowClix for our special event ticketing and Vend for our POS system.

15. With regard to question 09-PA-12, we are not sure what you mean by, “System automatically checks and notifies the operator if there is a conflict with the attempt to enroll a participant into an activity.” Can you please clarify how you would want he operator notified?

Either a pop-up message or another notification of some sort letting the operator know why there is a conflict. i.e. “Age restriction not met” OR “This program is full, would you like to put your name on the waiting list?”

16. How many estimated annual visitors do you have?

We had an estimated 3,430,000 visitors in 2018. That includes all of our passive park use and it is calculated using car and people counters at each of our park entrances. The vast majority of these visitors do not need to interact with our registration/reservation system. As it states in the RFP (page 5), our existing registration/reservation system processed over 40,480 transactions last year.

17. If we reply “Y” to answer, do you require that we add text to the comments section even if the answer is a straightforward “Yes – our system does that.”?

No need for comments if a Yes or No is a complete answer to the question.



18. I didn't see any questions around this but want to double check that you do not have any retail or food and beverage needs – please confirm.

No, we have a separate POS system that we use for concession sales.

19. How many people will need to be trained on the system?

~40

20. Do you prefer onsite or virtual training?

We would prefer on-site training, but virtual training is acceptable

21. Will you be asking the partner to import a list of facilities into the system? If so, approximately how many?

Yes, we have 5 rental facilities, 22 shelters, and 9 campsites

22. Will you be asking the partner to import a list of members or membership card holders? If so, approximately how many?

Yes, we currently have approximately 4000 Farmpark members but numbers fluctuate a bit so the precise number won't be known until we are ready to cut over

23. Will you be asking the partner to import a list of programs or activities into the system? If so, approximately how many?

Yes, all existing information will need to be imported. Between 2009 and 2018, we had a total of 23,876 programs. We average approximately 2400 per year, so we would estimate somewhere around an additional 2400 programs in 2019.

Further clarification – our current system includes information dating back to 2006 – so a total estimate of programs to import may be closer to 33,000-34,000.

24. Do you have a preferred merchant account for processing credit card transactions?

Elavon

25. Do you have a preferred payment gateway for processing credit card transactions?

We currently use 'Virtual Merchant' and 'Fusebox' as payment gateways on our existing systems.

26. What is the annual revenue of your department? What percent is through credit card vs cash/check transactions?



We have over \$560,000 in registration and reservation revenue that we process through our existing system. I don't have exact figures on how much of that is credit card vs. cash/check, but the vast majority (maybe as much as 95%) is processed via credit card.

27. When do you anticipate going 'live' with the new system?

January 2020 at the latest, in time for our Spring 2020 quarterly program registration

Please be sure to acknowledge you received this addendum in your submitted proposal documents.