



Kent County  
Information Technology

Request for Proposal  
Number RFP 17-IT-01

Software Solution Supporting  
the Parks and Recreation Division

Kent County Levy Court  
Information Technology  
555 Bay Rd  
Dover, DE 19901

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Notice of Intent to submit Proposal Due Date: 01/05/18

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**1. Introduction and Schedule of Events**

**1.1. Purpose of the Request for Proposal (RFP)**

The Kent County Information Technology Office is requesting proposals for software to manage the program registration and facility scheduling functions within the Parks and Recreation Division.

**1.2. Scope of the RFP**

This Request for Proposal (RFP) contains the instructions governing the requirements for a proposal to be submitted by interested vendors, the format in which proposal information is to be submitted, the material to be included therein, the requirements which must be met, and the vendor’s responsibilities before and after installation.

**1.3. Issuing Office and Proposal Contact**

The issuing office and mailing address is:

Kent County Administrative Complex  
Information Technology Room A235  
Attn: Dorothy Cheatham  
555 Bay Rd  
Dover, DE 19901

Email contact – [it.rfp@co.kent.de.us](mailto:it.rfp@co.kent.de.us)

Phone Contact – 302.744.2360

**Except for communications specifically authorized herein pertaining to the preparation and submittal of a Proposal, Respondents to this Request for Proposal or their representatives shall not separately or independently of their own accord discuss, negotiate, promote, market, lobby or solicit with any County Employee or any County Official, verbally or in writing, during the Request for Proposal advertisement period and Proposal Review and Selection Process as indicated in this Request for Proposal. Failure of a Respondent to adhere to this provision may result in the Respondents disqualification from further consideration.**

**1.4. Schedule of Events**

Listed below are important dates by which actions must be taken or completed. Times noted are Eastern Standard Time.

Actions	Complete by Date/Time
Initial Submission for posting to local newspapers	12/13/17 & 12/17/17
Initial Posting of RFP on County website; release to all vendors who have expressed interest or are on a specific vendor mailing list	12/13/17
Notice of intent to submit proposal form due date	01/05/18 3:00 pm
Pre-proposal meeting	01/12/18 3:00 pm
Deadline to submit questions via E-Mail	01/17/18 2:00 pm
Answers to questions posted on website and acknowledgment sent via e-mail	01/19/18 4:00 pm
Proposal submission deadline	01/26/18 3:00 pm
Proposal Opening	01/26/18 3:00 pm
Proposal review, verification of references, Site visits, vendor interviews and estimate	Approximately 4-6 weeks after proposal deadline
Projected vendor selection	02/23/18

**1.5. Intent to Submit a Proposal**

All vendors must complete the Notice of Intent to Submit a Proposal form that is attached in the appendix 7.1 if they intend to participate in the RFP process. The completed, signed and dated form must be submitted by one of the three methods on or before the Notice Of Intent to Submit Form due date:

- Hand delivered to issuing office in Section 1.3
- Sent via certified mail to the address referenced in Section 1.3 post marked no later than Notice of Intent to Submit Proposal Form due date.
- Email a scanned image of the signed form to email address referenced in Section 1.3

Kent County will issue a confirmation e-mail to the vendor stating the notice of intent was received. Vendors are responsible for ensuring their Notice of Intent to Submit a Proposal form is received and the confirmation email was sent no later than the Notice of Intent to Submit Proposal Form due date and time in Section 1.4 Schedule of Events. No telegraphic, telephone, or facsimile versions will be accepted.

**1.6. Submission Checklist**

A submission checklist is provided in appendix 7.2. This document lists all required forms and documents that must be returned with the proposal.

**1.7. Kent County Parks and Recreation Environment**

The Kent County Parks and Recreation Division is comprised of several staff members that manage the programs and parks within the County. Two staff members manage the in-house and online registrations. Additionally, there are 4 Recreation Programmers, 2 Administrators, and 1 Park Maintenance Staff that access the current system

Annually the County handles about 10,000 to 15,000 registrations for its estimated 500 programs every year. The registrants use payment methods which include Discover Card, Visa, MasterCard, Debit Cards, cash, check, money orders, and on account credits. Program examples include bus trips, fitness programs, sports league events, and art and music courses.

The County has eight parks which have a mixture of amenities which include one indoor recreation facility, pavilions, athletic fields, walking paths and nature trails. Among these activities are summer/day/sport camps as well as youth and adult sport leagues. The sport leagues include golf, horseshoe, flag football, tee ball, field hockey and volleyball. Occasionally throughout the year the staff will conduct special events such as Halloween Trails, Safe Summer Day and Earth Day activities within the parks.

**1.8. Software Requirements**

Kent County is looking for software to handle participant registration for programs administered by the Parks and Recreation Division. The software should provide the flexibility to handle such things as:

- Programs and activities referenced in Section 1.7 of this RFP
- Activity Registrations can be done in-house and online
- Waiting List
- Facility Scheduling/Management
- League Scheduling/Management
- Point of Sale (POS)
- Membership/Pass Management
- Venue Ticketing
- Court Reservation
- Refund and/or Credit processing for registrations
- Mobile Friendly
- Calendar of Events Display
- Ability to process Credit Cards/ACH transactions
- Customer ability to review and manage Account Information Online; including Registrations and Facility Reservations
- Email interface to provide email alerts or blasts to share activities proposed and registered for, to social media (Facebook, Google+, other)
- GIS Interface
- Report features to include tie into Receipts/Deposits Accounting

The software solution proposed by the vendor should be able to keep accumulated historical registration data without requiring the County to delete any data. Any data in the software will be owned by Kent County Levy Court. The County should be able to access this data via reports and/or program extracts.

The software is to be compatible with Windows 7 and Windows 10 PCs. Any software patches or new version releases should be issued free as part of the maintenance agreement. All patches and new releases are to be supported by the vendor. The software recommended to the County should not be a customized version. It should be a standardized version issued to all the vendor's customers.

The County is interested in a software solution that provides reporting functionality for program analysis as well as recording roster and attendance information. The accounting functionality of the software should be able to provide receipts, daily deposit processing and have the ability to issue refunds or credits to customers. Controls shall be a part of the software so that security and accountability is not compromised.

The vendor of the software and any third party affiliate involved in the charge card processing must be PCI-compliant.

**1.9. Maintenance and Support Services to be provided by the Vendor**

The software vendor shall document the provisions for providing software version releases as well as any maintenance patches issued by the

software company. These provisions must identify any costs, terms, and conditions required for Kent County to receive ongoing updates.

The software vendor shall provide support for their software. This support must accommodate Kent County's Business hours of 8:00 AM to 5:00 PM EST. The proposal will outline the various methods of support available and identify the costs associated with this support.

## **2. Rules Governing Competition**

### **2.1. Questions Regarding the RFP**

Vendors requiring clarification of the intent or content of this RFP or on procedural matters regarding the proposal process may request clarification by submitting questions via email identified to the email address identified in Section 1.3 of this RFP.

Questions can be submitted up until the Deadline to Submit Questions via Email as identified in Section 1.4 Schedule of Events.

Questions and answers will be posted on: [www.co.kent.de.us](http://www.co.kent.de.us), Under Public Notices, select Requests for Proposals/Quotes the RFP's & RFQ'S section.

### **2.2. Vendor Pre-Proposal Meeting**

A vendor's pre-proposal meeting will be conducted as specified in Section 1.4 Schedule of Events. Attendance is not mandatory, but vendors are invited to attend. The meeting will be held at:

Kent County Recreation Center  
Rec Center Team Room  
1683 New Burton Rd  
Dover, DE 19904

### **2.3. Addenda to the RFP**

The County may modify this RFP by issuance of one or more addenda to all parties know to have been furnished the RFP. Addenda will be published on [www.co.kent.de.us](http://www.co.kent.de.us) and an email will be sent to all vendors who submitted their Notice of Intent to Submit Proposal Form in accordance with the RFP.

### **2.4. Submission of Proposals**

#### **2.4.1. Preparation**

Proposals should be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this RFP. Expensive binding, colored displays, promotional materials, etc., are not necessary and should not be included with your response. Sales material can, however, be sent separately or it can be delivered at the pre-proposal meeting. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of the content. Detailed instructions for the format and content of submitted proposals are outlined below in Section 5.

**2.4.2. Alternate Proposals**

Vendors may submit alternate proposals in addition to their main proposal. Alternate proposals must be clearly marked “ALTERNATE” and must be prefaced with a brief explanation of the vendor’s purpose for submitting an alternate proposal. The alternate proposal may be in abbreviated form following the same format but providing only those sections that differ from the original proposals. The same number of copies must be furnished for both proposals as specified in the RFP.

The inclusion of different price/cost options for a given configuration does not constitute for an alternate proposal.

**2.4.3. Incurred Expenses**

Costs incurred by the vendor for developing proposals and/or travel to any proposal meetings are entirely the responsibility of the vendor and shall not be chargeable for reimbursement by the County.

**2.4.4. Completion of the Proposal**

Vendor proposals shall be completed in all respects as required in Section 5. Proposal Response Format.

**2.4.5. Vendor Representative’s Signature**

The proposal shall be signed and dated by an individual who is authorized to bind the vending firm contractually. The signature must indicate the title or position the individual holds in the firm. Firms who sign their contracts with the name of the firm must provide the name of the corporate officer for signature validation by the County.

**2.4.6. Delivery to the County**

Vendor must submit one original and four (4) paper copies and one electronic copy on CD-ROM in PDF format. The original copy must contain an original signature and must clearly be marked “Master Copy”. The four (4) paper copies shall each be marked “Copy”. Mail or deliver written proposals to the address referenced in Section 1.3.

Proposals must be sealed and clearly marked with the vendor’s company name and Bid Proposal #17-IT-01 Software Solution Supporting the Parks and Recreation Division.

Each Master proposal will be date and time stamped as it is received by the County. Proposals must be received no later than date and time specified in the Section 1.4 Schedule of Events. No e-mail proposals will be accepted.

Vendors are responsible for ensuring their proposals are received on time. No telegraphic, telephone, or facsimile proposals will be accepted.

**2.4.7. Withdraw, Resubmission, or Modification of Proposals**

A proposal may be withdrawn by a vendor’s authorized representative any time prior to the proposal submission deadline, as specified in Section 1.4 Schedule of Events. Requests for withdrawal must be in writing, signed by the vendor’s authorized representative, and



submitted to the address in Section 1.3 of this RFP. The vendor may thereafter submit a new or modified proposal prior to the date and time specified in Section 1.4 Schedule of Events. Modifications offered in any other manner, oral or written, will not be considered.

**2.5. Acceptance and Rejection of Proposals**

Kent County reserves the right to: award proposals received on the basis of individual items, or groups of items, or on the entire list of items; reject any or all proposals, or any part thereof, waive any irregularities; accept the proposal that is in the best interests of the County.

The County may reject any or all proposals or parts of proposals, when in the County's reasoned judgment the public interest will be served thereby. This professional services agreement is administered under the provisions of the Delaware Code, Title 9, Chapter 3, County Governments Generally, § 314, Award of contracts for public work or goods, (d)...professional services requiring special skills.

**2.6. Proposal Evaluation**

Proposals will be evaluated in accordance with the process described in Section 4 Proposal Evaluation Process of this RFP.

**2.7. Vendor Presentations/Functional Demonstrations**

Kent County may require a formal presentation or demonstration of the vendor's proposed solution.

**2.8. Contract Award**

Award of the contract shall be to the vendor providing the best software solution to meet the requirements of the RFP. The successful vendor will be selected in accordance with the process identified in Section 4. Proposal Evaluation Process of this RFP and based upon the proposal which complies with all requirements of the RFP and any addenda thereto. The successful vendor may or may not be the lowest cost proposal submitted. The vendor awarded the contract will be posted on the Kent County's website.

If the successful vendor refuses or fails to execute the contract within 15 days of receipt, the County may award the contract to another vendor.

**2.9. Ownership**

All materials submitted in response to this RFP will become the property of Kent County. The master copy shall be retained for official files and will become a public record after award of the contract.

**3. Terms and Conditions**

**3.1. Contract Type**

The evaluation of proposals submitted in response to this RFP may result in the issuance of a contract for the purchase or lease of a new software system for the registration and management of program activities for the Kent County Parks and Recreation Division as specified in Section 1.7. This contract will cover any software, equipment, hardware, training and support associated with installing and running the new Parks and Recreation software.

**3.2. Governing Laws and Venue**

The laws of the State of Delaware will govern any contract entered into between the County and the selected vendor. Venue for any action under such contract shall be in Kent County, Delaware.

**3.3. Acceptance of RFP Content**

The contents of this RFP, and of the successful vendor's proposal, will become contractual obligations if a contract ensues. Failure to accept these obligations may result in cancellation of the award.

**3.4. Insurance**

Vendor shall obtain and maintain continuously at its own expense general occurrence form liability with limits of liability not less than \$1,000,000 for each occurrence. Insurance company of Vendor shall issue a certificate to the County as proof of insurance.

**3.5. Performance Guarantee**

Vendors shall identify the cost of posting a 100% performance bond, irrevocable letter of credit or 100% money back guarantee in the proposal. The County may at sole discretion of Levy Court, decide to accept or not, the performance guarantee.

**3.6. Price Availability**

Vendor must guarantee that all prices and conditions presented in their proposals shall be valid for a minimum of 180 days.

**3.7. Confidentiality**

Any vendor engaging in any service for the County requiring them to come into contact with confidential information will be required to hold confidential such confidential data made available to them. Such confidentiality is a part of the contract. Vendor and/or maintenance personnel who require periodic access to secured areas in accordance with the contract resulting from this RFP will be required to comply with County security measures.

**3.8. Payment Schedule**

Payment will be made as agreed in the contract with the awarded vendor.

**3.9. Use of Subcontractors**

Vendor must state whether they intend to use subcontractors to deliver the services requested in the RFP. If any part or parts of the work is to be subcontracted, the vendor shall fully identify all subcontractors and describe the subcontracting organization with the same level of information as required for the vendor. All subcontractors will be subject to approval by the County. The selected vendor shall also furnish the corporate or company name and the names of officers or principals of the company or companies proposed as subcontractors. Subcontractors may not be assigned after vendor selection without express written consent of the County. Preference will be given to those vendors who do not subcontract portions of the work. Vendors will be completely responsible for any work/actions performed by subcontractors.

**4. Proposal Evaluation Process**

**4.1. Introduction**

All proposals received in response to this RFP will be evaluated by a proposal evaluation committee. Each proposal will be evaluated to determine the vendor’s responsiveness to the County’s needs and the vendor’s qualifications for providing the services requested in the RFP. During the evaluation, validation, and selection process, the County may desire an interview with the vendor’s representative for answering specific questions. The evaluators may obtain and consider additional information from any available source including but not limited to specified references, and present and former clients.

**4.2. Proposal Opening**

Proposals will be opened and the vendor’s name announced in a public meeting to be held in Room 220 of the Kent County Administrative Complex in accordance to Section 1.4 Schedule of Events. Proposals will not become public records until after the contract is awarded.

**4.3. Evaluation Criteria**

Please read through all sections of the RFP carefully and provide the information requested. The criteria that will be used to evaluate your proposal are the following:

Element	Weight
<b>Functional and Technical Fit</b>	<b>20%</b>
Supports primary functions within the Parks and Recreation Division	
Provides an auditable system for tracking amounts collected and deposited as well as for system logs for user activity.	
System is positioned well to accommodate future Parks and Recreation functionality and County growth.	
Cloud solution or local server-PC software that supports a Windows 7 and Windows 10 desktop environment. Utilizes standard relational database technology, and provides full backup and recovery functionality. Supports usage of internet and remote devices.	
<b>Experience &amp; Qualifications</b>	<b>20%</b>
Length of time vendor has been providing similar services to Parks and Recreation entities with program and activity registrations; length of time in business generally; and company financial stability.	
Number of vendor installations of similar size and complexity in Parks and Rec Offices.	
Proposed software is a standardized version issued to all the vendor’s customers.	
Experience and success of the vendor in providing similar services.	
Availability of personnel, facilities, equipment, and other resources (to what extent does the vendor rely on in-house resources vs. subcontracted resources)	
Provided client references for similar software requirements satisfied by the vendor’s software solution.	
<b>Continuing Support</b>	<b>15%</b>
Ongoing support services provided by the vendor.	
Vendor’s ability to respond to system issues in a timely fashion. Manages software installation, custom system modifications, troubleshooting, and release upgrades.	
<b>Proposed pricing and payment structure (price average)</b>	<b>25%</b>
Proposed pricing and payment structure.	
Purchase	
Monthly Lease	

Maintenance Fees	
Are costs fixed or subject to change? If so, what is the general increase amount, and how often are increases in price rolled out?	
What is the time frame and cost if the contract must be terminated? What is the County's exposure if the solution does not perform as required?	
<b>Implementation Methodology</b>	<b>20%</b>
Strength of Methodology and project team (Methodology provides for reasonable project implementation timelines, identifies changes required to business processes, clearly identifies client vs. vendor implementation responsibilities and define terms of customer acceptance and signoff)	
Number of custom code modifications required.	
Quality and thoroughness of the vendor's submitted response; demonstrated understanding of the County's needs	

**4.4. Correction of Errors**

If errors are found in a proposal, the County may reject the proposal. The County, at its sole option, may correct arithmetic or transposition errors on the basis that the lowest level of detail will prevail in any discrepancy. In case of conflict, unit price prevails.

**4.5. Vendor Presentations**

Kent County may require a formal presentation or demonstration of the vendor's proposed solution during or following the initial RFP evaluation process.

**4.6. Vendor Selection Process**

Kent County will assemble an RFP Review Committee which shall review and rank the vendor's proposals. The committee will make a recommendation for award to County Management for review and consideration. Final selection shall be the discretion of Kent County Levy Court.

**5. Proposal Response Format**

**5.1. Introduction**

These instructions prescribe the mandatory proposal format and the approach for the development and presentation of proposal data. Proposal format instructions must be adhered to, all questions must be answered and all requested data must be supplied. All required information shall be included in the submission document as specified in Section 2.4 Submission of Proposals. The complete proposal must include the items indicated on the Submission Checklist in Appendix 7.2.

## **5.2. Proposal Content**

### **5.2.1. Cover Sheet**

### **5.2.2. Letter of Transmittal**

A letter of transmittal must accompany the vendor's proposal. The letter must be on vendor letterhead and include:

- Company name
- street address
- mailing address if different
- email address
- telephone number
- fax number
- web site address (if any) of the firm submitting the proposal
- the title and number of the RFP as set forth on the title page of the RFP
- a brief description of the proposed solution

The letter must be signed by a duly authorized officer or agent of the vendor's company who has the power to bind the company to the requirements, terms, and conditions contained in this RFP. Proposals submitted without such signature may, at the County's discretion, be rejected without further consideration. Submission of the signed letter with the proposal constitutes the vendor's acceptance of all terms, conditions, and requirements of the RFP and further binds the vendor to all terms of the submitted proposal.

### **5.2.3. Table of Contents**

### **5.2.4. Executive Summary**

Provide the following information relative to your company. If a joint venture similar information must be provided for each member of the joint venture.

- a. Full legal name of your company, business address, including telephone number, fax number and web site if any.
- b. Year business established (include former firm names and year established if applicable).
- c. Type of ownership and parent company, if any.
- d. Project contact name, mailing address and telephone number if different than Item a.
- e. Description of the major facts or features of the proposed solution, including any conclusions, assumptions, or recommendations the vendor desires to make. The executive summary should be written specifically for review by executives who may not possess a technical background.

### **5.2.5. Vendor Qualifications and Experience**

Vendors must demonstrate their ability and competency to complete the project by providing responses in their proposals to all questions stated in Section 6. Vendor Qualifications and References.

### **5.2.6. Features and Functionality of Proposed Software**

It is important to understand what features the proposed software has to determine the best fit for the Parks and Recreation Division. Discuss the functionality of the software as outlined in Appendix 7.3.

**5.2.7. Project Schedule**

Provide a detailed project plan for implementing the proposed system. The plan must include all tasks required by both the County and vendor covering the period from notification of contract award through the installation of all components of the proposed system. The plan must include beginning and completion dates associated with each task. The vendor must also identify all tasks that involve joint County and Vendor participation. The schedule must include a specific testing and acceptance plan. The schedule of tasks will be mutually agreed upon after the vendor is selected.

The schedule must include at a minimum tasks such as delivery and installation of equipment, data conversion, installation of replacement and additional peripherals, software installation, testing documentation, implementation, and training. The proposed project schedule is to cause as little service interruption as possible.

**5.2.8. Cost Proposal Summary**

Vendors are required to submit cost proposals for purchase and maintenance of each type of hardware and software included in the proposal as well as other costs the vendor will charge or pass through to the County. These costs will constitute contractual amounts and will be incorporated into the contract document(s) between the County and the successful vendor.

The format for presenting cost data is shown in the appendix. Prices quoted in vendor proposals shall be valid for at least 180 days following the proposal submission deadline.

Any special discounts offered by the vendor should be included in the prices quoted.

Upgrades or revisions to software made after the initial installation of the system, but which furnish capacity to meet a requirement of these specifications, must be included in the proposal price, including documentation and training.

The vendor must specify any licensing costs that apply on a per-user basis.

Describe in detail all available payment alternatives including purchase, lease purchase, or a lease based on the number of documents processed. Any other alternative payment plans may be considered by the County.

**5.2.9. Other Supporting Documents**

The submitted proposal shall contain any other documents requested in this RFP or deemed necessary to demonstrate the Vendors ability to meet the County's requirements for this project. See Submission Checklist Appendix 7.2 for a complete list of required documents.

## **6. Vendor Qualifications and References**

### **6.1. Vendor Overview**

Provide a brief history of the company, including the current number of employees.

### **6.2. Financial Statements**

Provide copies of audited financial statements for the past two years and an annual report. State whether you have included your financial statements and annual report in the appendix (as noted above) or under separate cover.

### **6.3. Core Competencies**

Briefly describe the core services your company provides. If there are other software packages your company offers, identify the software and the market associated to it.

### **6.4. 3<sup>rd</sup> Party Vendor Relationship/Partnerships**

Outline the relationship between your company and any 3<sup>rd</sup> party vendors used in conjunction with the proposed software product.

### **6.5. References**

Provide a minimum of 5 references where your software was provided to other preferably government agencies and is still in use. The proposal evaluation committee may contact any number of the references provided. The references must include:

- Contact Name
- Contact Title
- Company Name
- Address
- Contact Phone Number
- Contact Email
- Brief description of the Software modules used
- Designate if the customers processes in-house and/or online registrations.
- Original Install date
- Current Version using

### **6.6. Sample Contract**

Vendor must supply a draft contract with the proposal.

## **7. Appendices (see the following pages)**

**7.1. Notice of Intent to Submit Proposal Form**

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***Kent County Information Technology  
Software Supporting the Parks and Recreation Division***

Please complete, sign, date and return this form, via one of the methods listed in Section 1.5 Intent to Submit a Proposal, no later than 3:00 pm on January 5, 2018, to:

By Hand Delivery or  
US Mail to: Kent County Levy Court  
Attn: Dorothy Cheatham Room A235  
555 Bay Rd  
Dover, DE 19901

By Email to: [IT.RFP@co.kent.de.us](mailto:IT.RFP@co.kent.de.us)

**NOTE: YOU MUST RETURN THIS FORM IF YOU INTEND TO SUBMIT A PROPOSAL.**

Vendor: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Title: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact Email: \_\_\_\_\_

Contact Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Please note, by sending this completed, signed and dated form to Kent County Levy Court, your company is stating its intention to submit a proposal for RFP # 17-IT-01. We will send a confirmation email upon receipt. It is the company's responsibility to verify that this form was received and the County confirmation email was sent by the deadline date specified in Section 1.4 Schedule of Events.

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

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*This section used by Kent County Levy Court*

Date/Time Received:	Date/Time Confirmation Email Sent to Vendor:	Initials:
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**7.2. Submission Checklist**

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<b>Item No.</b>	<b>Item to be Submitted</b>	<b>✓</b>
1.	Cover Sheet	
2.	Letter of Transmittal	
3.	Table of Contents	
4.	Executive Summary	
5.	Vendor Qualifications and Experience	
6.	Features and Components of Software – see Appendix 7.3	
7.	Project Schedule	
8.	Cost Proposal Worksheet – see Appendix 7.4	
9	Course Outline for any training classes – see Appendix 7.4	
10.	Vendor Overview	
11.	Financial Statements and Annual Report	
12.	Core Competencies	
13.	3 <sup>rd</sup> Party Vendor Relationships/Partnerships	
14.	References (Minimum of 5)	
15	Sample Contract	
*	Any additional supporting documents deemed necessary by the vendor	

**7.3. Features and Components of Software**

- 1) Available Features – Check whether the listed features are part of the core system or are optional modules.

Item #	Feature	Functionality in Core System	Optional Module
1	Activity Registrations can be done in-house and online		
2	Waiting List		
3	Facility Scheduling/Management		
4	League Scheduling/Management		
5	Point of Sale (POS)		
6	Membership/Pass Management		
7	Venue Ticketing		
8	Court Reservation		
9	Refund and/or Credit processing for registrations		
10	Mobile Friendly		
11	Calendar of Events Display		
12	Ability to process Credit Cards/ACH transactions		
13	Customer ability to review and manage Account Information Online; including Registrations and Facility Reservations		
14	Email interface to provide email alerts or blasts to share activities proposed and registered for, to social media (Facebook, Google+, other)		
15	GIS Interface component		
16	Reporting Features to include Receipts/Deposits accounting		
17	Other features included in core system		

2) Components

- a. List and discuss the features of the different modules of the proposed software. Among the items discussed identify features that make this software unique. Discuss the calendar functionality.
- b. Provide any further information that would help make this software recommendation the best-fit software solution to support the Parks and Recreation Division for Kent County.

3) Database

- a. Indicate the Database Platform
- b. Do tables permit customer defined fields? If so which tables contain these fields?
- c. Does the software have Open Database Connectivity (ODBC) capability?
- d. Are there any requirements to purging data in the tables? If so, what is the reason? Does this prevent reporting of any historical registration information?

4) Accounting/Finance Features

- a. Discuss the Daily Deposit components.

- b. Discuss the receipt detail available within the software. (i.e. ability to print by customer, by family, multi-course registration, etc...)
  - c. Discuss the Finance and Accounting features incorporated into the software, such as Cost Analysis of programs, Cash Balance, etc.. Indicate which modules this functionality is associated with.
- 5) Registration
- a. Can registration for the proposed software be completed In-House and On-Line?
  - b. List all the payment types the proposed software can process. If the software can process charge cards, be specific and list the name of the cards. (i.e. Cash, check, Visa, debit cards, refunds/credits, etc...)
  - c. Who is the partner Merchant Account Vendor? Is Kent County required to use this vendor?
  - d. Identify if all vendors associated with proposed software solution and whether or not they are Payment Card Industry (PCI) compliant.
  - e. Is there a waiting list capability with registrations?
  - f. Discuss the buffer capabilities that exist to protect overbooking between online and in-house registration.
  - g. Discuss any fees associated with on-line registrations. Identify who is to pay the fees, to whom, when are the fees to be paid, etc...
  - h. If an online registration module is available, who is to host the webpage? If the vendor hosts the website, what is the price associated with it? (Include any hosting fees on the Cost Summary Appendix 7.4) Are any components to be maintained by the County?
- 6) Administration
- a. Discuss the security features of the recommended software.
  - b. Do users have the ability to reset their own passwords on-line?
  - c. Can on-line users access their personal transaction histories?
- 7) Reports
- a. Provide a list of reports that are available with the proposed software.
  - b. Are there any reports available for the online registrants?
  - c. Can reports and/or its data be exported to a PC? If so, what format types are available for this export?
  - d. Does the software use Crystal Reports? If so, what version?
- 8) Other Features
- a. Discuss other features of the proposed software not previously mentioned. (i.e. email-blasts, marketing analysis, etc...)
  - b. In what manner are software updates/version upgrades issued?
  - c. Discuss the software support system in place for the proposed software. (i.e. hours available, methods for submitting software support tickets, etc...)
  - d. Is the software customized for each customer or a single version available for all the software vendor's customers?
  - e. Discuss other software packages that are supported by the software vendor. Include any other markets that this software is in.

**7.4 Cost Worksheet**

1. **Hardware Pricing** – If the vendor submitting the proposal sells any hardware that is used in conjunction with this software, specify the component and pricing associated with it. (Do not specify server or workstations here.)

Hardware Component	Qty	Unit Price	Extended Price	Is it Required?

2. **Software Pricing** – Specify the pricing associated with the different software modules available. If there is discounted prices for a multipack purchase (i.e. 5-pack purchase), specify this along with the number of Licenses included.

Software Module Name	Is Module Required?	Price per License	Multipack Price / # of Licenses

3. **Training** – Provide the following information regarding the training required (if any) for the customer at startup.

- a. Provide a course outline of items covered.
- b. What training formats are available and what costs are associated with them?
  - PC/Web Based           \$
  - In-House for Customer   \$
  - Customer Offsite         \$

c. Number of training hours for startup:

4. **Maintenance Costs** – Indicate any maintenance costs and algorithms used to calculate the costs.

5. **Other Costs**– If there are any other costs, specify them here with a description.