City of Auburn, Maine

Sport Tourism & Recreation Department
Marc Gosselin, Executive Director
Community Partnerships & Sport Tourism
60 Court Street | Auburn, Maine 04210
www.auburnmaine.gov | 207.333.6601

April 17, 2020

Dear Bidder,

The City of Auburn is accepting written proposal for the Auburn Recreation and Sport Tourism Department for a full-service **Recreation Management Software.** The City reserves the right to accept or reject any or all proposals in whole or in part and to waive any informality the City may determine necessary. The City also reserves to itself the exclusive right to accept any proposals when it is deemed by the City to be in its best interest. The City of Auburn is governed by Title 1 M.R.S.A. § 401-410, otherwise known as the Freedom of Information Act, which considers bid specifications as public documents. In awarding any proposal, the City may consider, but not be limited to, any of the following factors: Bidder qualifications, price, experience, financial standing with the City, warranties, references, bonding, delivery date, and service of Bidder. Vendors/Contractors shall be current on all amounts due to the City of Auburn prior to the City entering into any contract agreement. All proposals must include FOB to Auburn, Maine unless otherwise specified.

Proposals will not receive consideration unless submitted in accordance with the following instructions bidders. Please mark sealed envelopes plainly: **"2020 Recreation Software – Bid #2020-028.** Please respond to Marc Gosselin, Executive Director of Community Partnerships & Sport Tourism at marc.gosselin@auburnmaine.gov with your intent to submit a proposal.

Questions regarding this Request for Bids should be directed to Marc Gosselin, Executive Director of Community Partnerships & Sport Tourism, by email at marc.gosselin@auburnmaine.gov.

Please submit a hard copy and a digital copy proposal to the City of Auburn by 2:00 p.m. **Friday, May 15, 2020.** Hard copy of the proposals will be opened at 2:00 p.m. Hard copy of proposals must be delivered to **Derek Boulanger, Facilities Manager/ Purchasing Agent, 60 Court Street, Auburn, Maine 04210** on or before the date and time appointed. A digital copy should be emailed to Marc Gosselin, Executive Director of Community Partnerships & Sport Tourism at marc.gosselin@auburnmaine.gov. No proposals will be accepted after the time and date listed above.

Sincerely,

Derek Boulanger
Facilities Manager/Purchasing Agent

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I. REQUEST FOR PROPOSAL OVERVIEW

The City of Auburn, Maine is issuing a Request for Proposal (RFP) for a comprehensive web-based Recreation Management Software System (RMSS) to meet the business needs of the Department of Recreation and Sport Tourism. This system will be a gateway used by staff and the public to provide recreation services including:

- ✓ Activity Registration (desk and online)
- ✓ Facility Reservations to include the following facilities:
  - o Recreational Center
  - o Senior Community Center
  - o Ice Arena
  - o Fields
  - o Indoor Turf Facility
- ✓ League Management
- ✓ Membership Management
- ✓ Financial Accounting/Invoicing
- ✓ Point of Sale
- ✓ Maintenance Work Orders
- ✓ Robust Reporting Capabilities (cash and accrual)
- ✓ Payment Processing Compliance
- ✓ Ticketing
- ✓ Compatibility with MUNIS (Tyler Technologies)

This RFP is specifically intended for software firms with the necessary experience and personnel required to supply and install/host the software application and provide staff training and ongoing technical support in accordance with the requirements outlined in the Scope of Services of this document. It is the City of Auburn's preference to have a single provider meet all the expectations outlined in this RFP.

II. CONDITIONS AND INSTRUCTIONS TO BIDDERS

The City of Auburn's Recreation and Sport Tourism Department requires Bidders to follow the below conditions and instructions:

1. Bidders shall us the enclosed bid form for quotations. Whenever, in bid forms, an article is defined by using a trade name or catalog number, the term "or approved equal", if not inserted, shall be implied.
2. Submit a separate unite price for each item or module unless otherwise specified in the bid request. Award will be made on a basis of each item, or as a group, whichever is in the best interest of the City. Prices stated are to be "delivered to destination".
3. Bid proposals must be completed in full, in ink and must be signed by firm official. Bid proposal **must be notarized** prior to bid being sealed and will be disqualified in not notarized. Bids may be withdrawn prior to the time set for the official opening.
4. Bids will be opened publicly. Bidders or representatives may be present at big opening.
5. Awards will be awarded considering cost, the quality of the materials, date of delivery, cost which meets specification and is in the best interest to the City of Auburn.

![auburnmaine.gov logo]

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6. All transportation charges, including expense for freight, transfer express, mail, etc. shall be prepaid and be at the expense for the vendor unless otherwise specified in the bid.
7. The terms and cash discounts shall be specified. Time, in connection with discount offered, will be computed from date of delivery at destination after final inspection and acceptance for from date of correct invoice, whichever is later.
8. The City is exempt from payment of Federal Excise Taxes on the articles not for resale, Federal Transportation Tax on all shipments and Maine Sales Tax and Use Taxes. Please quote less these taxes. Upon application, exemption certificate will be furnished with the Purchase Order when required.
9. Time of execution shall be stated. If time is of the essence, the earliest date may be a factor in the bid award.
10. No contract may be assigned without the written consent of the Finance Director or her designate. The contract shall not be considered valid until a purchase order has been issued to the successful bidder.
11. Please state **"2020 Recreation Software – Bid #2020-028"** on submitted, sealed envelope.
12. The City of Auburn reserves the right to waive any formality and technicality in bids whichever is deemed best for the interest of the City of Auburn.
13. Bidder will clearly outline all options that are included in the price.

III.   General Conditions

1. **Equal Employment Opportunity:** The City of Auburn is an Equal Opportunity Employer and shall not discriminate against an applicant of employment, and employee or a citizen because of race, color, sex, martial status, physical and/or mental handicap, religion, age, ancestry or natural origin, unless based upon a bona-fide occupation qualification. Vendors and contractor or their agents doing business with the City shall not violate the above clause or the Civil Rights Acts of 1964. Violations by vendors shall be reviewed on a case-by-case basis and may mean an automatic breach of contract or service to the City of Auburn.

2. **Save Harmless:** The Bidder agrees to protect and save harmless the owner from all costs, expenses or damages that may arise out of the alleged infringement of patents of materials used.

3. **Subcontracting:** The Bidder shall not subcontract any part of the work or materials or assign any monies due it without first obtaining the written consent of the municipality. Neither party shall assign or transfer its interest in the contract without the written consent of the other party.

4. **Warranty:** The Bidder warrants that all work and products will be of good quality and free from faults and defects and in conformance with the specifications. All work not so conforming to these standards may be considered defective. The Bidder agrees to be responsible for the acts and

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omissions of all its employees and all subcontractors, their agents and employees, and all other persons performing any of the work under a contract with the Bidder.

IV.   CITY AND PROJECT BACKGROUND

The City of Auburn's Recreation and Sport Tourism Department provides recreation programming, services, facilities and events for the Auburn community of approximately 22,000. The facilities feature outdoor fields, one (1) senior community center, one (1) ice-arena, one (1) indoor turf facility, one (1) recreational center. The Recreation and Sport Tourism department has 12 full time staff, additional part time staff and volunteers.

The City will administer the proposal process in accordance with the terms and dates outlined in this RFP; however, the City reserves the right to modify the activities, timeline, or any other aspect of the process at any time, at City's sole discretion. By requesting proposals, the City is in no way obligated to award a contract or pay the expenses incurred in connection with the preparation or submission of a proposal. The award of any contract shall be contingent on the requisite staff and City Council approvals.

Project Background

The City of Auburn has been utilizing Team Sideline to manage its recreation programs, registration, and facility reservations. The ice arena uses Max Galaxy to manage rentals and reservations. The City is looking to migrate to one (1) system that is user-friendly, uses real-time internet registration, increases functionality and efficiency, is easy to implement, and designed for configurability so that it can match our current and future business processes. The City also expects to engage a system that can provide electronic interactions with the public via web and mobile interfaces.

V.   SCOPE OF SERVICES

The project objective is to obtain an RMSS that meets the current and future needs of the City of Auburn's Recreation and Sport Tourism department. The City prefers to purchase an existing RMSS that is commercially available and requires minimal customization to meet the City's needs, is in use by other similar agencies in other communities of a similar size and complexity and proven to operate effectively over time. PROPOSER should demonstrate long-term viability as a company and long-term commitment to customers through regular product enhancements and on-going support. The City prefers a fully hosted (web) solution with minimal to zero local client (PC) software install which provides staff and customers the greatest flexibility in accessing the software. All types of solutions will be considered; however, the City is interested in finding a product that has a secured Data Center that separates credit card information from the City's network and overall makes Payment Card Industry (PCI) compliance less costly for the City.

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The ideal software solution will enable the City to provide excellent customer service both in person and online for its main business activities including, but not limited to, daily recreation program administration and registration, facility and field reservations, marketing, payment processing and reporting. In addition, the system should provide for efficient and effective business processes and management tools to assist in program administration. Overall ease of use, including robust data management and reporting capabilities, is critical. The Department wants to automate and incorporate as many processes as possible.

The software solution must include the ability to create custom catalog and brochures based on program and activity data. The ideal software will provide an online catalog and brochure builder that facilitates custom page layouts based on program and activity data, and have the ability to style, publish and print activity brochures, export data into Adobe InDesign software, and will be adaptive to the changing needs of the organization and its customers.

It is the City's intention that the selected vendor would provide implementation, project management, technical installation expertise and on-site training to help speed employee and public acceptance and usage of the system. The vendor will coordinate with the City to implement the proposed Project Schedule. Any specific duties the City will perform for the Project shall be identified by the Vendor. Proposal should reflect a coordinated approach and should specify the type and level of support anticipated from City staff.

Part of the project implementation will include weekly, written status reports, in electronic format, by the vendor's project manager at a mutually agreed upon time after contract award or verbally whenever requested by City of Auburn's project lead. These status reports will recap work done and bring attention to anything that may cause a delay in completing implementation.

A. **Software Components:** The RMSS must be user friendly and must be able to manage the creation, operation, billing and management of a wide variety of recreational programs and rental facilities operated by the City and offered to its residents. It would include the modules described below:
- *Account Management/Customer Database:* The City is interested in a customer database that includes a flexible search capability. Software must contain an accurate and complete audit trail. System shall include the ability to implement different security levels.
- *Program Registration:* The system should allow for program/activity set up and registration. The system should provide user-friendly registration by staff and an on-line registration component for customers, accessible via mobile phones, tablets, and computers.
- *Facility Reservations:* The system will be used for indoor and outdoor facility reservations. The system should also allow for online accessibility, including the ability to reserve facilities online and the ability to view availability.

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- *Financial Accounting:* The City is interested in an RMSS that allows for an internal general ledger that tracks financial accounting for all transactions, such as revenues related to specific classes, programs, and facility rentals/usage. The City's current overall financial system does not track financial detail to this level and the RMSS needs to provide this type of record keeping. The RMSS should interface with or at least export to the current financial system, MUNIS (Tyler Technologies).
- *Marketing/Communications:* The system should provide an option to export and print program data for the production of the Department events guide. The City would like the option to email and/or text receipts and other information to customers.
- *Online Accessibility:* The City is interested in a user-friendly interface for registration, facility reservation and membership transactions. The interface should be accessible on personal computers, tablets and mobile phones.
- *Payment Processing Compliance:* The City wants to take payments for its programs and facility rentals using a variety of methods include cash, check, credit and debit cards. The City is looking for a product that keeps credit card information separate from the City's network, minimizes or eliminates DMZ hosting requirements, and overall makes PCI compliance less costly for the City. At the same time, the Department is interested in transaction details from credit card and other payment processes automatically linking to a customer transaction that is stored in the main database.
- *Point of Sale:* The Department is interested in a point of sale system that provides for internal cash controls that can support payment intake at multiple locations. This might include cash register functionality for drop-in programs or sales of event tickets.
- *Reporting:* The City expects to report and monitor the progress of programs, facility rentals and the history of payment transactions through an internal reporting system. The system should have a standard set of reports with the flexibility for customization as needed.

VI.   PROPOSAL REQUIREMENTS

The proposals shall be clear and concise and at a minimum include the following:

A. A completed requirements list (Appendix A). Respond to each line with a Yes or No. If No, use notes column on each row for alternative methods to achieve features.

Exception to Requirements A description of exceptions and proposed alternatives to the requirements. It may be in the City of Auburn's best interest to consider exceptions to requirements and accept alternatives. Descriptions of alternatives should be provided in the corresponding Notes column of Appendix A, if space allows. Attach any additional details and clearly reference each corresponding alternative in the Notes column.

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B. An overview outlining the history of the vendor showing its expertise in recreation software management, meeting deadlines, and performing previously agreed upon work.

C. A list of all project personnel and their roles. The vendor's dedicated project manager will have direct and continuous responsibility in matters dealing with the project. He or she will handle the day-to-day activities through to completion.

D. A list of recent or in-process, relevant projects or similar size, scope, and complexity. This list shall include the names of the organizations, number of staff and patrons/clients using the system and date of completion.

E. The full cost associated with the proposal including software, hardware, installation, implementation, training, processing fees, software updates, ongoing maintenance and service calls. Include a cost breakdown of major components or milestones and estimates of all other expenses and/or one-time fees that will be invoiced to the City. Proposals shall include any projected recurring costs for five years or more.

F. Vendors may offer additional services that were not requested by the City. As part of this response, vendors may identify these as optional and submit a separate cost.

G. A minimum of three references for whom the vendor has completed similar projects, preferably in Maine or New England. For each reference, provide the following:
- Name of organization
- Name, address, phone number and email address of contact person.
- Detailed summary of the project completed for the organization.

H. A description of any hardware or software that is required for the installation of the solution.

I. A project schedule indicating timelines for deliverables, critical meetings, etc. Include a full description of major tasks and subtasks that will be required to meet the system requirements and project schedule.

J. A Service Level Agreement for the solution. Briefly describe ongoing support offerings (phone, email, consulting, etc.). Define the standard maintenance agreement to include updates and releases, any additional support services, and the escalation process for technical issues. Include details of support provided to staff as well as the public. Include guarantees with response to support response times. For hosted solutions, provide details of service level agreements, such as availability, transaction processing times, maintenance windows, etc.

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K. Describe new release and software enhancement policy. Indicate the frequency of new releases as well as the support and documentation provided for implementing new releases. Specify any costs associated with new releases and upgrades.

L. Describe additional services offered or recommended, which may not be specifically requested but could be of benefit to the City.

VII.   VENDOR SELECTION PROCEDURE

Evaluation Criteria

The City will select the successful proposal based upon several evaluation factors. The City will use the following criteria to evaluate all the proposals received. Please note that not all criteria listed below will be equally weighted, nor are they set forth in order of importance:

- Quality of the Proposal
- Quality of the Software Solution
- Vendor Experience and Technical Expertise
- Past Experience with Similar Organizations
- Implementation Plan, Training, Customer Service, Maintenance and Support Services
- Cost
- Data Security

The selection of the finalists and final award will be decided based on the proposal submitted by a qualified, responsive and responsible vendor that best meets the needs of the City as determined by the City. Contract award may be subject to the approval of the City of Auburn City Council and the City has the option of rejecting any and all proposals.

Evaluation Procedure

The Selection Team will review all proposals and recommend which ones to elevate to the second phase of the selection process. The Team will invite these proposers to participate in a demonstration of the product(s) if so desired or needed. City staff may also conduct additional interviews with the proposers and may conduct additional reference checks. The individual or composite rating and evaluation forms prepared by the Selection Team, if any, are for assistance of the committee and are not intended to be maintained or revealed unless required by law or court order.

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VIII.   BID BREAKDOWN SCHEDULE OF VALUES

Bidder is required to compete the following bid proposal form for **"2020 Recreation Software – Bid #2020-028"**

Item	Description	Value ($)
1.	Initial set up and Training	
2.	Annual Subscription – Year 1	
3.	Annual Subscription – Year 2	
4.	Annual Subscription – Year 4	
5.	Annual Subscription - Year 5	
6.	Other additional services and costs above set up, training and annual subscription	
7.	**Total Base Bid (Sum of items 1 through 6)**	

Total of all line items in schedule of values must equal final base bid. There must be amounts in each of the specified items above. Enter a zero if not applicable.

Note: If Bidder indicated any other costs, please explain what those additional costs are.

<u>PROJECT SCHEDULE:</u>
Estimated start date: <u>Seven (7) days from notice to proceed.</u>

FAILURE TO PROPERLY COMPLETE THIS BID ATTACHEMENT MAY BE CONSIDERED A NON-RESPONSIVE PROPOSAL AND MAY BE REJECTED AT THE CITY'S DISCRETION

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IX.   BID PROPOSAL FORM

Due Friday, May 15, 2020

To: City of Auburn
    Derek Boulanger, Facilities Manager/Purchasing Agent
    60 Court Street
    Auburn, ME 04210

The undersigned individual/firm/business guarantees this price for Thirty days (30) from the bid due date. The undersigned submits this proposal without collusion with any other person, individual, or firm of agency. The undersigned ensures the authority to act on behalf of the corporation, partnership or individual they represent; and has read and agreed to all of the terms, requests, or conditions written herein by the City of Auburn, Maine. By signing this bid form, the firm listed below hereby affirms that its bid meets the minimum specifications and standards as listed above.

Signature _____ Name (print) _____

Title _____   Company _____

Address _____

Telephone _____   Fax _____

Email Address _____

STATE OF MAINE

_____, SS.   Date: _____

Personally appeared _____ and acknowledged the foregoing instrument to be his/her free act and deed in his/her capacity and the free act and deed of said company.

_____   _____
Notary Public   Print Name

_____
Commission Expires

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APPENDIX A

City of Auburn Recreation Management Software Compliance Matrix

Instructions: *Complete this requirements list by responding to each line by putting an "x" in the Yes (This requirement currently exists and can be demonstrated.) or No (This requirement is not supported and/or is not provided as part of this proposal) column. If No, use the Notes column in each row to describe alternative methods to achieve features, if space allows. Attach any additional details and clearly reference each corresponding alternative in the Notes column.*

Must Have	Nice to Have	Type	Feature	Yes	No	Notes
X		Accounts	Each account includes Address (primary and secondary - i.e. P.O. Box for mailing, street for residency), Phone Number (primary and secondary), Birthdate, Email Address for each adult, school grade, primary and emergency contacts, demographic indicators, scholarship (financial assistance) status, special notes (e.g. food allergy, asthma, physical disability, etc.)			
X		Accounts	Ability to create accounts for organizations			
X		Accounts	Effective search with the ability to search for patron by multiple criteria and partial information in order to access patron record, transaction history, facility permits, etc.			
X		Accounts	Individual user accounts within family account			
X		Accounts	Ability to share children's accounts with divorced parents (one child account with the two separate parents accounts). All credits or refunds stay with the paying parent's account			
X		Accounts	Ability to remove member of the family from the family account to their own account (divorce or adult children). This should be reversible.			
	X	Accounts	Ability to deactivate/hide patron that is deceased, so they don't show on family account receipt. This should be reversible.			
X		Accounts	Ability to search based on text (or text fragment) on any field in a patron account record			
X		Accounts	Ability to merge duplicate accounts without loss of history or transactions. Duplicates could include groups, families, and patrons.			
X		Accounts	Staff is notified if there seems to be a duplicate account for the patron he/she is helping			
X		Accounts	Ability to suspend an account (make inactive)			
X		Accounts	Easily identify residents vs nonresidents by street address. System should import list of residents, but prefer GIS integration.			
X		Accounts				

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X		Accounts	Allow for selection of preferred method of communication (e.g., email vs. phone vs. text), at the preferred email address, number, etc.			
X		Accounts	Option for patron to opt-out of marketing emails & texts			
X		Accounts	Ability to make notes only seen by staff. Notes should appear in an obvious place.			
X		Accounts	Ability for staff to make financial adjustments to patron account			
X		Accounts	Accept 3rd party payments (Someone outside account is paying)			
X		Accounts	Track patron transaction history			
	X	Accounts	Ability to enter zip code and city and state fields are automatically populated at terminal or online			
X		Accounts	Ability for administrators to assign permissions to override/amend fees across all modules (e.g. POS item, class registration, event ticket)			
X		Accounts	Ability to assign patron types (e.g., resident, non-resident, non-profit) in order to apply separate charges to each type			
X		Accounts	Ability to track account demographics			
	X	Accounts	Automatically promote grade level for all patrons annually by an administrator defined date. Individual patron grade level should be manually adjustable by staff.			
	X	Accounts	Ability to print staff ID cards (for login or other purposes)			
X		Accounts	Ability for staff to attach/insert documents/scanned forms (e.g. medical waiver, field trip authorization, etc.) to patron's account			
X		Accounts	Ability to export patron list based on participation history for e-blasts, news items, newsletters, flyers, etc.			
	X	Accounts	Ability to create attractive, colorful e-blasts for news items, newsletters, and flyers targeted based on patron history			
X		Accounts	Ability for staff to print liability waivers that were signed online and include evidence of patron's consent			
	X	Accounts	Staff accounts include options to record certifications (with expiration)			
X		Accounts	Ability for ongoing Level (prerequisite) Tracking with Pass/Fail indication. Notification sent to parent via email or as an alert in their account online. Patrons cannot sign up for classes without proper prerequisite(s). Should be available to instructors online.			
X		Accounts	Ability for ongoing Skill (progress) Tracking with Pass/Fail indication. Notification sent to parent via email or as an alert in online portal. Should be available to instructors online.			

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X		Facilities	Ability to manage reservations for multiple facilities, facility types, and centers. Issue permit for each reservation.			
X		Facilities	Ability to create rooms/areas within a facility that can be reserved separately or together			
X		Facilities	Automatically generate rental permit number			
X		Facilities	Ability to enter new reservations and automatically create a permit to include patron/ organization name, address, date, facilities reserved, detailed rental charges, etc.			
X		Facilities	Ability to set up prompts for unique administrator-defined facility-specific questions during facility reservation process (e.g., Will you be serving alcohol?). Questions would also appear for facilities with online reservations enabled.			
X		Facilities	Ability to modify dates, fees, etc. on closed reservations without having to delete the reservation and creating a new one with the adjustments			
X		Facilities	Ability to cancel any reservation			
X		Facilities	Ability to create recurring reservations (e.g., every Tuesday and Thursday for the next four months) in one process; and ability to create recurring reservations in the past.			
	X	Facilities	Ability to create random recurring reservations with any combination of any date sequence in one process; and ability to create recurring reservations in the past.			
	X	Facilities	Ability for staff to reserve multiple facilities, for any date range, in a single process without requiring duplicate data entry.			
X		Facilities	Prior to completion of a multi-date reservation, all reservations must be displayed to allow for adjustment or deletion without need to process another transaction.			
X		Facilities	Refunds should only be linked to the reservation that was canceled, unless manually applied to other transactions by staff			
X		Facilities	Automatically calculate total fees for reservations			
X		Facilities	Ability to edit (override) fees at time of reservation or thereafter, based on staff security clearance			
X		Facilities	Ability to amend charges, add extra fees, allow partial payments, rental damage deposits and refunds, payment reversals, and credit balance refunds			
X		Facilities	Allow for tracking, billing, and collecting of fees for billable services such as staff costs, overtime fees, facility damage, lighting, clean-up, and security			
X		Facilities	Ability of administrators to assign default fees for the facility and/or patron types.			
X		Facilities	Ability to assign multiple fees to each facility			

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X		Facilities	Easily add hourly and/or flat rate fees to reservation for nonresident, setup, custodial			
X		Facilities	Identify Non-profit/private/etc. and show only corresponding rental rates, with option to view all rates.			
	X	Facilities	Staff view of facility reservation only lists site-specific fees & options (e.g. for athletic fields don't show gym fees or options)			
X		Facilities	Option to send permits, room set-up diagrams, receipts via email			
X		Facilities	All email correspondence with patrons should be managed by system. Email from patrons should be routed to the staff working on a reservation interaction (not general department email box). Staff responses should not come from her/his personal City email address. As a result, system should retain both sides of communication history with patron.			
X		Facilities	Option to automatically reserve facilities when creating/coding programs			
X		Facilities	Reservation of a facility includes setup or breakdown time in facility reservation. Setup time must not be included in class schedule online or in brochure export (Adobe InDesign format).			
X		Facilities	Ability for staff to attach/insert scanned application and other related documents to permit			
X		Facilities	Facility booking tracks "still due" paperwork or forms			
X		Facilities	Facility booking emails to remind patron of "still due" paperwork or forms (insurance certificate, etc.)			
	X	Facilities	Integrate with insurance certificate tracking			
X		Facilities	Ability for staff to print, preview, or e-mail receipts, rental permits, etc. with reprint and/or multi-copy options			
X		Facilities	Ability to print reservation confirmation, with re-print and/or multi-copy options			
X		Facilities	Ability to reprint a permit from facility calendar without having to go to a different screen			
X		Facilities	System must create and track invoices			
	X	Facilities	Ability for staff to search for available space based on defined parameters (e.g. room for 30 people on Wednesday nights for one hour)			
X		Facilities	Program facility set-up/maintenance needs can be linked to each program. Ability to print facility schedule with set-up notes			
X		Facilities	Ability to define operating hours for each facility			
X		Facilities	Ability to disallow facility reservations on certain days for holidays, City closures, etc. Should be defined separately for each facility			
X		Facilities	Ability to view facility schedules by year, month, week, day, hours and half hour			

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	X	Facilities	Ability to reserve in minute increments. Should be available from calendar view			
X		Facilities	System must allow reservations at least three years in the future			
X		Facilities	Prevent reservations of a facility if already reserved (prevent double booking)			
X		Facilities	Drag and drop rental conflict resolution			
X		Facilities	Alert staff if a booking conflict exists prior to completion of a reservation			
	X	Facilities	Display on-screen, in calendar view, reservation schedules for multiple facilities at once, by day, week, month or year. Schedule default and alternate views can be customized by each staff.			
	X	Facilities	Display reservation and usage information of a single facility or multiple facilities in a grid or calendar format. In this format, staff can click or hover over on a reservation to view more detailed information without the need to go into the reservation itself.			
X		Facilities	Ability to edit existing rental permits, based on staff permissions.			
	X	Facilities	Ability for staff to color-code different types of reservations on-screen and on calendars based personal preference			
X		Facilities	Ability to create internal/administration/maintenance bookings without necessity to link to any family or organization			
	X	Facilities	Permits list administrator-defined site-specific information (do's & don'ts, site contact info, etc.). Sites: gym, park, etc			
	X	Facilities	Option to include administrator-conditions of use letter along with rental permit			
X		Facilities	Automatically remove facility bookings for cancelled programs			
X		Facilities Online	System allows detailed facility information to be displayed including, availability, schedules, comments, fees, and facility photos and videos			
X		Facilities Online	System allows online facility reservation requests which require staff approval before permit is issued to patron. This is a request for reservation, not an online booking. A message should be sent to responsible staff for approval. Payment is taken with the reservation request, but should not be processed until reservation request is approved by staff			
X		Facilities Online	Only facilities selected by administrators will be reservable online. For facilities excluded from online reservations, system should still allow administrators to make their details and/or availability viewable online			
X		Facilities Online	Ability to set minimum and maximum number of days/months in advance that a reservation can be			

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Sport Tourism & Recreation Department
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			made. System automatically determines if a reservation falls within that time frame.		
X		Facilities Online	System displays liability waivers with "I Agree and "I Disagree" options for patron input. If patron selects "I Disagree" option, the reservation cannot be completed. Allow patron to print or email liability waiver to themselves.		
X		Facilities Online	Ability for staff to print liability waivers with evidence of patron's consent		
X		Facilities Online	Online facility booking process that can track special requirements (insurance, jump house application, etc.) for each facility. Tracking might include ability to upload documents such as an insurance endorsements. Additional special requests trigger another level of rules & requirements (e.g. filter or contingency questions).		
	X	Facilities Online	Ability for patron to scan and attach any required documents for reservation (e.g., proof of residence/ business status, non-profit status, proof of insurance, etc.)		
X		Facilities Online	Allow patrons to view reserved times without the ability to see details (e.g., who has reserved the time or what it was reserved for)		
X		Facilities Online	Patron view of facility reservation only lists site-specific fees & options (e.g. for athletic fields don't show gym fees or options)		
	X	Facilities Online	Suggest other similar facility if requested facility is booked		
X		Facilities Online	Allow cart to expire after certain period of time if patron does not check out		
	X	Facilities Online	Show transaction timer for cart expiration		
X		Facilities Reports	Customizable facility report formats		
X		Facilities Reports	Ability to print or preview facility calendars including all rooms in a facility by date range or by individual rooms with fit-to-page option		
X		Facilities Reports	Ability to print and/or email facility calendars by date, facility, or specific room. Calendars must include beginning and ending reservations times and staff-defined rental title		
X		Facilities Reports	Ability to create report for easy analysis of reservations by various parameters (facility, type of rental, resident, non-resident, non-profit)		
X		Facilities Reports	Ability to track reservations into staff-defined statistics and reporting groups (e.g., all wedding reservations)		
X		Facilities Reports	Ability to produce reports that include one, some, or all of the following options and data elements: All reservations for a specific facility type, such as a		

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Sport Tourism & Recreation Department
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			meeting room or field, all reservations for a specific facility, all reservations for a specific date range, all reservations for a specific patron or organization (e.g., non-profits), all reservations for a specific staff member			
	X	Facilities Reports	Ability to choose which groups/accounts are included in report results. (E.g. Report that shows all rentals but allows to exclude reservations for some groups.)			
X		Facilities Reports	Ability to report all financial activity for rentals by date range, site, type of facility (gym, field, picnic area, etc.), number of hours, etc.			
X		Facilities Reports	Ability to preview reports on-screen			
X		Facilities Reports	Ability to choose to print or email permits, facility rules and regulations, etc.			
X		Facilities Reports	Ability to run a marketing report listing all patrons with reservations for a staff defined search range (e.g., all patrons who reserved picnic areas for last month) and email/text/send notifications for upcoming events			
X		Facilities Reports	Reservation report showing all reservations made by an individual patron or organization for a specific date range			
	X	Facilities Reports	Ability to create reports by facility and date, showing any reservation special requests and set-up requirements with option to include set-up chart			
X		Facilities Reports	Ability to print rules and regulations letter and set-up chart at the time rental permit is issued. Include option to email the permit with these attachments			
X		Facilities Reports	Allow facility schedule inquiries by date range			
	X	Facilities Reports	Ability to view schedules for multiple facilities at one time			
X		Facilities Reports	View reservation information by patron/organization name or by permit number			
X		Finance	System must allow for: (a) Full payment (b) Partial payment (c) Payment from patron credit (d) Payment reversals (e) Payment cancellations and backdating (f) Payment plans with automated tracking (g) Credit balance refunds (h) Rental deposit refunds			
X		Finance	Allow split payments among multiple payment methods (cash, check, credit, gift certificate, etc.).			
X		Finance	System must provide complete end-of-day reports (summary and detail options), to include as a minimum: (a) End of shift cash out process/report (b) Receipt transaction listing with receipt number, time of transaction and amount of transaction, and patron name, if checks, include check numbers (c) Daily GL account distribution (d) System must have the ability to balance (cash out) by staff member, location, for any date range, any time range, by function, by general			

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			ledger account number, by payment method, or for the entire system.		
X		Finance	System must have the ability to cancel any transaction(s) with the following options: (a) Apply credit to household balance (b) Apply surcharge fees (c) Apply split refund payment types (i.e., ability to process a refund with portions applied to multiple refund payment methods) (d) Refund later from system (e) Backdate a payment cancellation		
X		Finance	Refund to payment type used at time of purchase (cash or check by check, credit card to credit card)		
X		Finance	Ability to apply account credit to any transaction in any module in person or online.		
X		Finance	Payment processor – either vendor hosts or a Third party		
X		Finance	If a third party payment processor is used, there must be some identifier that helps identify which transaction in recreation system ties to which payment in third party payment system.		
X		Finance	Option for auto bill pay (recurring credit card charge)		
X		Finance	Allow multiple, user-defined payment methods to be used online, including Financial Assistance		
X		Finance	Require payment reference information to be entered during transaction processing (e.g., when processing a check, check number is required for tracking purposes)		
X		Finance	As revenue is tracked (i.e., transactions are processed), the revenue generated may be linked to unique general ledger codes. Example: If an Arts program is offered, a class fee and a registration fee are required. The system must have the ability to separate the class fee and the registration fee into two unique GL accounts and/or sub-accounts, automatically. Revenue from any part of the system (module) may be associated with any GL code in the system		
X		Finance	System must provide for linking revenue to chart of account codes (general ledger accounts).		
X		Finance	Ability to track revenue generated from activities that have not started yet (i.e., deferred revenue)		
X		Finance	Allow multiple, administrator-defined payment methods to be established (e.g., coupons, gift certificates, fee waivers, etc.)		
X		Finance	System must allow for tax rate option to be set up		
	X	Financial Assistance	Patron's account should show Financial Assistance eligibility. For example, when registering an eligible patron in person, the system should show staff that the person has Financial Assistance available.		
	X	Financial Assistance	Automatically remove Financial Assistance status from patron accounts on system administrator-defined		

City of Auburn, Maine

Sport Tourism & Recreation Department
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			expiration date. Unused funds should go back to the main Financial Assistance account.		
	X	Financial Assistance	Ability to offer & track Financial Assistance that is restricted to system administrator defined activities		
	X	Financial Assistance	Financial Assistance redeemable online for approved activities		
	X	Financial Assistance	Generate form letter to notify or remind recipient of Financial Assistance status (available funds & expiration date). Options to email or print letter.		
	X	GIS	Integrate with the City's GIS system (Esri ArcGIS) for residency information		
X		Implementation	Detail project timeline with carefully spelled out phases of installation, training, testing, etc		
X		Implementation	Extensive capability testing on a test/trainer database prior to going live		
X		Implementation	Extensive on-site training		
X		Implementation	Detailed training on how to customize reports		
X		Implementation	Web-based training for staff, administrators and any other where appropriate		
	X	Implementation	If data migration is possible, ability to transfer any monies on patron accounts to new system, including rental deposits, credit on account, amount owed		
	X	Implementation	Ability to roll over patron and facility details and history from existing systems		
	X	Implementation	Dedicated vendor project manager		
X		Leagues	Provides for the scheduling of any number of leagues with normal regular season, round robin, and single/double elimination, including playoffs. X Leagues Ability for staff to take a class list and assign youth to specific teams at will. Team rosters would include contact info, special needs, etc.		
X		Leagues	System automatically reserves facilities during the schedule generation process		
X		Leagues	Ability to design full leagues (schedules, standings, and rosters)		
X		Leagues	Automatically calculates team record and winning percentage		
X		Leagues	Ability to cancel games and reschedule		
X		Leagues	Ability to import our own schedule (in place of system-generated schedule)		
X		Leagues	Allows manual adjustment to a league schedule to meet any special requirements		
X		Leagues	Allows for any adjustments to any game in the schedule		
X		Leagues	Allows for creation of tournament brackets at the end of the regular season based on league standings		
X		Leagues	Effective method for managing "round-robin" and tournaments		

City of Auburn, Maine

Sport Tourism & Recreation Department
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X		Leagues	Ability to create league and coach/division specific email lists			
X		Leagues	Ability to create league and coach/division specific email lists			
X		Leagues	Produce and print individual league team rosters			
X		Leagues	Ability to email or text schedules, standings, and rosters and post online			
	X	Leagues	Count forfeits as a loss and a half in standings			
X		Leagues	Ability for staff to take a class list and assign youth to specific teams at will. Team rosters would include contact info, special needs, etc			
	X	Leagues	League Coaches Portal: allow coaches to look up rosters, communicate with team members (via system & not personal account), etc			
X		Memberships	Batch renewal billing: roll over members into new cycle and automatically generate invoice (to manually mail or email)..			
X		Memberships	Ability to create a variety of membership pass types and time periods (annual, quarterly, punch pass)			
X		Memberships	Option to print membership cards which can be used to pull up an account or checkin. Includes ability to report on check-ins to track usage. Cards could be mag-strip, barcode, HID, etc			
X		Memberships	Ability to check-in via smartphone (via an email barcode or app; doesn't matter how)			
X		Memberships	Option to limit registration to those with a valid membership (membership validation by age, program/class, etc.)			
X		Memberships	Ability to track and report on visit history			
X		Online	E-mail address is login credential.			
X		Online	Ability for patron to select their own password			
	X	Online	Option for patron to login using other credentials such as Google, Facebook, etc			
X		Online	Alert patron if signing up for a class they do not meet the requirements for (prerequisites, age limit, etc.). System should give reason for error, rather than simply preventing registration			
X		Online	Alert patron of scheduling conflicts between class they are adding and existing classes on account.			
	X	Online	Patron start page suggests classes family members might like			
X		Online	Ability for patrons to attach/Insert scanned forms (e.g. medical waiver, field trip authorization, etc.) to patron's account			
X		Online	Allow cart to expire after certain period of time if patron does not check out			
X		Online	System displays liability waivers with "I Agree and "I Disagree" options for patron input. If patron selects "I			

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			Disagree" option, the transaction cannot be completed. Allow patron to print or email liability waiver to themselves		
X		Online	Offer electronic signature for liability waiver		
	X	Online	Ability for patron to add family or individual class schedule into personal electronic calendar (e.g. Outlook Calendar, iCal, Google Calendar, csv file, etc.).		
	X	Online	Patron-specific salutations when registering such as "happy birthday" or anniversary of being a patron		
	X	Online	Option for staff and instructors to record program attendance		
	X	Online	Ability for instructors to update patron skill or prerequisite record		
	X	Online	Allow league coaches to look up rosters, communicate with team members (via system & not personal account), etc		
	X	Online	Accurately, translate online pages into different languages		
	X	Online	Option to make donations and buy items in online store without having to create an account		
X		Online	Option for administrators to include class details online. Details include: detailed class information, spaces available, comments, fees, dates, times, instructors, no class dates, and age/grade requirement online. Option for staff to include links to documents (e.g. class supply list, dress code, etc.)		
X		Online	Present custom, activity-specific questions during the online registration process		
X		Online	Ability to disallow online registration for certain programs		
X		Online	Program and facility locations show addresses using online mapping (e.g. Bing Maps, Google Maps, Map Quest etc.)		
X		Online	Responsive view - adjusts to smart phones/tablets and PC's		
X		Online	Ability for patron to create account and use it right away		
X		Online	System alerts patron of existing account when registering, etc. (to prevent duplicates)		
X		Online	User-friendly option for patrons to reset a forgotten online password or retrieve a forgotten username.		
X		Online	Ability for patron to update email, phone, etc. with the exception of physical address (due to non-resident fee) and birthdate. Only staff and administrators should be able to change physical address and birthdate.		
X		Online	Robust search function, allowing patrons to quickly find program details and information based on program criteria (name, location, type, age, activity code)		

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X		Online	Ability to browse programs and availability online without requiring an account			
	X	Online	Suggest similar classes if a class is full			
	X	Online	Patrons may add themselves to a wait list			
X		Online	Allow patrons to add special needs (physical, dietary, etc.) notes during online registration			
X		Online	When registering, prompt patron to confirm emergency contact data is correct during checkout			
X		Online	Periodically prompt patron to confirm phone, email address, contact, & other staff defined data are correct. Intent is to make sure best method of contact is current.			
X		Online	Patron may request refund online, with automatic staff notification. Refunds require staff processing			
	X	Online	Cancelled classes appear as "cancelled" online (they are not removed from listing)			
X		Online	Add activities to cart and view cart before check out			
X		Online	If item is placed in patron cart, spot is not guaranteed until checkout is completed			
	X	Online	Allow patrons to view/print schedule of all household registrations. Ability to add/remove individual household members from calendar view.			
X		Online	Allow patrons to view account information, current/history/future enrollments online			
X		Online	Detailed program registration receipts must be provided on-screen with option to print			
X		Online	System must meet the PCI/CISP credit card industry Payment Applicator Best Practices specifications			
X		Online	Online patrons must be notified in real-time if credit card is declined			
X		Online	Credit card payments must be automatically deposited directly into City accounts at the end of each day			
X		Online	Ability for administrators to control online registrations by season, specific dates, and patron residency, etc.			
X		Online	Ability for instructors to view and print class list online			
	X	Online	Ability to conduct online surveys based on staff-defined criteria within the system using email and social media.			
X		Online	Online If per-transaction fees or revenue percentages are charged, process donations without them (excludes credit card fee)			
X		Payment Processing	Third party (for PCI compliance). Interface will not capture or store any payment card information on or within the City of Vacaville servers or network environment			
X		POS	Ability to sell items in person at sites			
X		POS	Ability to customize receipt format (e.g. with different information per site, with City logo, etc.)			
X		POS	Itemized receipts			

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Sport Tourism & Recreation Department
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	X	POS	Option to attach patron information to transaction			
	X	POS	Flexibility in entering/changing amounts			
X		POS	Ability to easily process refunds from POS			
X		Publishing	Formatted Brochure export			
X		Registration	Upon completion of any transaction, the roster, household history, cash journal, general ledger, billing information (if applicable) and activity financial status reports are all updated immediately.			
X		Registration	Option for administrators to give staff ability to override requirements (e.g. age, grade, skill level, fees, etc.). Would be nice to have the option to make this override permanent			
X		Registration	Allow for age or grade-specific classes that a patron cannot sign up for if not the corresponding age or grade			
X		Registration	Display the number of registrants currently enrolled in a class			
X		Registration	Automatically generate wait lists for classes reaching the maximum number of enrollees			
X		Registration	Display the number of registrants currently on the wait list for a class			
X		Registration	Allow staff to manually change wait list order. (E.g. Move someone up or down in priority.)			
X		Registration	Automatically notify staff of wait list change when an opening becomes available. This will allow staff to notify the appropriate person on the wait list.			
X		Registration	Option for staff to prorate class fees once a class has started			
X		Registration	Staff must be notified immediately if a credit card is declined			
X		Registration	Registration refunds must not be applied to other transactions without manual intervention			
X		Registration	All email correspondence with patrons should be managed by system. Email from patrons should be routed to the staff working on a registration interaction (not general department email box). Staff responses should not come from her/his personal City email address. As a result, system should retain both sides of communication history with patron			
X		Registration	Automatic E-mail confirmations and reminders			
X		Registration	Ability to easily email instructors their rosters with the specific information they want (names with emails or names with food allergies, birthdates, etc.). Should exclude sensitive information (e.g. address, etc.)			
X		Registration	Prevent sensitive information from being emailed out by unaware staff.			

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X		Registration	Ability for staff to email patrons their individual or family class schedules			
X		Registration	Each program can be linked to a staff-defined activity category (e.g., Youth Arts & Crafts, Youth Athletics)			
X		Registration	Allows for activity to be associated with an activity sub-category and be searchable by the categories and sub-categories (e.g., Category: Youth Programs, Sub-Category: Dance)			
X		Registration	Ability to offer pre-enrollment for the next session to current session participants with two options: 1. Pre-enroll in the exact same program (same day & time) in the next session (e.g. Mondays at 10 am). 2. Pre-enroll in any program in the next session (like a priority registration). All current patrons are notified of pre-enrollment opportunity by email with option to pay corresponding program fee online. Include option to also send notification by snail mail.			
X		Registration	Private Lesson Management. Ability for patron to register online for single private lessons. Notification sent to instructor and staff when private lesson is scheduled.			
X		Registration	Drop-In Program Management. Patrons can register for a program that is only for drop-ins. Ability to sell drop-in programs that traditionally have used punch cards (prefer different method than punch cards). Staff must have the ability to record when a drop-in program has been used. Drop-In Program package tied to family and not to specific participant. Usage tracked on both ends of online portal (staff and patron portal). Want patron to appear on a program list.			
X		Registration Transactions	Update patron history record, program roster, receipts, general ledger account distribution with a single transaction entry			
X		Registration Transactions	Multiple window option for staff during registration (e.g., staff can do more than one thing at a time such as searching patron or activity info while processing a transaction.)			
X		Registration Transactions	Staff is able to update and make changes to any part of a transaction at any point in the process			
X		Registration Transactions	Allow staff to override requirements (age, gender, grade, prerequisite, etc.) with appropriate security clearance			
X		Registration Transactions	Transactions Do not allow duplicate registrations (same person into same activity)			
X		Registration Transactions	Automatically check if patron's registration conflicts with other programs already registered in			

City of Auburn, Maine

Sport Tourism & Recreation Department
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X		Registration Transactions	Ability to register a patron for multiple activities/ programs without having to reselect that person for each program			
X		Registration Transactions	Ability to register multiple family members into multiple programs in one transaction without having to reselect the household, with all transactions printing on one receipt.			
X		Registration Transactions	Warn staff if registration does not meet the specific requirements (age, gender, grade, prerequisite, etc.)			
X		Registration Transactions	Ability to apply discounts to a transaction or account as needed			
X		Registration Transactions	Ability to offer multi-child (sibling) discounts. Multi-child discount to apply to selected "grouped" activities.			
X		Registration Transactions	Easy reference for staff to last transaction processed (receipt number, patron name, etc.)			
X		Registration Transactions	Allow for automatic calculations of multiple child/ patron discounts based on enrollments into the same type of sessions or programs			
X		Registration Transactions	Allow for the cancellations of an individual or entire class in a single transaction, with the option to apply the funds to another program, keep the money on patron's account, or process a refund.			
X		Registration Transactions	Ability for staff to transfer a patron or whole class from one activity to another in one transaction (i.e., no need to withdraw from an activity in one transaction, and then enroll in another activity in a second transaction)			
X		Registration Transactions	Ability to choose to print or email receipts for any type of transaction. Should follow patron's communication preference.			
X		Registration Transactions	Additional comments added during activity set-up should print on receipt. Further comments can be added by staff before printing.			
X		Registration Transactions	Ability to produce receipts with program information, dates, times, locations, descriptive comments, payment information, date/time of transaction, staff and payment method, department information (donations, non-profit tax id, etc.)			
X		Registration Transactions	Ability for staff to make entries to special notes section during registration and ability for it to print on activity roster if selected (e.g., allergies, medical, etc.)			
X		Registration Transactions	Option for administrators to add prompt for specific staff to remind them to confirm phone, email address, & other staff-defined data with patron. Would be nice to be able to set this to turn on/off on a regular schedule (e.g. quarterly).			
X		Registration Transactions	Ability for staff to process registrations with payment via tablets at offsite and email receipts			

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X		Registration Transactions	If per-transaction fees are charged, internal registrations are exempt from fees (i.e. free classes, donations)			
X		Reports	Real time financials			
X		Reports	Standard system reports which provide demographic and statistical information for program sessions, categories, types, ages, genders, etc., and ability export to Excel and produce graphs and charts			
X		Reports	Ability to customize reports			
X		Reports	Ability to sort reports by department, staff, instructor, programs, site, GL account, payment type, etc.			
X		Reports	Ability to print account statements based on user-defined criteria			
X		Reports	Ability to view/print rosters and attendance sheets by user-defined fields (e.g., enrollment date, in alphabetical order, age, order of entry, etc.)			
X		Reports	Standard report listing all activities patron is/has been currently enrolled in - ability to select by dates			
X		Reports	Report showing activities not meeting minimum enrollment (sorted by supervisor, instructor, site, etc.)			
X		Reports	Report showing activities reaching the maximum enrollment (sorted by supervisor, instructor, site, etc.)			
X		Reports	Ability to view/print activity listings, in summary or detail, by selecting a range of activities with start date (e.g., print all classes beginning the week of April 1)			
X		Reports	Report showing number registered in programs by category, sub-category, class, instructor, supervisor, site, etc.			
X		Reports	Ability to create program roster that includes special notes (food allergy, prescription medication, etc.)			
X		Reports	Extensive, ad-hoc (customizable) reporting options			
	X	Reports	Schedule-able reports delivered by email to staff-defined email address(es).			
	X	Reports	View real-time dashboards of financials, trends and histories			
X		Reports	Reports should be available in both summary and detail (where applicable) and by date range			
X		Reports	Exportable to PDF, Excel, Word, XML, rich text, csv, etc.			
X		Reports	Refund reports for specified date ranges, with ability to exclude payment type (e.g. credit cards, check, cash)			
	X	Reports	Ability to report sales tax revenue by staff-defined date range. Report should include both point of sale and online revenue.			
X		Reports	Track upcoming payment plan dates			
X		Reports	Aging report			

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X		Reports	If a third-party payment processor is used, ability to generate and print financial reports from payment processor.			
	X	Reports	Ability to calculate coaches pay. Allows only certain program fees to be included in coaches pay processing calculation.			
	X	Reports	View/print coaches contact information, certifications, pay rate for verification purposes			
X		Reports	Produce comparison reports (e.g., mail-in & walk-in vs. online registration, resident vs. non-resident, etc.)			
X		Reports	Ability to view/print revenue report by activity, preferably with option to create graphs and charts for easy analysis of revenues			
X		Reports	Produce report showing enrollments for all programs within a given parameter (e.g., Spring 2015) or by dates, by activity category, etc.			
X		Reports	Ability to create mailing labels (various sizes) directly from system based on staff selected criteria			
X		Reports	Audit trail to show which staff made each accounting transaction			
X		Security	Different levels of authorization for multiple staff. Ability to limit staff access to only what they need to fulfill their role.			
X		Security	Option to set staff permissions to only view facility bookings without ability to make changes or to take payment.			
X		Security	System must comply with new credit card chip technology requirements			
X		Set up	Custom codes, use the same code year after year			
X		Set up	Activity codes follow logical naming convention (either auto-generated or staff generated)			
X		Set up	Allows for unlimited length program descriptions. Descriptions will appear in brochure export, online registration site, on–screen in system searches.			
X		Set up	Ability to roll over activity/program information from one season to another and automatically generate new class/program/activity codes			
X		Set up	Designate minimum and maximum number of participants			
X		Set up	Designate minimum and maximum school grade range. Date for grade verification should be adjustable by staff.			
X		Set up	Ability to set separate registration start dates based on patron status (e.g. resident and non-resident), prior class enrollment, and memberships			
X		Set up	Automatically select and apply the appropriate patron fee type (resident, nonresident, senior, non-profit, etc.) based on information in a patron's record			

City of Auburn, Maine

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X		Set up	Programs can be associated with multiple facilities/locations and the system automatically reserves those facilities		
X		Set up	Option to change activity status to open/closed/cancelled		
X		Set up	Programs can be associated with off-site locations (e.g., Class takes place at a business such as an Ice Skating rink)		
X		Set up	Option to allow for prerequisites to be linked to a program, so only registrants who have taken the prerequisites (e.g. class(es), skill level(s), etc.) can sign up		
X		Set up	Allow multiple, separate fees to be linked to each program and for each separate fee to be linked to a different GL account number		
X		Set up	Ability to assign multiple instructors to one program		
X		Set up	Multiple pay rates can be linked to each coach (hourly, percentage, per participant, flat fee)		
X		Set up	Automatically calculate discount fees/coupons or incentives to programs		
	X	Set up	Incentive options (e.g., register/pay by certain date and receive a discounted fee, early bird registration)		
X		Set up	Allow for staff-defined enrollment prompts allowing for any data fields/questions to be set up and tracked for the program. Prompts will pop-up during registration process (e.g., What is your child's t-shirt size? How did you hear about this program?)		
X		Set up	Separate registration dates for resident and non-resident, memberships, for online, mail-in and walk-in registrations (e.g. pre-registration)		
X		Set up	Option to send out email/text reminder to patrons before class/ program begins		
X		Set up	Option to track make-up classes (or to tell if someone has used up all classes paid for). Administrators can limit number of allowed make-ups per patron. Allow make ups to be added up to the administrator-defined class maximum.		
X		Set up	Enrollment History Management		
X		Support	Live responsive technical support, available during normal business hours in the Eastern Time Zone.		
X		Support	Tiered levels of user access to technical support (e.g., recreation staff, system administrator, IT, etc.). System administrators should be notified when anyone else (e.g. recreation staff, IT) contacts customer support directly		
	X	Support	Online help for external users		
X		Support	Up to date system manuals/help for staff (printed or online)		

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X		Support	Timely notification of updates and enhancements (with full descriptions) and training on how to use enhancements			
X		Support	Payment Processor - Third party host - customer service hours similar to City of Auburn business hours			
	X	Support	Online interface to open/track support issues and availability of knowledge database.			
X		Support	Provide fixes and patches for problems encountered between software releases.			
X		Data Security	Provide full back up and restore functions			
X		Data Security	System will not display or print passwords			
X		Data Security	Provide high availability on 24/7 schedule			
	X	Data Security	Ability to purge select data based upon retention schedule			
X		System	Ability to access via tablet/Ipad			
X		System	Patron/organization data must be shared across all modules of the system			
X		System	More than one staff member may update the system at the same time, in the same program. System must prevent the loss of data when two or more people (staff, administrators, patrons) are updating the same record.			
X		System	System automatically assigns a unique transaction number to each reservation and/or registration			
X		System	System must allow the administrators to define how much history is retained and when it is archived			
X		System	All transactions, reports, etc. in the system should be in real-time			
X		System	Customizable "dashboard" display with current information without having to run a report. Examples include: reservation calendar, tracking registrations for specific programs, upcoming rentals, "still due" paperwork, etc			
X		System	Option to automatically email rosters to coaches at a specified time.			
X		System	Ability to include custom text/logos on all receipts, rental permits, and reports			
X		System	On-going trainer/testing database (i.e., ability to test transactions offline, hidden from public website). Could be used to train new employees or to test out features			
X		System	Offer gift cards/ rewards			