



REQUEST FOR PROPOSALS

October 22, 2015

Bid #15169

Bid Opening: November 5, 2015 at 2 PM

REAL. LIVE. ENTERTAINMENT.



City of Little Rock Zoo

POS System Project

Requestor:
City of Little Rock Zoo
Terri Branson
Visitor Services Manager

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SECTION I – INFORMATION FOR VENDORS

A. PURPOSE

The Little Rock Zoo, Little Rock, AR seeks proposal responses regarding the installation of software, hardware training and services for a General Admissions, Group Sales, Food/Gift Services, Special Events and Rides Point of Sale (“System”) system for the Little Rock Zoo. In addition, this solicitation seeks functionality for internet sales and on-line ticketing. The successful Vendor must provide, install, and provide training, service and support equipment (if applicable) and software indicated in this solicitation. **Preference will be given to those bidders that provide a new system that is operational no later than January 7, 2016.**

The City invites all qualified vendors to respond to this solicitation by submitting a proposal consistent with the terms and conditions of this solicitation herein set forth. Vendors responding to this request must be a responsible provider, regularly and practically engaged in the delivery, implementation, and maintenance of appropriate Point of Sale system. Implementation services include installation of the software, hardware and training. Vendor responsibilities include user training, training documentation, and System documentation.

This RFP provides the instructions for submitting proposals, the procedure and criteria by which a vendor may be selected, and the contractual terms by which the City intends to govern the relationship between the City and the selected vendor.

All rights and ownership of the work completed during the performance of the resulting contract shall become the sole property of the City without future usage restrictions of any kind.

B. ISSUING OFFICE

City of Little Rock
Finance Department – Abdoul, Kabaou, Purchasing Manager
500 West Markham, Suite 300
Little Rock, AR 72201

C. CONTACT FOR INFORMATION

Terri Branson, Visitor Services Manager
1 Zoo Drive
Little Rock, AR 72205
501-661-7222
Email : TBranson@Littlerock.org

D. QUESTIONS AND ADDENDA

Vendors shall carefully examine this RFP and any addenda thereto. Vendors should seek clarification of any ambiguity, conflict, omission, or other error in this RFP in writing. Questions should be submitted via email addressed to Terri Branson by email at TBranson@Littlerock.org. If the answer materially affects the RFP, the information will be incorporated into an addendum and distributed to vendors. Oral comments do not form a part of this RFP. Discussions with other City employees or officials during the solicitation and evaluation period are inappropriate. Therefore, vendors shall not contact any other City employees or officials regarding this RFP unless written permission is received by Terri Branson during the period of solicitation and evaluation.

E. CHANGES IN THE REQUEST FOR PROPOSALS

Any changes made in this RFP will be posted and distributed to vendors of record. Any and all addenda will be numbered in sequence, dated as of the date of issue, posted, and distributed via

posting on the LittleRock.org website. Each addenda must be signed and included in the bid package.

F. PROPOSAL PREPARATION GUIDANCE

Proposals should be prepared simply and economically, providing a straightforward, concise delineation of the capabilities of their offering.

G. PROPOSAL SUBMISSION

Due Date and Time for Proposal Receipt: **November 5, 2015, 2:00 PM Local time**. Proposals received in the Office of the Purchasing Manager after the submittal due date and time will not be accepted or considered. **All proposals must be received in a sealed container in the Purchasing Manager's office, 500 West Markham Street, Suite 300, Little Rock, AR, 72201** by the due date and time. The outside of the container must be marked with the RFP number and Name of Submitting Vendor. Proposals in the form of telegrams, telephone calls, Faxes, electronic documents, e-mail messages, or telex messages will not be accepted. Each proposal shall be signed by an official authorized to bind the prime vendor and shall contain a statement that the proposal is firm for the one hundred twenty (120) business days immediately following the date of the opening of the sealed proposals. At the end of the 120-day period, the proposal may be withdrawn at the written request of the vendor. If the proposal is not withdrawn, it will remain in effect until an award is made or the solicitation is cancelled.

One original and five (5) copies of each proposal must be supplied, although single copies of particular exhibits may accompany the proposals. The proposal type will not be smaller than 12 point type. Each proposal shall also provide the following information:

1. The name of every company bearing an interest in the services to be provided;
2. The name, title, address, direct telephone number, and direct e-mail address of individuals with authority to contractually bind the vendor;
3. A designated person(s) who can be contacted for information during the period of evaluation and for prompt contract administration upon award of the resulting contract. This information shall include the person's name, title, address, direct telephone number, and direct e-mail address; and
4. The signer of the proposal must declare that all persons, companies, or parties interested in the contract as principals are named therein; that the proposal is made without collusion with any other person, persons, company, or parties submitting a proposal; that it is in all respects fair and in good faith without collusion or fraud; and that the signer of the proposal has authority to contractually bind the vendor.

The City reserves the exclusive right to reject any or all proposals received. This solicitation does not commit the City to procure or contract for the articles or services.

H. AWARD

The City intends to award a contract as soon as practicable after receipt of vendors' proposals. The award of a contract shall be at the sole discretion of the City. Award will be made to the vendor whose proposal is determined to be most advantageous to the City, taking into consideration the evaluation factors set forth in SECTION VII, "Criteria for Proposal Evaluations." The City reserves the right to accept or reject any or all proposals in whole or in part and to waive informalities. The City further reserves the right to make an award of a contract without further discussion of the proposals submitted. Therefore, the proposal should be submitted initially on the most favorable terms, which the vendor can propose with respect to both price and technical capability. The contents of the proposal of the selected vendor will become a contractual obligation when the

award is made.

Proposals will be initially evaluated on the basis of the written material provided, with clarification as needed through telephone calls to vendors. Based on this initial evaluation, the City may select vendors whose services most closely meet the City's needs to make an oral presentation.

I. COST INCURRED IN RESPONDING

This solicitation does not commit the City to pay any costs incurred in the preparation and submission of proposals or in making necessary studies or designs for the preparation thereof, nor to procure or contract for services.

SECTION II - CURRENT TECHNOLOGY ENVIRONMENT INFORMATION

A. OVERVIEW

The selected Vendor shall cooperate with the Little Rock Zoo, and its other vendors, to accomplish interfaces to achieve maximum effectiveness and maximum efficiency in the operation of the Zoo's management of all technology equipment and software. A turnkey solution is required for this RFP.

The City Department of Information Technology ("IT") reviews and updates the standards of acceptable and supported networks, computers, database management systems and software on an on-going basis.

B. EXISTING ZOO TECHNOLOGY

The Zoo will replace the current systems of Aloha on Windows 7 Professional and Microsoft Retail on Server 2012 with new POS software and hardware.

C. INTERFACES

With the implementation of the System, the Zoo will require a System interface with Lawson ERP Version 10.0 (current version is 9.01.14.986) and Donor Perfect Version 2015.04.

D. MAIN OFFICE LOCATION FOR SYSTEM

The Little Rock Zoo is located at 1 Zoo Drive, Little Rock, AR 72205

E. NETWORK REQUIREMENTS

The City Department of Information Technology requires the following for the POS system:

1. **Turnkey Solution:** All end point devices (swipes, POS terminals, chip readers, scanners, etc.) servers, switches and routers for network connection must be kept up to date for all security patches, enhancements and maintenance. All pieces, parts, equipment and software **MUST BE PCI and PII compliant.**
2. Network: A connection separate from City's network with redundancy is required. There are available dark fiber stands on Zoo grounds between buildings.
3. On Call/Onsite Maintenance Requirements: As defined in the schedule below.

Priority One	
Description:	A mission-critical System error.

Hours of Availability:	24 Hours a Day / 7 Days a Week (24/7)
Initial Response:	The Vendor shall call back within fifteen minutes, 24/7, including weekends and holidays.
Resolution Response:	The Vendor shall commence immediately and work aggressively to completely resolve the problem. At the City's option a temporary workaround may be utilized to get the System operational as soon as possible, provided that a permanent fix is imminent.
Notification:	The City will alert the Vendor of Priority One issues. The System should alert the Vendor and the City of problems that impact mission-critical functions. The Vendor shall update the City of problem resolution progress frequently.
Priority Two	
Description:	A significant error but not mission-critical. It does not include cosmetic, documentation, reporting problems, or inquiries regarding the operation of the software or installation and training issues.
Hours of Availability:	7:00 AM to 6:00 PM local time Monday through Friday (extended normal business hours)
Initial Response:	During extended normal business hours, the Vendor shall call back within three (3) hours. Outside these extended normal business hours, including weekends and holidays, the Vendor shall call back the following business day.
Resolution Response:	The Vendor shall furnish and deliver a workaround for the City during problem resolution. The Vendor shall furnish and deliver problem resolution in the form of an upgrade or modification to the System in an upcoming update.
Notification:	The Vendor shall notify the City when a workaround has been provided or the problem has been resolved.
Priority Three	
Description:	All software or documentation errors that are not considered to be Priority One or Priority Two. These include but are not limited to: <ol style="list-style-type: none"> 1. Cosmetic issues 2. Misspellings 3. Product enhancement requests 4. Inquires relating to software functionality, system administration, or installation.
Hours of Availability:	8:00 AM to 5:00 PM local time Monday through Friday (regular business hours)
Initial Response:	The Vendor shall respond to these items if specifically requested to do so at the time of the request. If a reply is requested, the Vendor shall respond the next business day.
Resolution Response:	The Vendor shall correct documentation errors in upcoming releases of the documentation.
Notification:	The Vendor shall notify the City when a workaround has been provided or the problem has been resolved.

4. End of Day Report and File: For integration to City's ERP system Information (Lawson) current version 9.0.1.14.989 moving to version.
5. Should be able to interface with City of Little Rock's payment card processor.

F. EXISTING ZOO DEVICES AND APPLICATIONS

1. All devices are scheduled for replacement. The Zoo will provide connection to the fiber optics.

SECTION III - WORK STATEMENT

A. GENERAL WORK STATEMENT

A goal of the project is to implement a System with minimal or no program modifications to the package. To the degree practicable, the City's practices are to be converted to the practices of the System. The System must be flexible enough to permit modifications in response to future requirements and conversion of the Little Rock Zoo current data.

The Vendor shall furnish, deliver, and implement a System to meet the functional requirements set forth in this solicitation. The Vendor shall furnish and deliver the necessary staff to install, configure, test, and implement the System; and implement the required interfaces. The Vendor shall certify that the System is free of defects, is installed and implemented correctly, and is ready for use. The Vendor shall also furnish and deliver the necessary **training**, transition planning, documentation, and continued support. Additional resources may be needed for ongoing support and management.

The City is aware that fulfillment of the requirements stated in this SOLICITATION may necessitate an upgrade and/or enhancement to the existing computing environment. Additional equipment, upgrades, or replacements to existing hardware or software may be procured as part of this agreement, under existing City agreements, or as part of a separate procurement.

B. PROJECT GOALS AND OBJECTIVES

The goal of this project is to sell admission tickets and other goods/services, manage product inventory, provide online ticketing and marketing, track the purchasing behavior of visitors and to collect accurate visitor attendance and experience data of every known person (i.e. member) that enters the Zoo. This should include the ability to track attendance and purchases, as well as the opportunity to collect survey data regarding visitors' experiences, which could be tracked through hand held recording and/or other transaction devices to allow the freedom of "roving" one-on-one interviews between visitors and Zoo staff. The results of such a system would allow us to compile comprehensive data to improve Zoo experiences and services. The POS System should allow us to integrate all data from the current systems and collect data from all registers and POS systems throughout the Zoo from the train station and remote food/gift purchase sites to the Zoo entrance gate, restaurants and future survey kiosks.

C. SCOPE OF WORK

1. Hardware Required:

Please verify (yes or no) that you have the ability to provide hardware compatible with the offered point of sales software program for the following:

- a. 9 - Registers with integrated touch-screen monitors & PCI ready credit card processor
- b. 9 - Bar code scanners
- c. 1 - Hand-held inventory scanner
- d. 1 - Bar code printer
- e. 9 - Cash register drawers
- f. 8 - Mobile units (train, carousel, wagon & stroller pagoda, 2 satellite concession stands & 3 satellite memberships sales booths)
- g. 1 - Membership card printer
- h. 2 - Grill and Prep station monitors or printers

2. Services - The Vendor shall furnish and deliver services and shall perform tasks as set forth below for the successful implementation of the System. It is understood and agreed that the City will not be obligated to purchase any specific quantities. The Vendor shall:

- a. Furnish and deliver qualified personnel to perform the System implementation.
- b. Furnish and deliver documentation containing an overview of the implementation process and information on how to prepare for and accomplish configuration and setup of the System.
- c. Furnish and deliver training and documentation to prepare administrators to configure and fine tune the System.
- d. In partnership with the City, develop a System Acceptance Test Plan to expedite the System Acceptance Plan as outlined in SECTION V, F.
- e. Furnish and deliver necessary security to restrict access to the System by any unauthorized users. No changes to the existing system security architecture shall be made without notification to and approval of the City.

3. System Functionality

a. General

The System shall be used for all points of sale (“venue”) including, but not limited to, front gate ticketing, retail and restaurant sales, enable and support ecommerce, and shall support real time reporting for sales, revenue, attendance, and other required informational reporting. The System will replace existing point of sale touch screen terminals including credit card magnetic strip readers, thermal receipt printers, cash drawers, keyboards, mice, and handheld wired barcode scanners.

The System shall:

- 1) Provide continued sales operations in case of loss of connectivity (i.e., “offline mode”) and continue to generate order numbers and read barcodes. Upon resumption of connectivity, transactions made during offline mode shall be automatically synchronized.
- 2) Be capable of storing all data and data shall be backed up on a local server and off-site.
- 3) Provide handheld wireless device(s) with all the capabilities of a POS terminal for line-busting admissions.
- 4) Provide handheld scanner(s) for inventories. Manual entry of “date received” date shall be enabled with handheld scanners.
- 5) Be definable by venue and venue inventories shall be moveable between venues and tracked against master inventories. One master inventory with the ability to inventory by location and ability to move inventory items from one location to another.
- 6) Accept credit card payments via card swipe and/or key entry with encrypted receipts. Credit card key-entry shall include zip code verification of cardholder data, in accordance with EMV chip and merchant payment-processing guidelines.
- 7) Integrate seamlessly with up to three different credit card merchant accounts and transfer funds to multiple accounts. The City currently transfers funds to one banking account.
- 8) Establish and accept discount (e.g., “promo”) codes to provide operators access to discount packages for all venues and memberships.
- 9) Provide automated “up sell” functionality, which prompts the operator or online customer, to promote the sales of additional or substitute tickets (e.g., a membership in place of a daily admission).
- 10) Have antivirus software and be kept up-to-date by Vendor.

- 11) Provide messaging to POS terminals with the option to broadcast message(s) to all terminals and specified terminals.
- 12) Provide the selling of bundled offerings. (e.g., General Admission ticket w/ Child and Train Ticket)
- 13) Provide immediate validation of purchases made through any sales venue. Validation is the process of reconciling inventories, limited seats or spaces, or other limiting factors that could exhaust inventory or overbook rides, facilities, and events.
- 14) Provide customizable receipts. Receipts shall include the zoo logo, the location of the sale (e.g. Front Gate, Gift Shop, Café Africa), and manager defined messages per location (e.g., “No weather refunds” at the front gate and “Bring this receipt on your next visit for 10% off in the restaurant” at restaurant).
- 15) Provide the means to sell time/date-specific and capacity-limited offerings.
- 16) Provide the ability to scan and record visit usage data from membership cards at all venues.
- 17) Permit administrators and other authorized users to access to the System from any desktop computer (i.e., terminal) connected to the System off network or VPN encrypted.
- 18) Provide the ability to validate tickets purchased through any venue.
- 19) Permit operators to edit member information with the System that is updated automatically to Donor Perfect.
- 20) Have barcode ranges that can be reserved
- 21) Communicate barcodes for printing on preprinted stock.

b. Reporting

The System shall:

- 1) Provide canned reports and the ability to customize reports and export data in an Excel format.
- 2) Accommodate revenue distinction and multiple tax calculations for all venues.
- 3) Integrate online daily admission sales with on-site sales in real time for reporting and tax purposes.
- 4) Provide the capability for administrators to activate and add or deactivate and remove item keys from the POS user screen. The data associated with the added or removed item key(s) shall be maintained as historical data.
- 5) Be capable of user defined filtering by date range and category.
- 6) Display all active fields for any report generated within a user defined date range.
- 7) Provide reporting to identify current and historical attendance counts, revenue and tax amounts.
- 8) Report current and historical inventory and actions.
- 9) Provide Ad Hoc reporting
- 10) Report sales current and track sales by user (cashier).
- 11) Produce rosters

- 12) Generate medical forms and waivers forms
- 13) Generate emergency contact information and pick up lists
- 14) Report the percentage of camps that are filled, still available spots, how many scholarships and percentage of revenue collected
- 15) Report how many participants are members and how many are non-members
- 16) Report the number of tee shirts and visors that have been purchased for which individuals or group, the sizes, and what event

c. On-line Sales

The System shall:

- 1) Provide an online storefront, integrated with the venue information and with appropriately matching graphics. The City will be responsible for providing key components and information such as graphic files, ticket details, and customer support guidelines.
- 2) Generate online tickets branded for the venue, which customers can print and then scan directly at the front gate.
- 3) Generate online receipts branded for the venue, detailing the items and/or events reserved or purchased, and payment tendered.
- 4) Generate and send an email version of the online receipts for customers electing to receive an email copy.
- 5) Ability to email all participants for particular events or other educational programs based on age/grade level

d. Front Gate/Admissions

The System shall:

- 1) Permit the operator to browse available tickets, which are organized by category (keyword), and add them to a cart.
- 2) Accept cash, check, or credit card payment for transactions.
- 3) Accept purchase order and check payment types.
- 4) Print tickets immediately following a purchase.
- 5) Prompt the operator to collect zip code information from the customers for demographic purposes.

e. Admissions

The System should:

- 1) Include membership card printers for a POS station and the membership desk.

f. Retail

The System shall:

- 1) Provide the means for Retail/Restaurant locations to collect data to analyze member spending habits.
- 2) Generate barcodes and print barcode labels.

- 3) Integrate with current barcode printer in retail shop (Advantage LX) or provide new barcode printer.
- 4) Track inventory by barcode.
- 5) Scan and use outside vendor pre-barcoded items for sale (e.g. use barcodes on labels, bottles, candy bars).
- 6) Print pull tickets or re-stock reports.
- 7) Have customizable pop-up reminders (e.g. "Check expiration date" on a perishable item).
- 8) Produce a hidden quantity inventory sheet.
- 9) Look up items by item number and/or name or some portion of the name, or a scanned barcode.
- 10) Have the capability to discount items by category for Manager's Special. (E.g. Discount all sweatshirts by 5%).
- 11) Round-up total sale feature for conservation fund. (e.g., the total sale is \$11.70 the customer has the option of rounding up to \$12.00 donating the \$0.30 to a conservation fund)

g. Retail

The System must:

- 1) Include wireless PCI compliant POS device(s) with all capabilities of wired terminal.

h. Membership Processing/Donor Perfect

The System shall:

- 1) Interface with Donor Perfect.
- 2) Receive real time or batched membership/patron updates from Donor Perfect. If the data is batched then the System shall produce a receipt of any transaction prior to the batch run so that customers and staff have proof of purchase and privileges. The Vendor shall show pricing for Price Summary Sheet separate this to indicate real time/ batch for quote on both.
- 3) System must allow operators at POS stations to retrieve current and historical member information via lookup by order number, barcode, or name.

i. Membership Processing/Donor Perfect

The System must be PCI and PII compliant:

- 1) Be able to integrate with Donor Perfect and updates and maintains current membership information.
- 2) Permit operators to print/reprint membership cards based on a format specified by the venue.
- 3) Provide for membership purchase and redemption.
- 4) Permit sales of membership through admissions and the online store, and collect all appropriate membership information at that POS. Data fields would be modifiable and should include:
 - a) First Name, Middle Initial, Last Name

- b) Address, City, State, ZIP
 - c) Gender
 - d) Date of Birth
 - e) Primary/Alternate Phone Numbers
 - f) Email Address
 - g) Secondary membership pass holder
 - h) Number of Children/Grandchildren
- 5) Permit sales of donor-level memberships that process through the system as normal memberships.
 - 6) Permit sales of renewal memberships through the online store, based on customer entry of their current customer number.
 - 7) Provide a means to handle flexible membership expiration dates (e.g., a member's expiration date could be 2 or more years).
 - 8) Be able to extend future-expiration dates by an amount equivalent to the value of a new membership. (e.g., a membership that expires in July 2016 and is renewed in June 2016 should be extended through July 2017).
 - 9) Permit operators to issue a new barcode for lost membership replacement cards.
- j. Events/Activities/Programs

There are many events, activities, and programs within the zoo, of which are included tours, camps, overnight "zoo snooze," room rental, birthday parties, and offsite visits from zoo staff. The System shall schedule and track all data for such events. Events are attended by various groups, e.g. Public School Systems, Private Schools, Day Care Centers, Home Schools, Recreation and Parks, General Groups, Organizations. The System shall:

- 1) Contain an online process for event reservation that is integrated with the existing Zoo website.
- 2) Be able to book program times similar to an hourly appointment calendar.
- 3) Manage room availability for any program or event. Program choice will be controlled by package selection and room availability.
- 4) Must be able to recognize facility capabilities and permit manual override of default settings when authorized. For example, if a particular room is normally scheduled with a "two groups of twelve" capacity (default) and it is desired that a third group be included, the authorized manual override would permit the overbooking.
- 5) Must be flexible for establishing program/event times. Program/event times are set times for some programs and flexible for others.
- 6) Coordinate room preparation and clean up schedules, including program changes.
- 7) Produce printable online consent forms/waivers.
- 8) Change booking numbers at any time and provide customer with a new total
- 9) Permit customers to select an option to be billed
- 10) Able to transfer customers total reservation and payment to new date without refunding money and then charging again
- 11) Email customers reservation and/or purchase confirmation that is branded for the venue, detailing the items and/or events reserved or purchased, and payment tendered.

- 12) Attach additional documents to emailed confirmation, e.g. receipt, parent letter, directions, special instructions.
- 13) Permit partial or full payment.
- 14) Recognize disclaimers specific to any event, to post appropriate disclaimers and cancelation policy for viewing, and to document acknowledgment that all disclaimers and policies have been reviewed by the account holder.
- 15) Recognize membership number to receive discounts and member pricing
- 16) Hold spaces in programs for special attendance, e.g., scholarships, VIP.
- 17) Retrieve historical participant information for programs or events.
- 18) Retrieve organization/school/group information.
- 19) Display a monthly calendar of bookings. The monthly calendar shall drill down to weekly or daily views and display total events and groups scheduled for that view. The view shall include additional items purchased that will require preparation for the event (e.g. school/group purchased 20 train tokens, 20 lunches).
- 20) Print any view of the monthly calendar including the schedule of events, user authorized information on the events, and the total attendance.
- 21) Provide a programmable discount booking feature
- 22) Email registrar if customers are changing selected information in their accounts or reservation attendance head count

k. Customer Information Required

The **System must be PCI and PII compliant** and shall be able to collect data for all venues. The following is an example of data required:

- 1) Event ID
- 2) Event description
- 3) Event/Room location
- 4) Grade level
- 5) Participant waitlist
- 6) Date
- 7) Arrival Time
- 8) Departure Time
- 9) Additional bookings
 - a) Train
 - i. Train time
 - ii. Train cost
 - iii. Train capacity
 - b) Restaurant sold box lunches
 - c) Gift Shop sold treat bags

- 10) Cost
 - a) Member
 - b) Non Member
 - c) Early Registration discounts- internal and external
 - i. This has a start date and an end date for online purchases
 - d) Employee discounts- internal only
 - e) Additional up-sale items (e.g., tee shirts, visors)
- 11) Name of School
- 12) Address, City, State, Zip
- 13) School Phone
- 14) School Fax
- 15) Primary/secondary/additional teacher contact information
 - a) First name
 - b) Last Name
 - c) Email Address
 - d) Phone
 - e) Cell phone
 - f) Grade level
- 16) Total # of children
- 17) Adult chaperones
- 18) Students w/disabilities/special needs
- 19) Total # disability/special needs chaperones
- 20) Participant Information
 - a) First Name
 - b) Last Name
 - c) Nickname
 - d) Address, City, State, Zip
 - e) Grade level
 - f) Up to 4 Authorized names of people allowed to pick up child
 - i. First Name
 - ii. Last Name
 - g) Secondary Emergency contact
 - i. First Name
 - ii. Last Name
 - iii. 2 Phone numbers
 - h) Date of birth
 - i) Calculated age of child
 - j) Sex
 - k) Grade current year
 - l) Grade next year

- m) Shirt size
- n) Waiver information
 - i. First aid – parents check Yes / No from a list of allowable items
 - ii. Photo release – parents check Yes / No

21) Parent Information (Account Holder)

- a) This person holds the main account with multiple participants and billing person information under them.
- b) First Name
- c) Last Name
- d) Address, City, State, Zip
- e) Home Phone
- f) Work Phone
- g) Cell Phone
- h) Email address
- i) Member Information
 - i. Name
 - ii. Member number (we currently do not have)
 - iii. Expiration date (It would be nice if the system recognized them as a current or past member and tried to sell them membership)

22) Billing Person Information

- a) Relationship
- b) First Name
- c) Last Name
- d) Address, City, State, Zip X
- e) Home Phone
- f) Cell Phone
- g) Member Information
 - i. Member Name
 - ii. Member Number
 - iii. Expiration Date

I. Restaurants/Food Service Locations

The System may:

- 1) Provide Café Africa with three (3) POS devices with touch screens, receipt printers, cash drawers, barcode scanners, and credit card magnetic strip readers. Provide two remote concessions with two (2) POS mobile systems.
- 2) Provide a recipe feature for food services.
- 3) Provide the ability to read orders at the grill and prep station with monitors or printers. This configuration could be either monitor or printer. Please specify costs for both options.
- 4) Provide the ability to input meals with options. (e.g., a boxed lunch is in POS as turkey sandwich, chips and juice box with option for small bottled water instead of juice box).

- 5) Provide the ability to maintain and assembled food items inventory on a daily basis. (e.g. 10 hamburgers were prepared, 7 were sold, 2 were burnt and 1 left to sell)

m. Data Import

The Vendor shall import existing database into new database(s).

3. Project Management - The Vendor shall furnish and deliver a Project Manager who shall be acceptable to the City and responsible for managing the following aspects of this project:
 - a. Primary Contact -The Vendor's Project Manager shall be the primary contact for the City's Project Manager to communicate all issues regarding the project.
 - b. Project Reporting - Upon acceptance of the Project Plan, until acceptance of the System, the Vendor's Project Manager shall:
 - 1) Host regular meetings or conference calls to ensure that project milestones are met
 - 2) Document all conversations and project-related events
 - 3) Prepare and present written monthly Project status reports to the City's and the Vendor's management in order to monitor the success of the project
3. Project Plan – The Vendor shall furnish and deliver a narrative rendition and a graphical version of the Project Plan. The project plan must show all required tasks, which tasks are in the critical path, and how the tasks are to be accomplished.
 - a. The following milestones shall be included:
 - 1) Delivery
 - 2) Installation and configuration
 - 3) Implementation
 - 4) Initial testing
 - 5) Initial conversion and testing
 - 6) Full conversion
 - 7) Training including transition
 - B. The Project Plan must show who (individual or group) is assigned each task with a timetable for accomplishment. Vendors must clearly identify which tasks will be performed by the Vendor and which are the responsibility of the City.
 - c. The Vendor shall furnish and deliver a description of the deliverables as they relate to the required tasks as specified in the Project Plan.
 - d. The Vendor must include how the proposed payment schedule relates to the Project Plan.
4. Training and Transition – The Vendor shall ensure that transition to the new System does not interfere with any normal ticketing or sales operation. The Vendor shall furnish and deliver a Training and Transition Plan, training services, and documentation in accordance with the plan.
5. Documentation -The Vendor shall furnish and deliver documentation on the following:
 - a. Reference manuals
 - b. Installation
 - c. System administrator
 - d. Technical guides
 - e. System
 - f. Functional test results
 - g. Acceptance Test Plan
 - h. Users

6. Testing Licenses - The Vendor shall authorize a limited duplication of all licenses and databases to be used in a test environment, at no additional cost. This duplication would be used for testing fixes, features, and versions.
7. Ongoing Support – The Vendor shall propose such ongoing support as to attain the maximum utility of the propose System.
 - a. Provide an accurate accounting of the real world experience for the ongoing support costs in personnel for day-to-day management, version upgrades, and services. ***(This information must be in Envelope #2)***

D. WORK HOURS

The Zoo's general work hours for vendors are 8:30 AM to 5:00 PM local time, weekdays. All required interaction with City personnel will be performed between these hours and days unless request is received in writing and approved by the Visitor Services Manager, Terri Branson.

E. WORK SPACE AND SUPPLIES

Work space will be provided by the City. The Vendor shall specify in writing the work space and equipment needed no later than ten (10) businesses days before required.

F. DOCUMENTATION

The City requires the Vendor to furnish and deliver all manuals, documentation, guides, and instructions available from the manufacturers of each of the System components and modules. These must be provided initially and for all upgrades. All documents shall be made available in electronic version and online.

The Vendor shall furnish and deliver a complete System with technical and user documentation manuals for all System components and modules. The City requires at least two (2) complete sets of POS system technical manuals as part of the System implementation. Vendor proposals shall include the cost of additional copies of the manuals, if any.

The City requires at least two (2) complete sets of user manuals as part of System implementation and an electronic version. Vendor proposals shall include the cost of additional copies of the manuals, if any.

The Little Rock Zoo reserves the right to excerpt, summarize, or otherwise reproduce the System's technical and user manuals and other Vendor-developed documentation for free distribution to its installation support personnel and to its user community.

G. MAINTENANCE AND SUPPORT

1. The Vendor shall:
 - a. Furnish and deliver full System support for all equipment, components, and modules of the System during the warranty period. See SECTION IV, C, "Warranty."
 - b. Furnish and deliver extended warranty and/or support periods, if the City chooses. See SECTION IV, C, "Warranty."
2. Optional proposal for ongoing day-to-day support and services is desired.

SECTION IV - SYSTEM REQUIREMENTS

A. CHECKLIST OF SYSTEM FUNCTIONS (REQUIRED)

The Vendor shall complete and submit with its proposal the following checklist of system functions in its entirety by indicating yes or no. The required functions are abbreviated in the checklist for brevity but are intended to represent the function exactly as described in Section III, C. "Scope of Work."

	Included with System	
	Yes	No
a. General		
1) Provides continued sales operations, generate order numbers, read barcodes. Automatically synchronize.	<input type="checkbox"/>	<input type="checkbox"/>
2) Stores all data and backed up.	<input type="checkbox"/>	<input type="checkbox"/>
3) Provides handheld wireless device(s) for line-busting.	<input type="checkbox"/>	<input type="checkbox"/>
4) Provides handheld scanner(s) for inventories.	<input type="checkbox"/>	<input type="checkbox"/>
5) Is definable by venue and venue inventories shall be moveable between venues and tracked against master inventories.	<input type="checkbox"/>	<input type="checkbox"/>
6) Accepts credit card payments via card swipe and/or key entry with encrypted receipts.	<input type="checkbox"/>	<input type="checkbox"/>
7) Integrates seamlessly with up to one credit card merchant accounts and transfer funds to multiple accounts.	<input type="checkbox"/>	<input type="checkbox"/>
8) Establish and accept discount (e.g., "promo") codes.	<input type="checkbox"/>	<input type="checkbox"/>
9) Provides automated "up sell" functionality.	<input type="checkbox"/>	<input type="checkbox"/>
10) Provides antivirus software.	<input type="checkbox"/>	<input type="checkbox"/>
11) Provides messaging to POS terminals with the option to broadcast message(s) to all terminals and specified terminals.	<input type="checkbox"/>	<input type="checkbox"/>
12) Provides the selling of bundled offerings.	<input type="checkbox"/>	<input type="checkbox"/>
13) Provides immediate validation of purchases made through any sales venue.	<input type="checkbox"/>	<input type="checkbox"/>
14) Provides customizable receipts. Receipts shall include the zoo logo, the location of the sale.	<input type="checkbox"/>	<input type="checkbox"/>
15) Provides the means to sell time/date-specific and capacity-limited offerings.	<input type="checkbox"/>	<input type="checkbox"/>
16) Provides the ability to scan and record visit usage data from membership cards.	<input type="checkbox"/>	<input type="checkbox"/>
17) Permits administrators and other authorized users to access to the System from any desktop computer via VPN.	<input type="checkbox"/>	<input type="checkbox"/>
18) Provides the ability to validate tickets purchased through any venue.	<input type="checkbox"/>	<input type="checkbox"/>
19) Permits operators to edit member information with the System that is updated automatically to Donor Perfect.	<input type="checkbox"/>	<input type="checkbox"/>
20) Have barcode ranges that can be reserved.	<input type="checkbox"/>	<input type="checkbox"/>
21) Communicates barcodes for printing on preprinted stock.	<input type="checkbox"/>	<input type="checkbox"/>

b. Reporting		
1) Provides canned reports and the ability to customize reports and export data in an Excel format.	<input type="checkbox"/>	<input type="checkbox"/>
2) Accommodates revenue distinction and multiple tax calculations for all venues.	<input type="checkbox"/>	<input type="checkbox"/>
3) Integrates online daily admission sales with on-site sales in real time for reporting and tax purposes.	<input type="checkbox"/>	<input type="checkbox"/>
4) Provides the capability for administrators to activate and add or deactivate and remove item keys from the POS user screen.	<input type="checkbox"/>	<input type="checkbox"/>
5) Has user defined filtering by date range and category?	<input type="checkbox"/>	<input type="checkbox"/>
6) Displays all active fields for any report generated within a user defined date range.	<input type="checkbox"/>	<input type="checkbox"/>
7) Provides reporting to identify current and historical attendance counts, revenue and tax amounts.	<input type="checkbox"/>	<input type="checkbox"/>
8) Reports current and historical inventory and actions.	<input type="checkbox"/>	<input type="checkbox"/>
9) Provides Ad Hoc reporting	<input type="checkbox"/>	<input type="checkbox"/>
10) Reports sales current and track sales by user (cashier).	<input type="checkbox"/>	<input type="checkbox"/>
11) Produces rosters	<input type="checkbox"/>	<input type="checkbox"/>
12) Generates medical forms and waivers forms	<input type="checkbox"/>	<input type="checkbox"/>
13) Generates emergency contact information and pick up lists	<input type="checkbox"/>	<input type="checkbox"/>
14) Reports the percentage of camps that are filled, still available spots, how many scholarships and percentage of revenue collected	<input type="checkbox"/>	<input type="checkbox"/>
15) Reports how many participants are members and how many are non-members	<input type="checkbox"/>	<input type="checkbox"/>
16) Reports the number of tee shirts and visors that have been purchased for which individuals or group, the sizes, and what event	<input type="checkbox"/>	<input type="checkbox"/>
c. On-line Sales		
1) Provides an online storefront, integrated with the venue information and with appropriately matching graphics.	<input type="checkbox"/>	<input type="checkbox"/>
2) Generates online tickets branded for the venue, which customers can print and then scan directly at the front gate.	<input type="checkbox"/>	<input type="checkbox"/>
3) Generates online receipts branded for the venue, detailing the items and/or events reserved or purchased, and payment tendered.	<input type="checkbox"/>	<input type="checkbox"/>
4) Generates and send an email version of the online receipts for customers electing to receive an email copy.	<input type="checkbox"/>	<input type="checkbox"/>
5) Emails all participants for particular events or other educational programs based on age/grade level	<input type="checkbox"/>	<input type="checkbox"/>
d. Front Gate/Admissions		
1) Permits the operator to browse available tickets, which are organized by category (keyword), and add them to a cart.	<input type="checkbox"/>	<input type="checkbox"/>
2) Accepts cash, check, or credit card payment for transactions.	<input type="checkbox"/>	<input type="checkbox"/>
3) Accepts purchase order and check payment types.	<input type="checkbox"/>	<input type="checkbox"/>

4) Prints tickets immediately following a purchase.	<input type="checkbox"/>	<input type="checkbox"/>
5) Prompts the operator to collect zip code information from the customers for demographic purposes.	<input type="checkbox"/>	<input type="checkbox"/>
e. Admissions		
1) Includes membership card printers for a POS station and the membership desk.	<input type="checkbox"/>	<input type="checkbox"/>
f. Retail		
1) Provides the means for Retail/Restaurant locations to collect data to analyze member spending habits.	<input type="checkbox"/>	<input type="checkbox"/>
2) Generates barcodes and print barcode labels.	<input type="checkbox"/>	<input type="checkbox"/>
3) Integrates with current barcode printer in retail shop (Advantage LX) or provide new barcode printer.	<input type="checkbox"/>	<input type="checkbox"/>
4) Tracks inventory by barcode.	<input type="checkbox"/>	<input type="checkbox"/>
5) Scans and use outside vendor pre-barcoded items for sale.	<input type="checkbox"/>	<input type="checkbox"/>
6) Prints pull tickets or re-stock reports.	<input type="checkbox"/>	<input type="checkbox"/>
7) Has customizable pop-up reminders.	<input type="checkbox"/>	<input type="checkbox"/>
8) Produces a hidden quantity inventory sheet.	<input type="checkbox"/>	<input type="checkbox"/>
9) Looks up items by item number and/or name or some portion of the name, or a scanned barcode.	<input type="checkbox"/>	<input type="checkbox"/>
10) Discounts items by category for Manager's Special.	<input type="checkbox"/>	<input type="checkbox"/>
11) Rounds-up total sale feature for conservation fund.	<input type="checkbox"/>	<input type="checkbox"/>
g. Retail		
1) Includes wireless POS terminal(s) with all capabilities of wired terminal.	<input type="checkbox"/>	<input type="checkbox"/>
h. Membership Processing/Donor Perfect		
1) Interfaces with Donor Perfect.	<input type="checkbox"/>	<input type="checkbox"/>
2) Receives real time or batched membership/patron updates from Donor Perfect.	<input type="checkbox"/>	<input type="checkbox"/>
3) Allows operators at POS stations to retrieve current and historical member information via lookup by order number, barcode, or name.	<input type="checkbox"/>	<input type="checkbox"/>
i. Membership Processing/Donor Perfect		
1) Integrates with Donor Perfect and updates and maintains current membership information.	<input type="checkbox"/>	<input type="checkbox"/>
2) Permits operators to print/reprint membership cards based on a format specified by the venue.	<input type="checkbox"/>	<input type="checkbox"/>
3) Provides for membership purchase and redemption.	<input type="checkbox"/>	<input type="checkbox"/>
4) Permits sales of membership through admissions and the online store, and collect all appropriate membership information at that POS.	<input type="checkbox"/>	<input type="checkbox"/>

5) Permits sales of donor-level memberships that process through the system as normal memberships.	<input type="checkbox"/>	<input type="checkbox"/>
6) Permits sales of renewal memberships through the online store, based on customer entry of their current customer number.	<input type="checkbox"/>	<input type="checkbox"/>
7) Provides a means to handle flexible membership expiration dates.	<input type="checkbox"/>	<input type="checkbox"/>
8) Extends future-expiration dates by an amount equivalent to the value of a new membership.	<input type="checkbox"/>	<input type="checkbox"/>
9) Permits operators to issue a new barcode for lost membership replacement cards.	<input type="checkbox"/>	<input type="checkbox"/>
j. Events/Activities/Programs		
1) Contains an online process for event reservation that is integrated with the existing Little Rock Zoo website.	<input type="checkbox"/>	<input type="checkbox"/>
2) Books program times similar to an hourly appointment calendar.	<input type="checkbox"/>	<input type="checkbox"/>
3) Manage room availability for any program or event. Program choice will be controlled by package selection and room availability.	<input type="checkbox"/>	<input type="checkbox"/>
4) Recognizes facility capabilities and permits manual override of default settings when authorized.	<input type="checkbox"/>	<input type="checkbox"/>
5) Has a flexible program/event time.	<input type="checkbox"/>	<input type="checkbox"/>
6) Coordinates room preparation and clean up schedules, including program changes.	<input type="checkbox"/>	<input type="checkbox"/>
7) Produces printable online consent forms/waivers.	<input type="checkbox"/>	<input type="checkbox"/>
8) Changes booking numbers at any time and provide customer with a new total	<input type="checkbox"/>	<input type="checkbox"/>
9) Permits customers to select an option to be billed	<input type="checkbox"/>	<input type="checkbox"/>
10) Transfers customers total reservation and payment to new date without refunding money and then charging again	<input type="checkbox"/>	<input type="checkbox"/>
11) Emails customers reservation and/or purchase confirmation that are branded for the venue, detailing the items and/or events reserved or purchased, and payment tendered.	<input type="checkbox"/>	<input type="checkbox"/>
12) Attaches additional documents to emailed confirmation.	<input type="checkbox"/>	<input type="checkbox"/>
13) Permit partial or full payment.	<input type="checkbox"/>	<input type="checkbox"/>
14) Recognizes disclaimers specific to any event, posts appropriate disclaimers and cancelation policy for viewing, documents acknowledgment that all disclaimers and policies have been reviewed.	<input type="checkbox"/>	<input type="checkbox"/>
15) Recognizes membership number to receive discounts and member pricing	<input type="checkbox"/>	<input type="checkbox"/>
16) Holds spaces in programs for special attendance, e.g., scholarships, VIP.	<input type="checkbox"/>	<input type="checkbox"/>
17) Retrieves historical participant information for programs or events.	<input type="checkbox"/>	<input type="checkbox"/>
18) Retrieves organization/school/group information.	<input type="checkbox"/>	<input type="checkbox"/>
19) Displays a monthly calendar of bookings that drills down to weekly or daily views.	<input type="checkbox"/>	<input type="checkbox"/>

20) Prints any view of the monthly calendar including the schedule of events, user authorized information on the events, and the total attendance.	<input type="checkbox"/>	<input type="checkbox"/>
21) Provides a programmable discount booking feature	<input type="checkbox"/>	<input type="checkbox"/>
22) Emails registrar if customers are changing selected information in their accounts or reservation attendance head count	<input type="checkbox"/>	<input type="checkbox"/>
k. Customer Information Required		
1) Able to collect data in accordance with Section III, C. for all venues.	<input type="checkbox"/>	<input type="checkbox"/>
I. Restaurants/Food Service Locations		
1) Provide required number of POS devices with touch screens, receipt printers, cash drawers, barcode scanners, and credit card magnetic strip readers.	<input type="checkbox"/>	<input type="checkbox"/>
2) Provides a recipe feature for food services.	<input type="checkbox"/>	<input type="checkbox"/>
3) Provides grill with monitors or printers.	<input type="checkbox"/>	<input type="checkbox"/>
4) Provides the ability to input meals with options.	<input type="checkbox"/>	<input type="checkbox"/>
5) Provides the ability to maintain and assembled food items inventory on a daily basis.	<input type="checkbox"/>	<input type="checkbox"/>
m. Data Import		
1) Imports existing database into new database	<input type="checkbox"/>	<input type="checkbox"/>

B. SYSTEM AVAILABILITY AND RESPONSE

1. The System must complete any necessary file maintenance and data import cycles within three (3) hours or less, preferably between the hours of 1:00 AM and 6:00 AM local time.
2. With the exception of the file maintenance and data import cycles, the System must be fully operational and available for use by the City at least ninety-nine and nine-tenths percent (99.9%) of the daily scheduled uptime. The System must also perform with full functionality and within sub-second response time tolerances regardless of the number of users online or the volume of data processed.
3. The proposed System must meet the minimum performance standard requirements as stated in SECTION III, G. "Maintenance Support."

C. WARRANTY (herein referred to as "Warranty")

1. The Vendor shall warrant that services and products shall be provided in a timely and professional manner by qualified personnel.
2. The Vendor shall warrant that the Vendor has the right to license the System and that the System does not infringe upon any rights of third parties.
3. The Vendor shall warrant that the System shall be thoroughly tested by the Vendor and meet or surpass professional quality control standards.
4. The Vendor shall warrant that, for one (1) year from the date of acceptance, all software shall be free from reproducible defects that cause the software to fail to conform to the Vendor's published specifications for the software.
5. The Vendor shall warrant that all releases for fixes, features, and versions applied to or installed on the System shall be incorporated into the Warranty.
6. The initial warranty shall cover the entire first year following acceptance of the System. The cost of the first year of the warranty shall be included in the price of the System.
7. Warranty extensions shall include maintenance and support services. The City reserves the exclusive right to extend all maintenance and support services for a period of five (5) one (1) year annual periods. See Price Summary Sheet Instructions and Price Summary Sheet to list Vendor pricing.
8. The Vendor shall furnish and deliver maintenance and support services, in coordination with City staff, to keep the System in compliance with the Warranty and extensions. The Vendor shall furnish and deliver mission-critical maintenance and all other essential maintenance and support services. The City will determine what is, and is not, mission-critical based in part on the following criteria:
 - a. An item or operation that is essential for the ongoing 24-hours, 7-days per week (24/7) operation of the City's functions is mission-critical (see Priority One below).
 - b. An item or operation that is not essential for the ongoing operation of the City's functions is, generally, considered as non-mission-critical (see Priority Two and Priority Three below).
9. The City will contact the Vendor for the resolution of System problems using a toll free number provided by the Vendor. Vendor support personnel shall be available from 8:00 AM to 5:00 PM local time, Monday through Friday to answer calls from the City. An emergency 24/7 and after-hours point of contact must be provided. The Vendor may provide e-mail, web, and 800 and local phone numbers which, at the discretion of the City, may be used to contact Vendor support.

10. Vendor Support Services shall include:

- a. Toll-free telephone support direct to qualified support personnel
- b. A single point-of-contact for each open problem (direct e-mail, direct pager, and direct phone number)
- c. Priority One (first level) direct support
- d. User self-help shall be available by website and e-mail query

11. Problem resolution based on Priority levels listed in SECTION III, G. "Maintenance Support."

D. PROBLEM ESCALATION PROCESS

Skilled Vendor personnel shall be assigned to aggressively address the problem until a resolution is found. Priority one shall be immediately escalated to Vendor upper management for resolution guidance. Problems that are not resolved in accordance with the Priority levels shall be immediately escalated to Vendor upper management for resolution guidance. Any case that precludes functional operation of the System shall result in Vendor senior management being notified. Vendor senior management shall participate in the decision and resolution process to ensure that the System is back in operation in the shortest time possible.

E. SECURITY

The System must provide for varying levels of access and security. Users of the System shall be limited to specific functions through user "profiles" that are maintained by a System administrator. Audit trail "effective dating" and logging of such data shall be part of the System. At certain times, sensitive Privacy Act data, which must be protected, will be contained in the database. The System must provide the capability of excluding certain data. At a minimum, conditional access capabilities, such as password protection, must be included. Access rights shall be based on "need to know" criteria, with the ability to limit access for update, as well as for data retrieval. Describe the following:

1. How is security implemented in the System?
2. How does it provide for password control (including strong passwords), audit trails by sign-on, user ID security, transaction field level, and field value level?
3. All field level security.
4. Any additional security features.
5. PCI and PII compliance documentation are required.

SECTION V - INFORMATION REQUIRED FROM VENDORS IN PROPOSALS

A. BUSINESS ORGANIZATION AND CREDENTIALS

1. Synopsis of the Vendor's business qualifications, including financial statements for the previous two (2) years.
2. Names, titles, and direct telephone numbers and direct e-mail address of at least five (5) localities (city or county), currently using the proposed System in a production environment similar to the City's, who may be contacted for reference. Preferred references would be localities which have been using the System for at least two (2) consecutive years.

B. VENDOR CONTACT INFORMATION

1. Name, title, address, and direct telephone number and direct e-mail address of the individual(s) with authority to negotiate and contractually bind the Vendor.
2. Name, title, address, and direct telephone number and direct e-mail address of the individual(s) who can be contacted during the period of evaluation with questions about the proposal.
3. Name, title, address, and direct telephone number and direct e-mail address of the individual(s) who can be contacted for prompt contract administration upon award of the contract.

C. UNDERSTANDING THE PROJECT

Furnish and deliver a precise statement of the Vendor understands of the project and how the Vendor would accomplish it. The vendor shall provide a clear narrative description of the technical approach for the performance of these services and how the recommended solution will meet the requirements of this SOLICITATION.

D. NARRATIVE DESCRIPTION OF THE SYSTEM

Furnish and deliver a description of the proposed solution including the number of software programs, source language(s), relational database software, printing units, communication or network software, server and storage hardware and software, a description of any report writers or queries, security features, and any other features that make the System unique.

1. GENERAL INFORMATION

- a. What is the installed user base (i.e., number of companies, firms, municipal governments, or other organizations using this System)?
- b. How often are new software releases developed and distributed?
- c. How long are superseded/back releases supported?
- d. What is the distribution method for software maintenance and new releases?
- e. If a release is not installed (i.e., a release is skipped), what steps are required to install subsequent releases?
- f. What batch processes, requiring system shutdown, are present in the System?
- g. Was the System developed using the concepts of modularized, structured programming techniques, and open systems? Will they be used in the future?
- h. Does the System use native Standard Query Language ("SQL") commands for access to any relational databases?
- i. Describe the type of training provided e.g. train the trainer, functional and support training.

- j. Does the System provide the proven capability to operate in a multi-user environment with record-locking techniques that protect records from simultaneous update, yet allow simultaneous inquiry?

2. TECHNICAL INFORMATION

- a. State the estimated response times, at local and remote sites for each query or report functions. Include response times for the proposed environment if they differ.
- b. Describe the operating system needed to implement the recommended solution.
- c. Describe the necessary hardware and software configuration needed to implement the System.
- d. Describe the report generation process
 - 1) Provide sample reports
- e. Furnish and deliver a detailed diagram of the recommended hardware platform/topology, including all necessary communications software for each hardware component, e.g., servers, gateways, bridges, routers, and clients.
- f. Describe all hardware and software needed for all components, i.e., workstation, network, etc., including and identifying all required third party vendor hardware and software.
 - 1) Identify the name, version, release level, and features of all software proposed.
 - 2) Identify the manufacturer, model number, version, and features of all hardware components proposed.
 - 3) Indicate whether a site license is available for the workstation software.
 - 4) Indicate whether the software can be installed one-time on a server and accessed by all workstations. If so, list the supported network operating systems and network configurations.
 - 5) Identify all costs separately in the Price Summary Sheet Checklist and place in Envelope #2. If a site license is not available, include the price information for various quantities purchased.
 - 6) Describe server requirements for both the hardware and the software. List the network operating system software.
 - 7) Describe client requirements for both the hardware and the software. List the operating system software.
 - 8) Identify any separate licensing and support considerations for third party components.
- g. Describe how data and referential integrity for the System is achieved.
- h. Describe how system backup and recovery is accomplished.
- i. Independent of architecture, how much disk space will be used for storing, modifying, and testing Vendor software? How much is required for an eventual software demonstration?
- j. Independent of architecture, how much disk space will be used by the data files for the System? Is this storage requirement based on centralized or distributed data storage?
- k. Is the System fully compatible and operational with the latest version of the:
 - 1) Hardware platform's native operating system?
 - 2) Network operating system?

- 3) Application systems development language(s)?
 - 4) Presentation manager, e.g., windows, internet explorer, other?
 - 5) Communications software?
- l. Describe how the System uploads and transfers data? Specify the formats.
 - m. Are custom services provided? Any customizing/modifying costs must be indicated on the Price Summary Sheet.
 - n. Does the System provide for multiple types of interfaces, i.e., character-based, or Graphical User Interface (GUI)?

E. PERSONNEL

1. The Vendor shall identify key personnel to be assigned to the project, their qualifications, education and representative experience. Include a brief statement (maximum three (3) pages) concerning the recent experience of personnel from your firm who will be actively engaged in the proposed effort. The Vendor shall pay particular attention to identifying the experience of personnel in working with the proposed System.
2. Do not include general corporate background brochures. Do not include corporate experience unless personnel who will work on this project participated in that experience. Include only work that can be identified with projects completed in the previous twenty-four (24) months.
3. Proposed personnel must work on this project. In the event that the Vendor's personnel for this project must be replaced by the Vendor, replacement personnel must be identified using the same guidelines established for the initial Vendor project personnel as described above and must be approved by the City.
4. Identification is required of any contemplated third party (ies) to be employed during the project by the Vendor, with the identification of personnel to be assigned, their qualifications, education, and representative experience in working with the proposed System.
5. Any Vendor and third-party personnel assigned to the project must read and sign the City's Acceptable Use Policy (AUP).
6. The City may require criminal history background and/or credit checks to be performed on any Vendor personnel and third-party personnel assigned to this project.
7. The City may require, as a condition of continued service on this contract, any Vendor personnel and third party personnel assigned to this project to submit to alcohol and drug tests at any time. All costs associated with the alcohol and drug screening will be the responsibility of the Vendor. The screening must be administered and results documented by a state-approved laboratory licensed to conduct such tests in accordance with standards established by the National Institute on Drug Abuse ("NIDA"). The City will require that any employee of the Vendor or his third party personnel who has a positive test result be removed from working on the project.
8. The City may require the Vendor to replace any assigned personnel who are considered unacceptable in the opinion of the City.
9. The City considers a suitable working relationship to be a product of several factors, not the least of which is the presumption of permanency of the Vendor personnel for the duration of the work effort. It is anticipated that Vendors will use their best efforts to assure a stable workforce and limit disruptive personnel changes -- those not otherwise requested by the City. Vendors are prohibited from the unilateral removal of personnel without first providing the City a minimum of 30 calendar days' notice. Such restriction does not include staff changes due to

circumstances beyond the Vendor's control such as a person's "long-term" illness or accident, resignation, military mobilization, etc. Replacement personnel must be identified using the same guidelines established for the initial Vendor project personnel as described above and must be approved by the City. Vendors must further agree to work in good faith and use their best efforts to ensure the satisfactory turnover and knowledge transfer from one person to the other in the event of the removal of personnel. The Vendor shall also agree to not bill the City for up to four weeks to accommodate the turnover, knowledge transfer, and for learning the City's environment and its processes. The Vendor shall keep the City advised on a current basis as to the availability of personnel to perform work.

F. SYSTEM ACCEPTANCE PLAN

A System acceptance plan is outlined below, which is based on final acceptance of the entire System, which will be defined in detail during the contract negotiation phase. Each vendor must make a statement of agreement with the proposed acceptance plan, and to propose alternative wording for those paragraphs with which the Vendor takes exception.

The successful Vendor's proposed System will be accepted by the City only after full integration testing has been completed, the software is installed in the City's production environment, the City's existing production data is converted to the new format, the System is fully implemented and operational, and the following items are satisfied:

1. The acceptance period will consist of a minimum of forty-five (45) consecutive calendar days, twenty-four (24) hours per day, and will begin at 8:00 AM local time on the first workday following "go live" on the new System.
2. During the acceptance period, the System must remain fully operational, must operate without failure, must operate in conformance with the City's functional business requirements, must operate with response times acceptable to the City, and must adhere to the requirements for System availability set forth in SECTION IV, B., "System Availability and Response."
3. If the System fails to meet any of the criteria above, the City shall notify the Vendor of such failure and the acceptance period starts over at 8:00 AM local time on the first workday following the correction and completion of testing of the failure.
4. The City will notify the Vendor in writing of the acceptance of the System if:
 - a. The performance standard is attained for the duration of the acceptance period;
 - b. All training has been completed;
 - c. All documentation and other deliverables have been received;
 - d. And other items which will be defined in detail during the contract negotiation phase.

G. CHECKLIST OF SYSTEM FUNCTIONS

The Vendor shall submit with its proposal a completed Checklist of System Functions in Section IV, A., in its entirety for each proposal offered. The required functions are abbreviated in the checklist for brevity but are intended to represent the function exactly as described in Section III, C. "Scope of Work."

H. SCHEDULE OF COSTS

Prices must be submitted in the format of the Checklist of System Functions, SECTION IV, A, on the Price Summary Sheet and placed in a sealed envelope labeled #2 within the proposal.

A separate Price Summary sheet must be submitted with each solution offered.

1. Schedules must:
 - a. Identify and quantify the purchase costs of each module of the software package, and the costs of any support services proposed.
 - b. Identify all alternative subsystems with separate prices for each component and other expansions or enhancements, if any, and furnish and deliver subtotals as appropriate.
 - c. Specify "No Charge" if items in fact are offered without charge.
2. Itemized and total costs for support services must be provided on either:
 - a. Fixed Cost
 - b. Not to Exceed or,
 - b. Time-and-Materials (provide maximum)
3. Itemized costs must be provided for, but not limited to:
 - a. System Application Software
 - b. Third Party Applications (If Any)
 - c. System Hardware and Associated Software and Components
 - d. Implementation Services (Including Settings/Configurations)
 - e. Software Modifications for Functional Requirements
 - f. Conversion, Integration, and Interfaces
 - g. Education, Training, and Transition Services
 - h. Documentation
 - i. Communications and Connectivity (Wired and Wireless) Requirements
 - j. Warranty and Post Warranty Services

SECTION VI - CRITERIA FOR PROPOSAL EVALUATIONS

A committee composed of representatives from the City will oversee the evaluation of all proposals received. The City will select the proposal which best meets the needs of the City considering the comprehensiveness and functionality of the System proposed, Vendor supplied support services, total maintenance requirements, compliance with City technology standards, growth potential, and cost. The following criteria will be used in the proposal evaluation process:

A. PROPOSAL 10%

1. Understanding of requirements
2. Completeness, thoroughness and quality of response
3. Project plan, organization and schedule
4. Proposed acceptance plan

B. VENDOR OR FIRM 20%

1. Experience with proposed System
2. Organization stability
3. Financial position
4. Client references

C. SYSTEM PROPOSED 50%

1. Response to Functional Systems Checklist
2. Suitability of components and features to requirements
3. Ease of operation
4. Type of training
5. Growth potential and flexibility of the System
6. Flexibility of comprehensive reporting
7. Compliance with respect to City technology standards
8. Adequate capacity to handle full system load of data records and transactions
9. Ease of installation and ability to have operational by January 7, 2016
10. Ease of implementation
11. Ease of upgrade

D. STAFFING 20%

1. Availability of proposed staff
2. Experience of technicians and technical support staff proposed/assigned
3. Depth of staffing resources

E. COST

1. Licensing, installation, and implementation
2. Modifications
3. Interfaces
4. Support and maintenance
5. Education/Training
6. Documentation
7. Resources required to operate, upgrade, and maintain

F. OTHER FACTORS

1. Overall support and training commitments
2. Transition plan
3. Successful implementations
4. Warranty, maintenance, and support services

PRICE SUMMARY SHEET INSTRUCTIONS

All pricing information must be separate from the proposal. Place pricing information in a separate envelope labeled Envelope #2.

1. The Vendor shall furnish and deliver itemized price sheet(s) which may be organized as the Vendor chooses, however all summary totals must comply with those on the respective Price Summary Sheet. Every dollar amount listed in the Price Summary Sheet must be locatable in the Vendor's itemized price sheet(s).
2. Do NOT leave any "Amount" cell blank on the Price Summary Sheet. Place only one of the following in each "Amount" cell:
 - a. Dollar amount (e.g., \$1524.50)
 - b. \$0 ("No Charge")
 - c. N/A, or
 - d. Included (If included in the product or implementation cost)
3. Complete a separate Price Summary Sheet for each solution proposed. For example, if proposing both a Vendor hosted solution and a City hosted solution – do not combine the two (2) proposals on the same Price Summary Sheet rather prepare one for the "Vendor hosted" solution and another one for the "City hosted."
4. All costs must be included on the Price Summary Sheet. The City will not consider any costs not included on the Price Summary Sheet. The Vendor will add as many additional line items as necessary to indicate all prices.
5. Any assumptions based on City provided hardware, software, or other resources must be included and specified in the Vendor's itemized Detail Sheet(s).

PRICE SUMMARY SHEET

Vendor Name: Date: Solution Description:	1 Amount	2 Amount Subtotals
A. System Application including any modules - One-Time-Costs-Only (do NOT include Items B. 1. through 5. or C. below in the amount on this line)		
B. System Hardware and Associated Software and Components		
1. Server hardware		
2. Workstation hardware (9 Registers, Bar Code Scanners, Cash Register Drawers)		
3. Handheld devices (8 Mobile Units and 1 Hand held scanner)		
4. Printers (2 Prep/Grill Station Printers or Monitors, 1 Membership Card Printer and 1 Bar Code Printer)		
5. Server software		
6. Workstation software		
7. Other (Specify)		
C. Third Party Applications		
Subtotal System Hardware/Application One-Time Costs		
D. Implementation, Installation, & Setup one-time costs (include travel expense)		
1. Other (Specify)		
Subtotal Implementation Costs		
E. System Functions (Based on 14 concurrent licenses)		
1. General		
2. Reporting		
3. On-line Sales		
4. Front Gate/Admissions		
5. Admissions		
6. Retail		
7. Retail		
8. Membership Processing/Donor Perfect		
9. Membership Processing/Donor Perfect		
10. Events/Activities/Programs		
11. Customer Information		
12. Restaurants/Food Service Locations		
13. Data Import		
Subtotal System Functions		
F. Conversion/Integration/Interfaces -Vendor Recommended Solution		
1. Integration to Donor Perfect		
a) Real time membership updates from Donor Perfect		
b) Batched membership updates from Donor Perfect		
Subtotal Conversion/Integration/Interfaces		

G. Education/Training/Transition - Vendor Recommended Program		
1. Technical Support		
2. Functional Administrator		
3. Training Coordinator		
4. End User		
5. Alternate Choices (list alternate choices below – e.g., On-Site, Off-Site, Web, Train-the-Trainer, or Combination)		
a.		
b.		
c.		
H. Documentation		
I. Communications/Connectivity (Wired and Wireless)		
J. Warranty-Ongoing Support Costs (warranty & post-warranty services and/or maintenance, including third party)		
1. Year 1 (1st year after acceptance –only if not included in One-Time-Costs)		
2. Year 2		
3. Year 3		
4. Year 4		
5. Year 5		
Total of Subtotals		
K. Warranty-Ongoing Support Costs – 1 year only – for line J. Column 2		
Total		

**TERMS AND STANDARD CONDITIONS
CITY OF LITTLE ROCK, ARKANSAS
PLEASE READ CAREFULLY**

1. When submitting an "Invitation to Bid," the bidder warrants that the commodities covered by the bid shall be free from defects in material and workmanship under normal use and service. In addition bidder must deliver new commodities of the latest design and model, unless otherwise specified in the "Invitation to Bid."
2. Prices quoted are to be net prices, and when an error is made in extending total prices, the City may accept the bid for the lesser amount whether reflected by extension or by the correct multiple of the unit price.
3. Discounts offered will be taken when the City qualifies for such. The beginning date for computing discounts will be the date of invoice or the date of delivery and acceptance, whichever is later.
4. When bidding other than the brand and/or model specified in the "Invitation to Bid," the brand and/or model number must be stated by the item in the "Invitation to Bid," and descriptive literature be submitted with the bid.
5. The City reserves the right to reject any and all bids.
6. The Purchasing office reserves the right to award items, all or none, or by line items (s).
7. Quality, time and probability of performance may be factors in making an award.
8. Bid quotes submitted will remain firm for 30 calendar days from bid opening date; however, the prices may remain firm for a longer period of time if mutually agreeable between bidder and the City Purchasing Division.
9. Bidder must submit a completed, signed copy of the front page of the "Invitation to Bid," and must submit any other information required in the "Invitation to Bid".
- 10. As a condition for doing business with the City of Little Rock, the contractor shall not discriminate on the basis of race, color, creed, religion, sex, national origin, age, disability, marital status, sexual orientation, gender identity, or genetic information and shall require such compliance in agreements with subcontractors and sub-subcontractors.**
11. Sales or Use Tax is not to be included in the bid price, but is to be added by the vendor to the invoice billing to the City. Although Use Tax is not to be included in the bid, vendors are to register and pay tax direct to the Arkansas State Revenue Department.
12. Prices quoted shall be "Free on Board" (F.O.B.) to destination at designated City facility in Little Rock. Charges may not be added after the bid is opened.
13. In the event of two or more identical low bids, the contract may be awarded arbitrarily or for any reason to any of such bidders or split in any proportion between them at the discretion of the Purchasing Division.
14. Specifications furnished with this Invitation are intended to establish a desired quality or performance level, or other minimum dimensions and capacities, which will provide the best product available at the lowest possible price, other than designated brands and/or models approved as equal to designed products shall receive equal consideration.
15. Samples of items when required must be furnished free, and, if not called for within 30 days from date of bid opening, will become property of the City.
16. Bids received after stated time for opening will not be considered.
17. Guarantees and warranties should be submitted with the bid, as they may be a consideration in making an award.
18. **CONSTRUCTION**
 - A. When noted, the Contractor is to supply the City with evidence of having and maintaining proper and complete insurance, specifically Workman's Compensation Insurance in accordance with the laws of the State of Arkansas,

Public Liability and Property Damage. All premiums and cost shall be paid by the Contractor; in no way will the City be responsible in case of accident.

- B. When noted, a certified check or bid bond in the amount of 5% of total bid shall accompany bid.
 - C. A Performance Bond equaling the total amount of any bid exceeding \$20,000 must be provided for any contract for the repair, alteration or erection of any public building, public structure or public improvement (pursuant to Act 351 or 1953 as amended by Act 539 of 1979).
19. Liquidated Damages shall be assessed beginning on the first day following the maximum delivery or completion time entered on the bid form and/or provided for by the plans and specifications.
 20. Any ambiguity in any bid as the result of omission, error, lack of clarity or non-compliance by the bidder with specifications, instructions and all conditions of bidding shall be construed in the light most favorable to the City.
 21. The bid number should be stated on the face of the sealed bid envelope. If it is not, the envelope will have to be opened to identify.
 22. Attention is called to the fact that not less than the minimum prevailing salaries and wages as set forth in the contract documents must be paid on the project if applicable.
 23. The City of Little Rock encourages participation of small, minority, and woman own business enterprises in the procurement of goods, services, professional services, and construction, either as a general contractor or sub-contractor. It is further requested that whenever possible, majority contractors who require sub-contractors, seek qualified small, minority, and woman businesses to partner with them.