



**CITY OF DULUTH**  
PURCHASING DIVISION  
Room 100 City Hall  
411 West First Street  
Duluth, Minnesota 55802-1199  
218/730-5340 218/730-5922 FAX  
[purchasing@duluthmn.gov](mailto:purchasing@duluthmn.gov)

**Addendum # 2**

**File # 15-09AA**

**Project: Recreation Management Software RFP**

This addendum serves to notify all bidders of the following Q&A for the solicitation documents:

1. In the RFP League management is requested. We currently integrate with numerous league management systems. Is the city open to this type of integration or does it specifically need to be one of our modules?
  - a. We would prefer to have the league management system integrated within the recreation management software, in order to be able to process transactions (user fees), create schedules, create teams, communicate effectively with mass communication, and the ability to gather emails in order communicate press releases with a single action to all who register with the recreation management software. Exceptions may be considered dependent on ease for the customers' and internal staffs' ability to use the league management system and recreation management system, which would meet the stated needs.
2. We have different types of pricing models that we offer to potential customers; as such it is helpful for us to know the amount of transaction volume that goes through your system. If we can get a breakdown of the following it will be helpful. What is the total amount of all transactions that is processed annually through your current system? Can you please break this down by Cash, Credit Card and Onsite vs. Online.
  - a. Rough estimates based on YTD 2015 numbers:
  - b. 607 Park/Trail reservations
  - c. 1048 building reservations (Duluth Heights, Evergreen, Morgan Park, Portman, Piedmont) .... This number excludes athletic reservations at Washington.
  - d. 76 Alcohol Consumption Permits
  - e. \$122,410 in income, which is 20% cash and 80% checks or money orders. We do not accept credit cards at this time.
3. What is the annual revenue of your organization?

Parks Operating Budget: \$2,600,000 in property taxes, \$47,000 in permits for special events/weddings, \$16,000 in rental of buildings, \$4,000 in concessions Athletic Leagues (separate budget from Parks Budget): Entry Fees for Softball & Football: \$50,000. Athletic Field Rental: \$47,000

4. What percentage of revenue do you expect to come from online registration?  
Unsure. All registrations are done by phone/email right now.
5. Use one or multiple bank accounts to deposit funds into (e.g. is the skating rink required to operate independently)?  
Multiple accounts within the City of Duluth.
  - a. If multiple, how many?  
The accounts are: permits, rent of buildings, fees, and concessions for the Parks Fund. We also have 5 additional accounts related to sports fees. Fees related to alcohol permits go to the Police Department.
6. Accept credit cards today? No
  - a. If yes, what merchant bank provider do you use?
7. Pay for credit card fees today? No
  - a. If yes, how (e.g. convenience fees)?
8. Roughly, how many registrations does the organization complete each year (e.g. 5,000, 20,000, 100,000+)? Please include a breakdown if possible by activity, reservations/rentals, POS, etc.  
Flag football registrations: 170-200. Softball Registrations: 67 in 2015 typically 60-80. Wade stadium reservations: 215 in 2015 estimated 200-250 in upcoming years. Other athletic field reservations 80-120 currently with expected number to grow. Washington Center Gym: 471 Washington Center Conference Room:78
9. Is it required to allow the public to reserve facilities online (e.g. ball field or picnic site)?  
Yes
10. Are any of the facilities a senior center?  
Yes
  - a. If yes, how many?  
Three
11. Are any of the facilities a community center?  
Yes
  - a. If yes, how many?  
Five that we manage internally. We have other community centers that are managed by nonprofit partners.

12. Is the organization required to support Memberships?

No

13. Is the organization required to support Fitness centers?

a. If yes, Does your organization have unattended access to the fitness center?

No

14. Is the organization required to support Gate check in? No

a. If yes, at how many locations (e.g. places where ID badges are scanned)?

15. Is the organization required to support Community centers

Yes

a. If yes, support drop in classes?

We have a weekly activity called "Play Gym" where we setup toys and parents can bring their children without pre-registration.

16. Is the organization required to support ID cards? No

17. Is the organization required to support Pass fulfillment (e.g. beach badges)? No

18. Is the organization required to support Rent lockers? No

19. Issue multi use punch card guest passes? No

20. Sell day passes? No

21. Sell gift cards?

Possible with future interest, but would not be for memberships. This would be for any user fees that Parks and Recreation charges.

22. Do you support rolling memberships (part of Community Centers)? No

23. Is the organization required to support on site concessions or product sales (e.g. at the skating rink)? No

a. If yes, how many locations will the Point of Sale service be used (e.g. 3 rec centers, 2 parks)?

24. Do you use software for creating game schedules? If so, which software product?

No, all of our league scheduling is done by manually by staff.

25. Does the organization require in person training or web-based training via GoToMeeting?

Yes

26. We employ a session based "train-the-trainer" model whereby we train up to 5

people/service/session for no additional cost. How many people are required to be trained?

At least 6 people, likely up to 10.

27. Require integration with any current systems (e.g. financial systems)?

We would not require integrations at this time. In lieu of that, we would require the ability to produce a daily cash report for Finance with a summary by general ledger account string of the daily transactions for balancing purposes within the Finance system. This could be a canned report if one exists or a custom report.

Please acknowledge receipt of this Addendum by signing, dating, and submitting a copy with your bid/proposal. Thank you.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Posted December 18, 2015