



ADDENDUM No. 1

RFP 01-2025 Parks and Rec Facility Booking Solution

Municipality of Central Manitoulin

DATE OF ISSUE: THURSDAY FEB 27, 2025 at 4:00 p.m.

This addendum shall form part of the RFP document.

QUESTIONS AND ANSWERS

The following questions were received by the deadline for inquiries:

Q1: What is the municipality current using for parks and recreation management software?

A1: Per page 16 of the RFP document: "The Municipality does not currently have existing software and has been managing bookings and scheduling in excel spreadsheets, document management through email, and invoicing is currently completed manually after the rental period. The data is then entered manually into the Municipality's financial software (Asyst)."

Q2: What is the tentative go live date?

A2: Per page 20 of the RFP "The proponent shall provide a project schedule for each project phase, including key milestones, meetings, deliverables, and corresponding delivery dates, as well as an estimated date for total completion of all phases." Proponents are expected to submit a project timeline that includes a 'go live' date in their proposals. The Municipality would like to get the solution in place as soon as possible.

Q3: How many months and resources has the municipality allocated to implement and train on the new software?

A3: The Municipality will have up to five people who will require training on the software. There will be one staff member allocated to be the project manager for the municipal side of the project. We are a small municipality with limited staff resources. Proponents are expected to demonstrate an understanding of the context in their proposals and to include project

resources to ensure project success. It is also expected that proposals will include a project timeline (refer to PART III – Technical Proposal).

Q4: What is the total annual revenue (2024) generated by the Parks and Recreation department?

- Program Registration?
- Facility Booking?
- POS?
- Memberships?
- Others?

A4: The Municipality has one Point of Sale system at the main municipal office to process payments. Invoicing and revenue collection are managed centrally rather than at each rental facility since they are not staffed full time. Currently, the only source of revenue is rental fees, which totalled approximately \$75,000.00 for 2024 for all rental facilities, but can fluctuate annually based on usage.

Q5: What is the current credit card processing rate?

A5: The Municipality currently has one Point of Sale machine at the main office. It is a Moneris machine. There is no data available on the processing rate.

Q6: What is the accounting principle that the City follows? (cash or GAAP)

A6: The Municipality is required to follow GAAP

Q7: What is the budget approved for this project, if any?

A7: Per page 20 of the RFP, “The Proponent shall submit their financial offer. This offer should include a breakdown of costs that separates out: implementation costs, Training/ Education costs, Annual subscription/licensing costs, Costs per module (i.e. costs for core features vs, additional features/modules), Costs per facility, Costs for ongoing updates, service calls, technical support, etc.”

Q8: What existing systems are being used by the department currently? (Financial software, email software, brochure software, POS, etc.)

A8: Refer to page 16 of the RFP document. Additionally, the Municipality uses PSD Citywide Asset Manager software for its asset management, and Outlook for email.

Q9: What existing hardware is currently available to be used with the selected vendor?

A9: The Municipality does not have existing hardware beyond the single POS system at the main office for credit card/ debit payment processing, but it is expected that the scope of this project will not require significant (if any) hardware.

Q10: What type of data is expected by the City to be migrated at minimum?

A10: It is expected that proponents will read the RFP document and include in their proposals information on the project methodology, including what data migration may be necessary to achieve the desired goals. There is no software currently being used and rentals/registrations are being managed in excel spreadsheets.

Q11: How does the municipality measure success with a new recreation management software in relation to the municipality's goals and priorities?

A11: The main goals of the project are stated in the detailed scope of work on pages 14-16 of the RFP document.

Q12: What are these specific goals and priorities?

A12: The specific goals of the project are stated in the detailed scope of work on pages 14-16 of the RFP document.

Q13: What is the duration of the proposed contract?

A13: There will be a contract to cover the initial scope of work to implement the software/solution, and then it is expected that there will be an annual renewal process/fee from that point forward. Proposals should make clear what the contract terms/terms of use as well as the fee structure.

Q14: What is the payment processor that you are using (are you restricted to using a specific payment processor)

A14: All payments for rentals are currently manually processed. An invoice is manually created by staff for each rental. That invoice can then be paid by cheque, credit card or cash. Payments are taken by credit card over the phone. We have a single payment processing machine at the main office and no online payment process for rental fees. We use one Moneris POS machine to process all payments by debit and credit card.