



**CITY OF MEMPHIS**

**REQUEST FOR PROPOSAL**

**#52282**

**Membership and Program Management Software**

**Addendum # 1**

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## Questions & Answers

Except to remove vendor names and addresses, questions are provided exactly as submitted.

#		Section	Question / Answer
1	Q	2.5	What were the approximate number of Programs/Classes you offered in 2019 (PRE-COVID)?
1	A		Approximately 500.
2	Q	2.5	How many TOTAL registrations did you receive for programs in 2019 (PRE-COVID)?
2	A		Approximately 800k
3	Q	2.5	How many total registrations do you anticipate in 2021 & 2022?  Please separate 2021 and 2022 estimates with a comma. (i.e. "1500, 1800") - This number should reflect the TOTAL number of registrations for ALL programs/classes considered in previous question. Please do not consider unique users here - if Sally registers for 7 programs she counts 7 times.
3	A		400k, 600k
4	Q	2.5	How many different physical Facilities/Fields do you manage Scheduling & Reservations for?
4	A		Approximately 300 spaces are eligible.
5	Q	2.5	How many Reservations did you have at these facilities in 2019 (PRE-COVID)?
5	A		We are still trying to determine this number.
6	Q	2.5	How many Reservations do you anticipate in 2021 & 2022?

			Please separate 2021 and 2022 estimates with a comma. (i.e "650, 725")
6	A		300, 500...these are very rough estimates.
7		2.5	How many different Membership types are offered annually?
7			We are developing the membership structure now. It does not presently exist.
8	Q	2.5	Approximate number of overall members you expect to enroll in these Memberships in 2021 & 2022?  Please separate 2021 and 2022 estimates with a comma. (i.e "400, 600")
8			We do not feel as if we have a reliable estimate at this point.
9	Q	2.5	Will you be using Memberships to record facility Check-Ins?
9	A		Yes.
10	Q	2.5	Will you be managing/scheduling Leagues through RecDesk?
10	A		Ideally, yes.
11	Q	2.5	If Yes, approximately how many Teams? (across All Leagues)
11	A		400
12	Q	2.5	If Yes, approximately how many Participants/Players? (across ALL Teams)
12	A		4,000

13	Q	2.5	<p>If you plan on using our Point of Sale (POS) system, how many venues will it be used?</p> <p>POS functionality, from a RecDesk perspective, is used for incidental sales of goods &amp; services such as food, beverages, equipment or similar (not Registrations, Reservations, Memberships, etc.)</p>
13	A		This will require research.
14	Q	2.5	If you are using POS do you have a sense of the "raw" number of transactions you would process through it in 2021 & 2022?
14	A		This would require research.
15	Q	2.5	What was your revenue in 2019 (PRE-COVID)?
15	A		\$1.25M
16	Q	2.5	What is your anticipated revenue for 2021 & 2022?
16	A		\$500k, \$700K
17	Q	2.5	How many administrative users/staff will have access to RecDesk?
17	A		Approximately 30.
18	Q	2.5	Does the City plan to employ a "Train the Trainer" model?
18	A		Yes.
19	Q	2.5	How many staff members will require ON SITE training?
19	A		Approximately 50.

20	Q	4.6	Is there a preference for files submitted via the USB drive being in Microsoft Word, PDF, or other formats? Please advise.
20	A		PDF
21	Q	4.6	With regard to the submission of the sealed package, should we prepared ten printed copies in three-ring binders, one of which is the original plus the USB drive or one three-ring binder with the original, nine printed copies (not in binders) and a USB drive, or a combination thereof or otherwise?
21	A		One three-ring binder with the original, nine printed copies (not in binders) and a USB.
22	Q		Is the Departments of Parks and Neighborhoods using a particular payment Gateway? Is the Department open to switching to an alternative gateway if the current gateway does not integrate with the system of choice?
22	A		We are open to this discussion.
23	Q	3.4	Regarding pricing, the RFP states the Proposer shall use the form included in Exhibit 3 for this section, but we were unable to find the pricing form. Will you make it available or should we use our own?
23			They are welcome to use their own. Would be helpful to have all costs itemized.