



Town of Newington

Request for Information

Parks and Recreation / Facility Management System

Introduction

The Town of Newington, Connecticut is a suburban community located ten miles south of Hartford, Connecticut with a population of approximately 29,000. We are constantly striving to improve our internal operations and customer service to our citizens. In this endeavor the Town of Newington requests information from software providers for a Parks and Recreation/Facility Management System.

The purpose of this Request for Information is to gather as much information as possible regarding products that are available for use by municipal parks and recreation departments; to determine which features are common to a number of different software solutions, as well as what features are unique to particular software solutions, prior to issuing a formal Request for Proposals; to determine what firms are interested; to determine an approximate cost for budget request purposes; and to determine the ancillary products, equipment and costs that would need to be incurred by the Town in addition to the software solution procurement in order for the Town to eventually have a fully functional system that meets all the stated needs and desires of the Newington Parks and Recreation Department.

The solution will replace an in-house developed Microsoft Access Database system. All data will remain the sole property of the Town and cannot be shared, resold or exposed to any other organizations, personnel outside of vendor's organization, subcontractors and/or third party partners without the express written consent of Town.

Our objectives are to implement a comprehensive and integrated system that will improve operations, control cost and be more responsive to the community by providing web based services.

General

To be effective, the system, at a minimum, should address the following:

- Activity Registration
- Program Registration
- Team Management
- League Registration (Individual and Team)
- League Scheduling
- Referee / Official Management
- Seasonal Staff Management
- Vendor Management
- Membership Management
- Pass Management
- Equipment Rentals

- Site Rentals
- Facility Reservations
- Court Reservations
- Credit Card Verification
- PCI-DSS Compliant – with 3rd scans for proof & verification
- Ability to support any third party credit card processor the town may choose
- Point of Sale – Touch Screen Capable
- Internet Registration and Enrollment
- Internet Member Portal
- Locker Rentals
- Billing and Invoicing
- Special Events Scheduling
- Catering Management
- Accident Tracking
- Storage Area Management
- Inventory Management
- Camp Site/ Community Center/ Gymnasium Registration
- Ticket Sale Tracking
- Customer/ Expanded Reporting Capabilities
- Facility Maintenance
- Concession Management
- Payment Collection
- Wireless Smartphone and Portable Device Integration and Support
- Financial Interface – Tyler-Munis Financial System
- Reporting
 - Financial Reporting
 - Program Reporting
 - Member Reporting
 - Usage Reporting
 - Customized Reports (Ability to share, save)
 - Scheduled Reports (Daily, Weekly, Monthly) emailed to designated staff
- Printing
 - Ability to print reports
 - Ability to print labels
- Marketing Capabilities
 - SMS Text
 - Email
- Multi-Department Support
 - System can be used to accommodate use by other departments for their programs and facility needs

Submittals

We are very interested in learning how proposed solution would benefit the Town, how proposed solution *differs* from your competitors and deployment options (in-house, client/server, public/ private cloud) offered. We have yet to determine if we would prefer an on premise or cloud based solution. Regardless, the solution should be fully integrated, user friendly and allow the user to easily move between modules. In addition, the solution should have the capability to grow with the Town's needs.

All submittals should list and include all base hardware and software pricing, all optional components, modules and show costs for training, installation and data conversion. In addition, submittals should detail how the solution is licensed (per user, concurrent user, site, etc.).

Our Parks and Recreation staff consists of five (5) full time and one (1) part-time / permanent employee. Our Parks and Grounds staff consists of fourteen (14) full time, eight (8) seasonal and two (2) part-time/permanent employees.

Submittals should clearly demonstrate how the equipment and/or service, software, and support being proposed would best satisfy the requirements of the Town. The solution should help the Town reduce overall operational costs, automate and improve its ability to provide responsive customer service, improve operational efficiencies throughout the organization, and provide superior marketing and promotion of its programs and activities.

All submittals should be in accordance with Town requirements, as set forth in this Request for Information document (and any addenda), which is available in the Office of the Town Manager, 131 Cedar Street, Newington, CT 06111 and on line at the Town's website, www.newingtonct.gov under Doing Business, Bid Opportunities. Submittals will be received until 2:30 P.M. on February 5, 2013 in the Office of the Town Manager. The Town of Newington reserves the right to reject any or all submittals.

All submittals become the property of the Town upon receipt, and are subject to applicable Freedom of Information Act requirements. Respondents will not receive reimbursement for any costs incurred without prior written authorization from the Town.

Town Technical Overview

The following information is provided as a courtesy to submitters. Prior to any purchase/request for proposal, the Town would require that the respondents validate their proposed solution against the current environment, in that whatever the respondent proposes will need to work and integrate with the Town's environment in order for the Town to consider purchasing it.

The Town of Newington's network infrastructure consists of Microsoft Windows Servers and VMWare ESXi components running in two (2) data centers. Proposed solution should be able to work within the town's network environment.

Hypervisor and Server Operating Systems (64 bit)

VMWare Esxi 5.1 and above and Microsoft Hyper-V 2012 and above. Web Server, Application Server and Database Server Roles should be able to run on 64bit hardware and 64bit operating systems. Microsoft Server 2008R2 and above, SQL 2008R2 and above, Exchange 2010 and above, Microsoft Remote Desktop Hosting Services 2008R2 and above, ESRI ArcGIS Server 10.2, Citrix XenApp/XenDesktop 7 and above and VMWare Horizon Suite 5.3 and above.

Client Operating Systems (64 bit)

Microsoft Windows 7 Enterprise SP2 and above, Windows Embedded Standard (WES7) and above, Windows 8.1 and above. Virtual Desktop Infrastructure support for these operating system running with VMWare Horizon Suite, Citrix XenApp/XenDesktop and Microsoft Remote Desktop Hosting Services.

Financial System Integration

Support for integration with Tyler-Munis ERP/ Financials. Flat file ASCII layouts and/or web services integration points are offered.

Internet / Intranet Browsers

Must support the current version of the following browsers and be backward compatible with the previous two (2) version of each browser :

Internet Explorer
Firefox
Google Chrome
Apple's Safari.

Tablet and Smartphone Devices

Tablet and smartphone applications must support Apple iOS 7 and above, Windows 8 and above and Android 4.4 and above.

All proposed applications, vendor and/ or third party, must be able to run with “least privileges.” Specifically, software must be able to run for a user with non-elevated permissions. Software must be able to run in the context of a domain user and not require elevated permissions.

Questions

All questions regarding this request for information shall be directed in writing to Paul Boutot, CGCIO, Chief Information Officer, Town of Newington, 131 Cedar Street, Newington, CT 06111, at pboutot@newingtonct.gov . All questions shall be presented at least four business days prior to the submission deadline to allow for the preparation and distribution of addenda. Any addenda will be posted on the Town’s website, www.newingtonct.gov under Doing Business, Bid Opportunities, at least forty eight hours prior to the response deadline. It is the responsibility of each respondent to check this web site for the presence and content of any addenda.