



COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF GENERAL SERVICES
COUNTY GOVERNMENT CENTER • SAN LUIS OBISPO, CALIFORNIA
93408 • (805) 781-5200
DUANE P LEIB, DIRECTOR

REQUEST FOR PROPOSAL (RFP) PS-# 966

Parks and Recreation Reservation and Cash Management System

August 13, 2007

The County of San Luis Obispo is currently soliciting proposals for Vendors to supply a system to handle reservations, point of sales, and cash management for County campgrounds, recreation sites and facilities.

Each proposal shall specify each and every item as set forth in the attached requirements. Any and all exceptions must be clearly stated in the proposal. Failure to set forth any item in the specifications without taking exception may be grounds for rejection. The County of San Luis Obispo reserves the right to reject all proposals and to waive any formalities.

If your firm is interested and qualified, please submit your proposal by **4:00 p.m. on October 1, 2007** to:

County of San Luis Obispo
Department of General Services, Purchasing Department
Phill Haley, Central Services Division
1087 Santa Rosa Street
San Luis Obispo, CA 93408

Proposals must be received by mail, recognized carrier, or hand delivered no later than 4:00 PM PST on October 1, 2007. Late proposals will not be considered. Submit **8** printed copies and **8** electronic copies of your proposal. The original submission shall be clearly marked "ORIGINAL." A representative authorized to commit the proposing entity in contractual matters must sign the copy marked "ORIGINAL". All printed copies of the Proposals submitted in response to this RFP shall be typed on 8½" x 11" white paper, printed on two sides, and spiral or ring (**not thermal**) bound. Electronic copies shall be submitted on either CD-ROM or on USB flash-drive media in *both* Microsoft Word 2003 and Adobe PDF file-formats.

If you have any questions about the proposal process, please contact **Phill Haley, Buyer, at (805) 781-5904**. All other questions pertaining to the content of the proposal must be made in writing via e-mail to Phil Henry at: pHenry@co.slo.ca.us with the flag of "**PARKS RESERVATIONS PROJECT**" in the Subject Line of the message. All questions will receive a response within two business days. The question and its response will be posted (anonymously) on the Parks Reservations RFP Internet site: <http://www.slocounty.ca.gov/itd/ParksReservations.htm>, except that the County reserves the right to determine the appropriateness of comments / questions that will be posted on the website. The question and answer period will end at 5.00pm Friday August 31, 2007 after which no further questions will be taken regarding the RFP.

<**Phill Haley**>

Buyer – Purchasing Department, Central Services Division



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

TABLE OF CONTENTS

1 GENERAL INFORMATION.....6
1.1 THE COUNTY OF SAN LUIS OBISPO7
1.2 COUNTY INFORMATION TECHNOLOGY ENVIRONMENT8
2 LOCAL VENDOR PREFERENCE13
3 GENERAL INSTRUCTIONS14
4 TENTATIVE SCHEDULE OF EVENTS.....16
5 PRE-PROPOSAL CONFERENCE.....17
6 VENDOR SELECTION PROCESS18
6.1 EVALUATION AND VENDOR NOTIFICATION.....19
6.2 NEGOTIATIONS.....19
7 EXCEPTIONS TO THE RFP20
8 PROJECT BACKGROUND21
8.1 PROJECT SPONSORS AND STAKEHOLDERS22
8.2 HIGH LEVEL BUSINESS GOALS22
9 PARKS OPERATIONAL OVERVIEW.....24
9.1 ROLE OF PARKS RANGERS AND PARKS SUPPORT STAFF.....24
9.2 ROLE OF PARKS CENTRAL RESERVATIONS STAFF24
9.3 ROLE OF CENTRAL ACCOUNTING STAFF.....24
9.4 ROLE OF AUDITOR-CONTROLLER STAFF25
10 PARKS RESERVATIONS BUSINESS FUNCTIONS (PROCESSES).....26
10.1 CAMPING RESERVATIONS AND REGISTRATION.....26
10.2 DAY USE.....28
10.3 GROUP DAY USE AND SPECIAL EVENT RESERVATIONS.....28
10.4 DAILY RECONCILIATION PROCESSES AT EACH PARK.....31
10.5 REVENUE RECONCILIATION PROCESSES FOR EACH PARK.....32
10.6 LOCATION INFORMATION.....32
11 PROJECT OBJECTIVES, APPROACH, AND SCOPE36
11.1 VENDOR RESPONSIBILITIES36
11.2 PROJECT ORGANIZATION.....36
11.3 PROJECT GOVERNANCE AND CONTROL36
11.4 IN SCOPE37
11.5 OUT OF SCOPE37



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

11.6	PROJECT TASKS.....	37
11.7	PROJECT IMPLEMENTATION PLAN AND SCHEDULE	38
11.8	PROJECT DELIVERABLES	39
11.9	PROJECT TOOLS	39
12	PROPOSAL SUBMISSION CONTENTS AND FORMAT	40
12.1	EXECUTIVE SUMMARY	41
12.2	UNDERSTANDING OF SCOPE OF PROJECT	41
12.3	STATEMENT OF COMMITMENT	41
12.4	LOCAL PREFERENCE QUESTIONNAIRE.....	41
12.5	COMPANY BACKGROUND	42
12.6	PROJECT MANAGEMENT CAPABILITIES AND METHODOLOGY	43
12.7	SYSTEM REQUIREMENTS	44
12.8	BUSINESS RULES	44
12.9	TABLE OF FEES	46
12.10	PROPOSED PROJECT IMPLEMENTATION PLAN AND SCHEDULE	46
12.11	PARTNERS AND ALLIANCES	47
12.12	REFERENCES	47
12.13	COST PROPOSAL.....	48
12.14	EXCEPTIONS TO THE RFP	49
12.15	VENDOR'S MATERIAL AND ADDITIONAL INFORMATION.....	49
13	APPENDIX-A — SAMPLE COUNTY CONTRACT	50
	CONTRACT.....	50
	EXHIBIT A – GENERAL CONDITIONS.....	55
	EXHIBIT B – STATEMENT OF WORK	62
	EXHIBIT C – COMPENSATION.....	63
	EXHIBIT D - SPECIAL CONDITIONS.....	64



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

Index of Tables

TABLE 1 — TENTATIVE SCHEDULE OF EVENTS 16
TABLE 2 — VENDOR EVALUATION CRITERIA 18
TABLE 3 – CAMPSITE FACILITY AND EQUIPMENT OVERVIEW 33
TABLE 4 – GROUP DAY USE FACILITY OVERVIEW 34
TABLE 5 – OTHER RESERVABLE AREAS 35
TABLE 6 – PARKS RESERVATIONS PROVISIONAL IMPLEMENTATION PROJECT PLAN TASKS 37
TABLE 7 – PARKS RESERVATIONS IMPLEMENTATION PHASE DELIVERABLES 39
TABLE 8 – COMPANY BACKGROUND QUESTIONNAIRE 42
TABLE 9 – PROJECT MANAGEMENT CAPABILITIES AND METHODOLOGY 43
TABLE 10 – BUSINESS RULE SUPPORT 45
TABLE 11 – COST PROPOSAL 48

Index of Figures

FIGURE 1 – SAN LUIS OBISPO EMPLOYMENT 7
FIGURE 2 – CURRENT NETWORK CONNECTIVITY 9
FIGURE 3 – PROPOSED NETWORK CONNECTIVITY 10
FIGURE 4 – CAMPING RESERVATION STORYBOARD 26
FIGURE 5 – CAMPING REGISTRATION (BUSINESS HOURS) STORYBOARD 27
FIGURE 6 – CAMPING REGISTRATION (AFTER HOURS) STORYBOARD 27
FIGURE 7 – DAY USE STORYBOARD 28
FIGURE 8 – SPECIAL USE OR SPECIAL EVENT RESERVATIONS STORYBOARD 29
FIGURE 9 – VETERANS BUILDING SPECIAL USE/SPECIAL EVENT RESERVATIONS STORYBOARD 30
FIGURE 10 – DAILY FINANCIAL RECONCILIATION STORYBOARD 31
FIGURE 11 – FINANCIAL RECONCILIATION STORYBOARD 32



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

1 GENERAL INFORMATION

The County of San Luis Obispo is soliciting responses to this Request for Proposal (RFP) to select a vendor that will supply a system to handle reservations, point of sales and cash management for campgrounds, recreation sites and other such facilities that are managed by the Parks Division.

Specifically, the County is seeking to replace a number of disparate systems with a single integrated system that will:

- Manage reservations for campgrounds and related sites and facilities.
- Manage point-of-sales (POS) transactions, cash management, reconciliation and other related financial activities.
- Provide tools and reporting for account management, and full management reporting of all transactions and activity.
- Provide integration into the County SAP Enterprise Financial System (EFS).

Note that the above list is a synopsis – the full requirements are detailed in the remainder of this document.

The County will consider both in-house and hosted solutions, but will not consider proposals suggesting managed-service solutions.

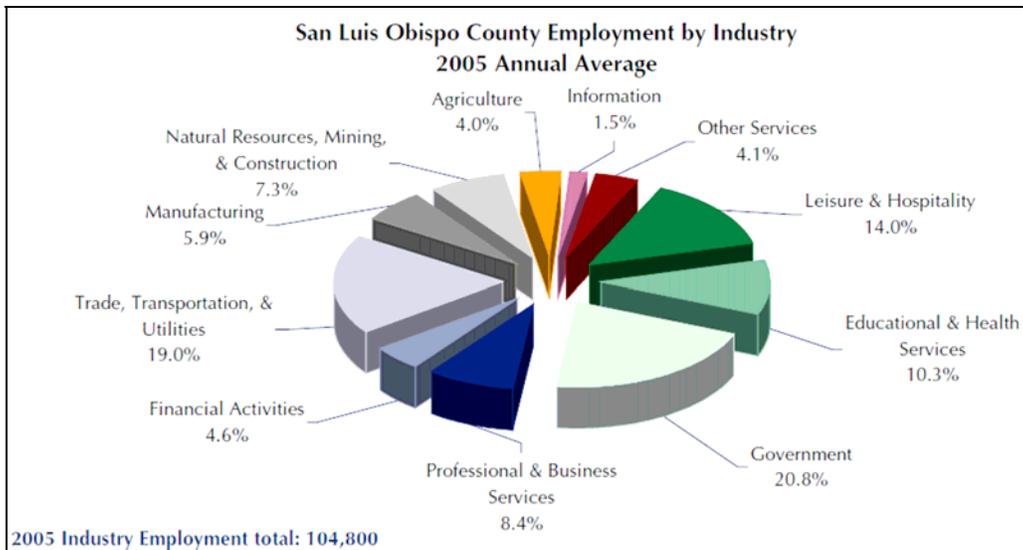


1.1 THE COUNTY OF SAN LUIS OBISPO

Of the current 58 California counties, San Luis Obispo County is one of the original 27 counties established along with statehood in 1850. The county has over 3,300 square miles of land and a population of over 250,000 people. Employment is principally from education, tourism, agriculture, and local, county and state government services.

An overview of employment within the County is shown in the figure below

Figure 1 – San Luis Obispo Employment



(Source: State of California Labor Market Information Division)

The County of San Luis Obispo has 22 departments and employees approximately 2,500 people.

County of San Luis Obispo Mission Statement:

The County’s elected representatives and employees are committed to serve the community with pride to enhance the economic, environmental and social quality of life in San Luis Obispo County

Additional information about the County can be accessed via the web at: www.slocounty.ca.gov.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

1.2 COUNTY INFORMATION TECHNOLOGY ENVIRONMENT

San Luis Obispo County has adopted a strategic initiative to move from its mainframe towards Microsoft architecture. Vendors are encouraged to use Microsoft architecture but proposals based on other technologies will be considered.

County Departments are standardized on Microsoft Office products. Lotus Notes is the County standard e-mail and enterprise collaboration tool.

1.2.1 WIDE AREA NETWORK (WAN)

Wide Area Networking is provided over County-owned fiber optic and leased data circuits that are supported through the Information Technology Department (ITD) network group and provides services to approximately 120 remote locations throughout the County. The network group supports ATM, Frame Relay and 10/100/1000 Mbps Ethernet protocols.

County-owned fiber is available geographically throughout the County; the County's plan has been to continue to convert to fiber and high-speed data communications on a regional/campus basis. Leased-line services are provided by local telecom Contractors although need for services has been decreasing due to an increase in fiber availability.

The County network provides VPN capabilities that can support 500 concurrent users with 128 bit encryption.

The County runs a fully certified security zone (DMZ) with redundant firewalls.

The majority of the County is based on a fiber network which does not experience significant bandwidth issues; however, several remote departments are connected via T-1 lines which occasionally experience performance issues.

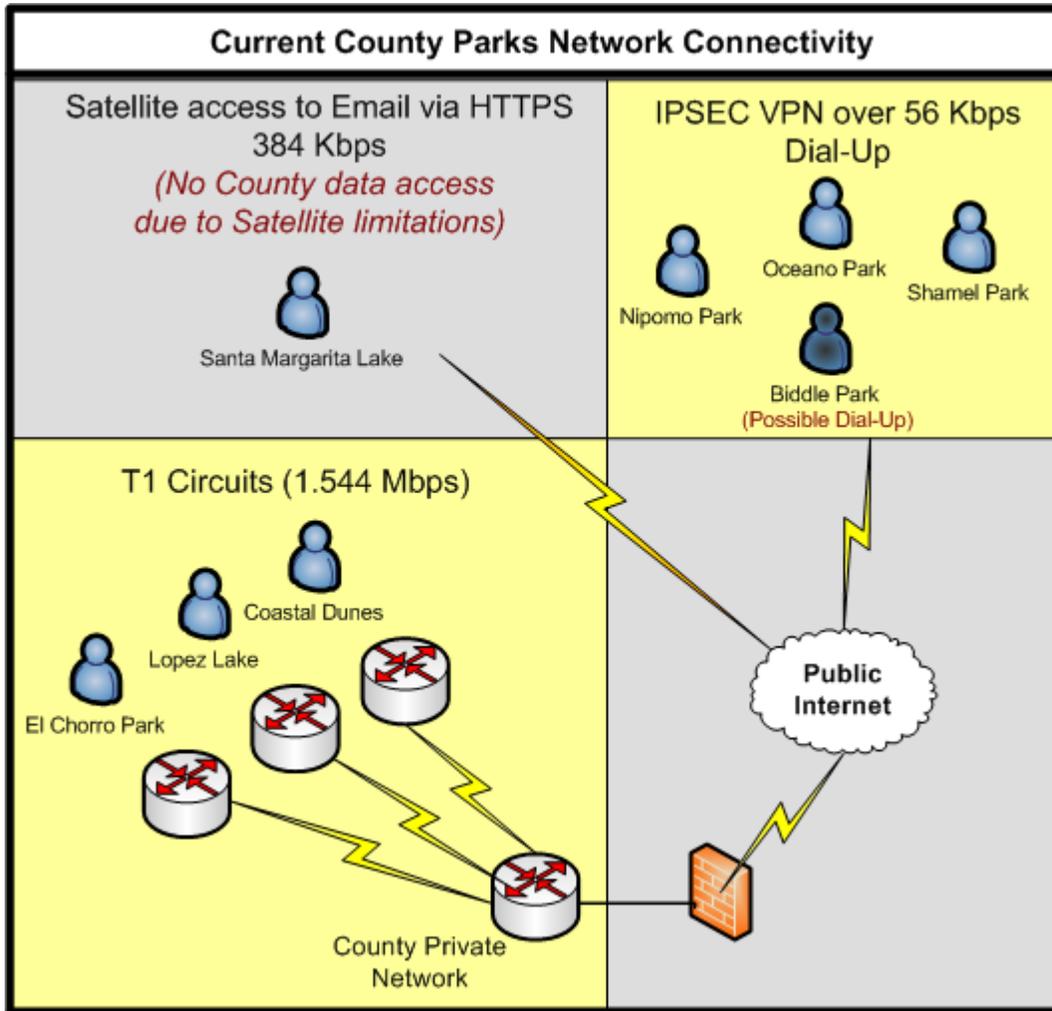
Internet connection is provided via two local telecom Contractors.

1.2.2 CURRENT CONNECTIVITY FOR PARKS

County Parks currently have sporadic connectivity to County data infrastructures. Since the parks are often located in remote rural areas, network connection options are limited. There are currently only 3 parks that have dedicated access to County data resources via T1 leased lines. The remaining parks sporadically connect via a Virtual Private Network (VPN) connection through 56 Kbps dial-up over the Internet. One park has Satellite Internet access, but due to the high latency on the link, they are not able to establish a VPN connection and are limited to email access over HTTPS only. This configuration is shown in the diagram below.



Figure 2 – Current Network Connectivity



1.2.3 PROPOSED MULTI-TIER ARCHITECTURE

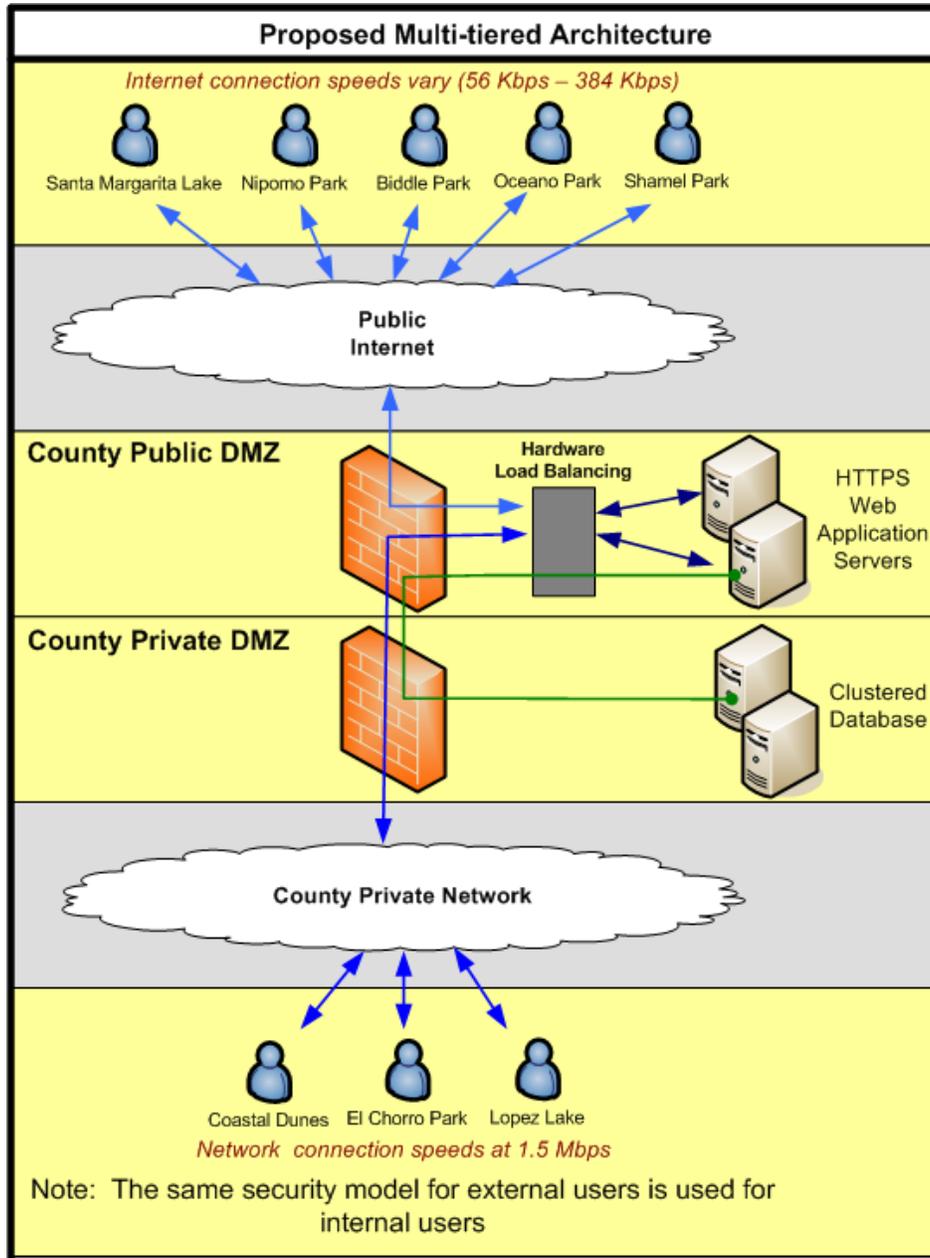
Due to the current network connectivity issues described above, it makes sense to host the reservation application over the Internet. In this manner, parks that do not have dedicated access to the County infrastructure can access the reservation system securely over HTTPS. The County firewall security model can accommodate this today with public facing web services in the Public DMZ, and secured data in the Private DMZ. Likewise, parks on dedicated connections would access the reservation system in the same manner, via HTTPS using the same security model and methods as parks with non-dedicated connections. The proposed architecture is shown in the figure below.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

Figure 3 – Proposed Network Connectivity





REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

1.2.4 NETWORK OPERATING SYSTEMS (NOS)

ITD supported file/print and directory services are provided by Microsoft file servers and Active Directory.

Almost all departments use Windows NT, Windows 2000, Windows 2003, and/or Linux to host their business applications. Windows Vista is currently not supported.

1.2.5 DATA CENTER ENVIRONMENT

The ITD Infrastructure division is responsible for supporting an IBM mainframe, VMware ESX virtual infrastructure environment, Microsoft servers, and a myriad of application specific and hosted customer applications and servers.

The Data Center is staffed by operators in a physically secure facility with UPS power and generator backup. Operations staff provides support to the various hosts including mounting/removing tapes, scheduling, running jobs, etc.

Technical Support staff is available 7:30 AM until 5:00 PM, Monday through Friday to assist users with problems. Technical Support is also available after hours or on the weekend for certain critical applications, on an on-call basis.

1.2.6 MAJOR COUNTY APPLICATIONS

The County supports eight (8) categories of major departmental applications. Most departments are exclusive to one category while others have a mix of applications from each category. The County's department application categories are:

1. Custom Mainframe Applications - Mainframe with 3270 emulation, custom developed applications supported by ITD.
2. Custom PC/Mainframe Applications - Custom developed, supported by ITD and/or distributed technical staff within Departments.
3. Custom PC Applications - Custom developed, supported by ITD and/or distributed technical staff within Departments.
4. Custom Browser Based Applications – Custom developed, supported by ITD and/or distributed technical staff within Departments.
5. Custom Mobile Applications – Custom developed, supported by ITD and/or distributed technical staff within Departments.
6. Custom N-tier Applications - Client/Server (N-tier), custom developed, supported by ITD and/or distributed technical staff within Departments.
7. COTS Applications - Commercial Off-The-Shelf (COTS) applications, N-tier, supported by ITD and/or distributed technical staff within Departments.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

8. Lotus Notes Applications—Custom developed applications on the Lotus Notes/Domino platform, supported by ITD and/or distributed technical staff within Departments.

1.2.7 DATABASES

Microsoft's SQL Server and IBM's DB2 are ITD supported enterprise-level databases. The future direction of ITD is towards SQL Server; however, ITD currently supports DB2 databases on multiple platforms.

Microsoft Access 2000 and later databases are used by some county departments to for smaller applications and for mobile application synchronization, but Access is not supported by ITD.

Many departments have implemented a variety of other databases (Sybase, Oracle, etc.) but these are not supported by ITD.

1.2.8 DESKTOP COMPUTER SUPPORT (DCS)

The DCS section of ITD supports a wide variety of industry-standard office automation and productivity tools.

Desktop and portable hardware are standardized on HP/Compaq and Dell products and the supported operating systems are Windows 2000, and Windows XP. The County is currently not supporting Windows Vista.

ITD fully supports the Microsoft Office 2000/XP Suite. The use of Corel Office Suite Versions 8, 9, 10, and 11 are being discouraged and ITD support for these products is limited.

1.2.9 EMAIL AND GROUPWARE

The County is standardized on a Unix-based IBM Lotus Notes/Domino platform as its e-mail and enterprise collaboration tool. The Countywide Intranet is hosted on Lotus Domino, including the Intranet E-mail portal. The County Internet is hosted on the Content Management System provided by Active Networks using IIS and SQL server.

County employees primarily use the e-mail component of Lotus Notes along with some calendaring and e-Forms features. A limited number of custom Notes/Domino applications have been developed.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

2 LOCAL VENDOR PREFERENCE

The County of San Luis Obispo has established a local vendor preference. All informal and formal proposals for contracts will be evaluated with a 5% preference for local vendors except when State Law or other law or regulation precludes use of a local preference.

A "local" vendor will be approved as such when:

1. It conducts business in an office with a physical location within the County of San Luis Obispo;
2. It holds a valid business license issued by the County of San Luis Obispo or a city within the County of San Luis Obispo,

As of March 3, 1994 individual County Buyers evaluate Proposals considering the local vendor preference described above. The burden of proof will lie with Vendors relative to verification of "local" vendor preference. Should any questions arise, please contact **Phill Haley, Buyer, at (805) 781-5904**. All prospective Vendors are encouraged to quote the lowest prices at which they are willing to furnish the items or services listed in County Request for Proposal.

All Vendors shall include in their proposal a completed and signed Local Preference Questionnaire found in Section 12.4 below.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

3 GENERAL INSTRUCTIONS

Vendors should read carefully the information contained herein and submit a complete response to all requirements and questions as directed. Any questions concerning the content of the proposal should be sent via email to phenry@co.slo.ca.us with the flag of "**PARKS RESERVATIONS PROJECT**" in the Subject Line of the message.

Vendor's responses to this Request for Proposal (RFP) will become part of the Agreement. Price quotations and other time dependent information contained in the response shall remain firm for a minimum of one-hundred and eighty days (180) from the date the proposal response is received.

All costs associated with the development of the Vendor's proposal, Vendor presentations and/or demonstrations, travel, or any other costs or expenses incurred prior to awarding a contract are at the expense of the proposing Vendor and will not be reimbursed by the County.

The proposal should be prepared simply and economically, providing a straightforward, concise description of Vendor's ability to meet the requirements of the RFP, including the time commitment and expected cost details for the project. Emphasis will be on completeness, clarity of content, responsiveness to the requirements, and an understanding of San Luis Obispo County's needs as presented in this RFP (see Section 6, Vendor Selection Process). Vendor's proposals should contain only information that directly responds to the proposal.

Proposals should expressly state the offer, including a work plan, budget, key staff qualifications, and a project timeline which the Vendor proposes using to meeting the objectives described in Section 11 of this RFP. Proposals will remain in effect through the duration of the contract. In addition, all information presented in your proposal will be considered binding when a contract is developed (unless otherwise modified and agreed to by the County during subsequent negotiations).

The required written and electronic copies of the proposal must be submitted via mail, recognized carrier, or hand delivered. Facsimile ("FAX") proposals or E-mail proposals are not acceptable as a replacement for delivering the required printed copies in response to this Request for Proposal.

BEFORE BEGINNING ANY WORK OR SUBMITTING A PROPOSAL IT IS ADVISED THAT VENDORS READ THE COUNTY INSURANCE REQUIREMENTS OUTLINED IN THE ATTACHED SAMPLE CONTRACT. The selected Vendor will be asked to provide evidence that County insurance requirements have been met. See Appendix A – Sample County Contract.

RFP responses and supporting documentation will become the property of San Luis Obispo County and will not be returned. San Luis Obispo County reserves the right to copy the materials for evaluation purposes.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

The County reserves the right to reject any and all proposals if it determines that those proposals are not responsive to the RFP, or if the proposals themselves are judged not to be in the best interests of the County. The County reserves the right to negotiate with any or all Vendors regarding their proposals, and also reserves the right to select the firm representing their proposal, which in the judgment of the County, best accomplishes the desired results. The County reserves the right to reconsider any proposal submitted at any phase of the procurement. It also reserves the right to meet with firms at any time to gather additional information. Furthermore, the County reserves the right to delete or add terms up until the final contract signing, and will consider all costs and business terms to be negotiable and not artificially constrained by internal corporate policies.

San Luis Obispo County is under no obligation to award this project to the proposal that represents the lowest cost. Selection of a proposal will be based on the selection criteria described in Section 6 Vendor Selection Process. The County may also reject all proposals.

Under the provisions of the California Public Records Act (the "Act"), Government Code section 6252 et seq., all "public records" (as defined in the Act) of a local agency, such as the County, must be available for inspection and copying upon the request of any person. Under the Act, the County may be obligated to provide a copy of any and all responses to this RFP, if such requests are made after the contract is awarded. One exception to this required disclosure is information which fits within the definition of a confidential trade secret [Government Code section 6254(k)]. If any Vendor believes that information contained in its response to this RFP should be protected as a "trade secret", the Vendor must mark the top of each sheet of each page containing such information substantially similar to the following "TRADE SECRET – DO NOT DISCLOSE." If there is any dispute, lawsuit, claim, or demand as to whether such information is a "Trade Secret", the Vendor shall defend and indemnify the County arising out of such dispute, lawsuit, claim or demand.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

4 TENTATIVE SCHEDULE OF EVENTS

The following timetable is provided to assist Vendors in responding to this RFP:

Table 1 — Tentative Schedule of Events

Date	Event
August 13, 2007	RFP Release Date.
August 21, 2007	Pre-Proposal Conference Call (9:30 A.M. Pacific).
August 31, 2007	E-mail Q&A window closes 5:00 P.M. PDT (no more questions).
October 1, 2007	Proposals Due (4:00 P.M.).
November 7, 2007	Screening Process Complete.
Dec 4 – Dec 10, 2007	Vendor Presentations (Finalists only).*
December 17, 2007	Screening Process Complete including reference checks.
December 18, 2007	Final Selection.
Dec 19, '07 – Jan 24, 2008	Contract Negotiation.
February 7, 2008	Contract Awarded.

***Note:** Vendor presentations are an integral part of the selection process. Firms that cannot demonstrate their solution for the required system during the dates prescribed by the County may be eliminated at the discretion of the County and other participants advanced. Scripts will be distributed to firms that have been selected for presentations approximately two weeks in advance of the presentations.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

5 PRE-PROPOSAL CONFERENCE

An optional pre-proposal phone conference will be held at 9:30 a.m. (Pacific) on Tuesday August 21, 2007. Interested parties may participate by calling 805-781-1525. When the voice mail greeting comes on, press "9" to enter the conference. When you are prompted for a password, enter '1525'.

The primary purpose of this conference is to provide background on the County's current environment and specific needs as well as to provide participating firms with the opportunity to ask questions related to the RFP. The County's project team will facilitate an informal discussion to assist participating firms in assessing the needs of the County, as well as to provide insight into the County's project scope. The County will also use this time to provide participating firms with any additional information relevant to the RFP. Participation at the pre-proposal conference is not required, but is strongly encouraged. It is the responsibility of individual Vendors to become familiar with all information necessary to prepare a proposal.

Please note that the Pre-Proposal Conference call will be recorded. The County will prepare a transcript of the questions and answers from the conference and this will be posted on the County's web site within seven business days of the pre-proposal conference at:

<http://www.slocounty.ca.gov/itd/ParksReservations.htm>.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

6 VENDOR SELECTION PROCESS

The County will evaluate proposals using the process and criteria described below. A summary of the evaluation process timeline is shown in *Table 1 — Tentative Schedule of Events* above. Proposals that are late, that do not comply with proposal instructions or those that take exceptions to mandatory requirements will be eliminated without further consideration.

Proposals from Vendors who are on a State or Federal Barment list will not be considered.

All other proposals conforming to RFP submittal requirements will be given a thorough and objective review based on the following criteria (not listed in order of importance):

Table 2 — Vendor Evaluation Criteria

Item	Description
1.	Overall responsiveness, quality, attention to detail, and general understanding of RFP requirements.
2.	Ability to provide credible and demonstrable evidence of understanding the system requirements and underlying business goals.
3.	References showing demonstrated success with work similar to that outlined in this RFP.
4.	Amount, type, and scale of work with local, state or federal government agencies in supplying, configuring and maintaining similar systems.
5.	Project management skills relating to system installation, configuration, and data migration and transition implementation from old to new system.
6.	Local Preference Questionnaire response.
7.	An evaluation of company background – the County may request further information regarding the financial stability of the Vendor.
8.	A consideration of the value offered in the proposal including overall cost.
9.	Assessment of impact to the project based on any Vendor stated clarifications, exceptions or deviations in response to this RFP.
10.	Innovation and creativity regarding suggestions on best methods to facilitate the project making efficient use of County internal expertise, risk avoidance, and maximizing project success.
11.	An evaluation of completed Requirements Matrixes and other responses needed as detailed in the Proposal Submission Contents and Format information in Section 12.
12.	An evaluation of scripted presentations (finalist candidates only).
13.	Any other criteria the County deems to be appropriate.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

6.1 EVALUATION AND VENDOR NOTIFICATION

Throughout the process, all Vendors will be notified simultaneously in writing regarding their status during each of the evaluation and selection stages. The County is under no obligation to explain why a Vendor was or was not selected as a finalist and the County reserves the right to go back and talk with any Vendor at any time.

The County, through an impartial process conducted by a selection committee, will thoroughly review and evaluate the responses to this RFP. The evaluations will be based upon, but not necessarily limited to, the criteria summarized in *Table 2 — Vendor Evaluation Criteria*. It is expected that the RFP evaluation process will result in the selection of a small number of final candidates. At this stage, all Vendors will be notified whether they were successful or not in achieving the final short-list.

Short-listed candidates will be required to attend meetings with County personnel for further assessment. The meetings will consist of formal presentations by the Vendor and scripted system demonstrations that will be used to evaluate system functionality. The topics and format of these meetings will be provided to finalists. Failure to attend or comply with the presentation schedule, once arranged, may result in disqualification of the Vendor.

Following the vendor presentations, the selection committee will undergo a final evaluation process and will recommend a Vendor to the project Steering Committee. Upon ratification, the project team will notify the finalists as to the outcome.

6.2 NEGOTIATIONS

Upon the conclusion of the finalist process, the County may, at its sole option, reject any and all proposals for any reason, or enter into contract negotiations with the selected finalist.

Negotiations shall then be conducted with the selected Vendor. Price shall be considered, but need not be the sole determining factor. Should the County determine in its sole discretion that one Vendor is highly qualified, or that one Vendor is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Vendor without any further evaluation. The County of San Luis Obispo is not required to furnish a statement of the reason(s) why a proposal was not deemed to be the most advantageous. The sample contract attached to this RFP as Appendix A is for reference to the anticipated terms and conditions governing the County and the successful Vendor. The County reserves the right, in its sole discretion, to add, delete or negotiate additional terms and conditions to the attached sample contract.

During contract negotiations, the project team and selected vendor, in conjunction with County Purchasing and County Counsel, will finalize the Statement of Work, project plan and timeline, project costs, Terms and Conditions, etc. Upon successful completion of contract negotiations the Contract will be signed by all parties and will then be submitted to the County Board of Supervisors for final approval.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

During the course of the project, the Vendor may be exposed to sensitive or confidential information regarding residents of the County of San Luis Obispo. Accordingly, Vendor and its employees may be subject to a background check and may be required to sign a confidentiality agreement, either prior to or concurrently with entering into a contract with County.

7 EXCEPTIONS TO THE RFP

All requested information in this RFP must be supplied. All exceptions should be clearly identified in the proposal Exceptions to the RFP section and written explanations shall include the scope of the exceptions, the ramifications of the exceptions for the County, and the description of the advantages and disadvantages to the County as a result of the exceptions. The County, at its sole discretion, may reject exceptions within the proposal.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

8 PROJECT BACKGROUND

The County Parks division of General Services (hereafter referred to as Parks) operates 29 different facilities that collect over 3.5 million dollars annually, and tracks and processes over 200 different associated fee categories.

Parks currently operates 12 different legacy reservation, cashiering, and accounting systems used to book, collect, and report revenues. The County user community consists of 40 full-time park staff, 5 accounting staff, up to 120 seasonal park staff and 5 technical support and system admin staff.

For historical reasons, the various systems have evolved separately over time and are not integrated, system support is problematic, park and finance staff must double-enter data in multiple systems and then the data must be manually reconciled.

The 12 systems include several commercially supplied reservation systems, an in-house developed system, and a number of local vendor developed systems based on Microsoft Access databases.

One of the systems is a 'pseudo' reservation system available to the public – however this system is backed by manual processes and is not integrated with any of the reservation systems. "Bookings" made by the public are manually reconciled by County staff. Duplicate bookings are common due to the time lag between when a member of public believe a reservation has been made and when County staff actually enters the booking into the appropriate system. This results in predictable confusion and dissatisfaction from our public customers.

These various systems do not communicate nor work interactively with each other, and financial data is not shared between these applications.

The systems are technically obsolete – many are written in outdated and/or unsupported platforms. For example, Microsoft Access is not supported by ITD and has been characterized as inappropriate for a commercially deployed and mission-critical application. The County currently relies upon a single contractor to maintain the Access databases at a cost of approximately \$50,000 per annum. In addition, the vendor for one of the currently used reservation systems is terminating support.

Many of the vendor developed systems have produced unreliable data, are overly labor intensive and costly.

Due to the lack of system integration and differing data types, County personnel spend an inordinate amount of time reconciling data between the systems, and reconciling the cost accounting data collected by the 12 systems with the actual cash deposited in the banks. In addition, excessive time is expended annually altering the various systems to reflect the annual changes in fees (due to having to update each systems database independently of the others).



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

The project team has developed a consolidated set of requirements that will meet the needs of Parks recreation facilities personnel and also the needs of the Auditor to support cost accounting and revenue data management. These consolidated requirements form the basis of this RFP and will be used to evaluate and select a vendor to supply and deploy the new system as part of an implementation project.

8.1 PROJECT SPONSORS AND STAKEHOLDERS

This project is jointly sponsored by the General Services Department and the office of the County Auditor Controller.

The project is also sponsored by the County Administrative Office and by the Information Technology Department (ITD). The ITD Project Management Office (PMO) has provided a project manager who is leading the project on behalf of the above business areas.

8.2 HIGH LEVEL BUSINESS GOALS

The primary goal of the Parks Reservation system project is to improve the efficiency and quality of work for managing Parks operations as described in this RFP. These needs include:

- Improve customer service, reduce customer wait times and improve customer experience.
- Reduce manual workload of County personnel, eliminate manual double-entry errors, reduce accounting and park staff reconciliation time.
- Improve operational efficiencies, with the ability to easily relocate personnel for improved operational flexibility.
- Improve quality of financial and operational data and statistics.
- Ensure customer data security and integrity.

8.2.1 SNAPSHOT OF IMPROVEMENT AREAS

When considering the need for a replacement Reservations and Cash Management system, the core project team identified a number of areas for improving existing system functionality. The following list is a partial snapshot. It is neither comprehensive nor complete, but is provided as insight for the type of changes being sought:

- Reduce the amount of time staff spends performing financial duties such as reconciling.
- Provide a single cashiering system that handles all payment types including cash, checks, credit cards, debit cards and refund and gift cards.
- Streamline the end of day processing.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

- Use email to confirm reservations and to communicate with customers.
- Use a single integrated system to book all types of reservations and handle accounting functions.
- Integrate the reservation accounting system with the County SAP Enterprise Financial System (EFS).
- Allow customers to make reservations online.
- Have a system that is easy to use so that seasonal staff can be easily trained.
- Provide a single user interface for all locations to reduce training requirements.
- Allow for the ability to create custom reports from data in the system.
- Provide appropriate security for both customer personal and financial information and cash accounting data protection.
- Streamline fee handling.

8.2.2 DESIRED STATE

- Provide a secure on-line reservation system for public customers using a credit card that will provide automated transactions and confirmations.
- Provide a system that allows Parks staff the means to manage reservations and to support sales and cashiering.
- Provide a system that allows General Services accounting staff the means to manage data transfer of deposits in SAP (EFS), provide cost accounting reports on fee data, and reconcile cash to revenues.
- Provide a system that gives Parks management the ability to display and report on sales data and to report on historical facility usage trends to manage future projections.
- Provide a system that is compliant with the Auditor-Controller's Office requirements for cash handling policies and procedures, and that appropriately handles data to support financial reporting and cost plan development.
- Provide a system for General Services and ITD staff that is cost-effective to support and maintain and that is, to the extent possible, compliant with County technical architecture strategy and futures.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

9 PARKS OPERATIONAL OVERVIEW

The Parks division has a \$7 million budget – roughly half of that is funded by fees and the rest by the County General Fund (tax dollars). The facilities have over 3 million visitors per year. (These figures do not include Golf courses, which are out of scope for this project.)

9.1 ROLE OF PARKS RANGERS AND PARKS SUPPORT STAFF

Parks Rangers and other County Parks staff are responsible for the administration, operation and maintenance of county parks, beaches, open space areas, recreational areas, landscaped areas, buildings and other assigned facilities.

They patrol lakes and related land areas to provide assistance to the public in matters relating to their health, safety and welfare; check visitors coming into the park; assign appropriate use areas, collect fees as required, and are responsible for enforcement of park rules and regulations to protect the public and the environment.

They also perform a wide variety of maintenance tasks such as repairing benches, tables, plumbing, sprinkler and water systems, playground equipment; maintain lawns and landscaped areas; provide first aid when required; maintain records of park activities and prepare reports; clean and maintain swimming pools, park areas, buildings and related equipment; perform other light custodial maintenance as required and protect and manage natural resources.

A significant part of the Parks staff time involves dealing with campground and other types of reservations as well as the collection day use entry fees for vehicles, boating, pets and the associated administrative and financial management.

9.2 ROLE OF PARKS CENTRAL RESERVATIONS STAFF

Parks staff time involves making reservations for group day use facilities, limited campground reservations, collection of program fees (e.g. swim lesson fees), processing donations and vendor feeds and collection of special event fees that are not set by a fee schedule. Staff is responsible for the associated administrative and financial management associated with collections.

9.3 ROLE OF CENTRAL ACCOUNTING STAFF

County Parks is a division of the Department of General Services, and therefore, relies upon the General Services central accounting staff to perform financial and accounting transactions.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

As money is collected at each park based upon the fee schedule, Parks staff deposits the money into the bank on a daily basis. When the deposit is cleared by the bank the Treasurers Office confirms receipt of the money to the General Services central accounting staff. Central Accounting staff then reconciles the money "in the bank" to the revenues booked in the Parks financial system (by the rangers as they made the sales).

Once the reconciliation is performed, Central Accounting staff books the revenue into the SAP Enterprise Financial System (EFS) based upon a "cost accounting" system. This means that the money is allocated to each Park facility in which it was generated, and it is allocated to a type of revenue account (e.g. camping fees, vehicle annual pass fees, swimming pool fees, etc.) for comparison against budgeted amounts.

9.4 ROLE OF AUDITOR-CONTROLLER STAFF

The Auditor-Controller is the chief accounting officer for the County of San Luis Obispo. In this capacity, the Auditor's staff provides general direction and oversight for accounting processes and procedures in all County departments. The Auditor's Office manages the Enterprise Financial System (EFS), SLO County's implementation of the SAP product. Accounting personnel in all departments have access to EFS, and are required to regularly reconcile activity of subsidiary accounting systems to EFS. The Auditor's internal audit staff also serves as a key component of accounting controls, performing periodic reviews of accounting procedures, and recommendations for improvement where appropriate.



10 PARKS RESERVATIONS BUSINESS FUNCTIONS (PROCESSES)

Each of the following sections gives a high-level overview of core business processes. Where applicable, storyboards summarizing the process steps are shown.

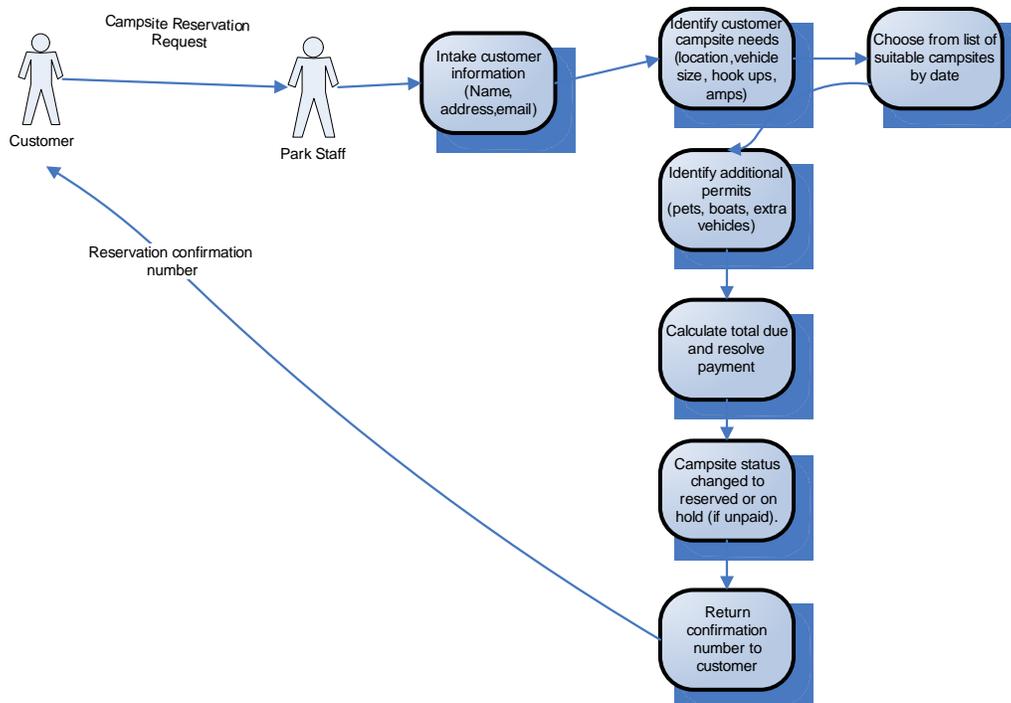
10.1 CAMPING RESERVATIONS AND REGISTRATION

The Parks staff book campsite reservations over the phone and in person. They also register arriving campers during business hours. Each day they perform a site check to verify campers in the park and to register campers that arrived after business hours. The registration process often results in modifications to the original reservation and the need to quickly make changes and handle the resulting refund or balance due.

Currently, Lopez Lake, Coastal Dunes RV Park and Oceano use a vendor-purchased reservation system and a separate in-house written financial system. Santa Margarita Lake uses a custom developed reservation system for both reservations and financials. When campers arrive, staff manually writes up a camping permit on card stock with the due out date.

The new system will be a single integrated system that will allow staff to book reservations, calculate the amount due, process the payment, and produce a camping permit in an acceptable format.

Figure 4 – Camping Reservation Storyboard





REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

Figure 5 – Camping Registration (business hours) Storyboard

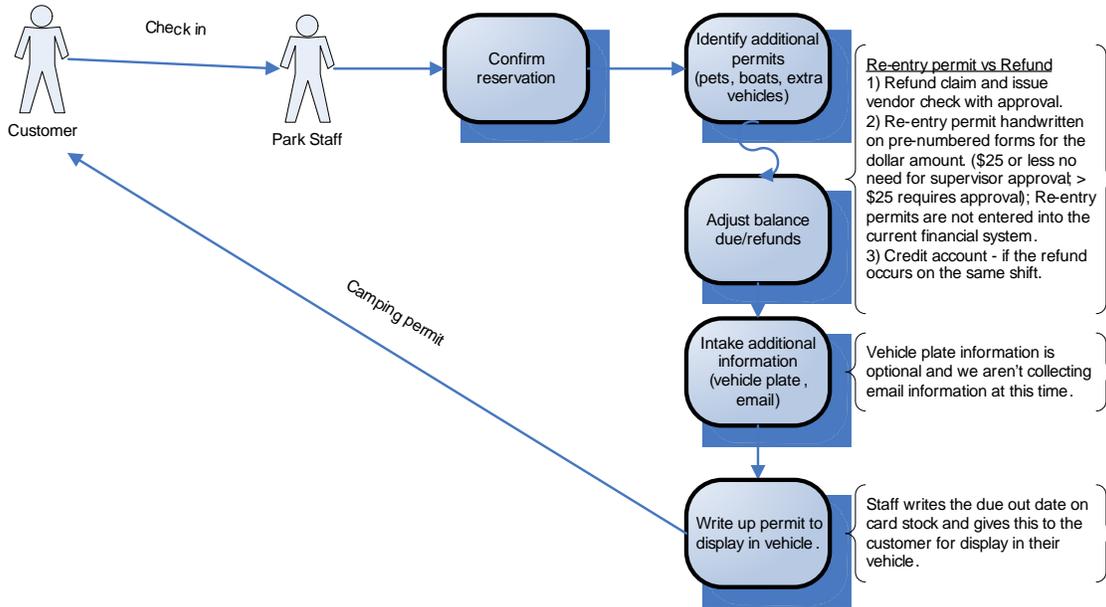
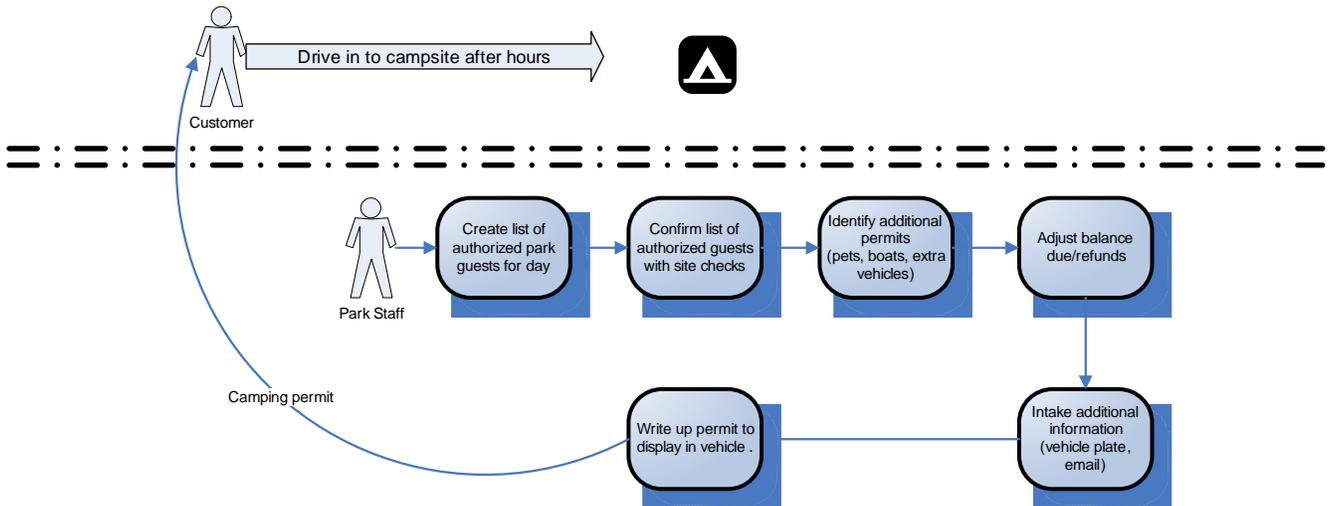


Figure 6 – Camping Registration (after hours) Storyboard



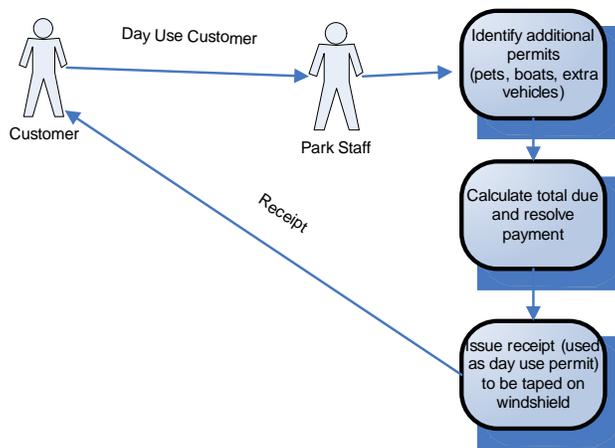


10.2 DAY USE

Parks staff collects entry fees for customers visiting the park for the day. Day use is handled as a financial transaction with the printed receipt given to the customer to tape inside their windshield authorizing their presence in the park.

The new system will need to collect fees for day use, keep track of the count of day use customers and produce a day use permit in an acceptable format.

Figure 7 – Day Use Storyboard



10.3 GROUP DAY USE AND SPECIAL EVENT RESERVATIONS

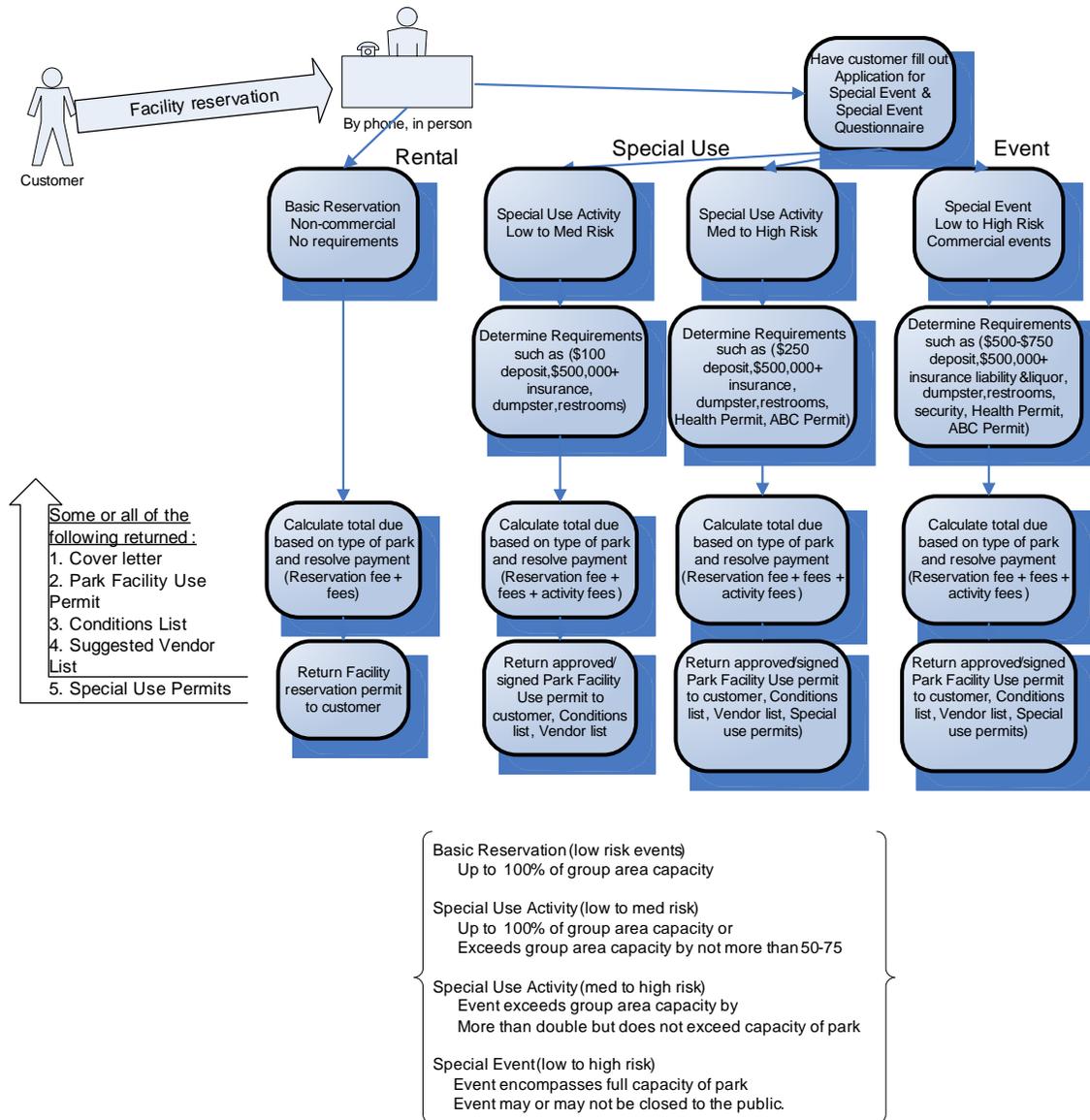
Parks staff handles most group day use and special event reservations from a central desk with the exception of Lopez Lake and Santa Margarita Lake which handle their own onsite. Coastal Dunes does not book special events at this time. Usage of the group areas is screened by staff to determine the impact of the event on the location. Fees, permits, and conditions are determined based on the impact and vary depending on the location. The resulting cover letters, condition texts and permits are standardized Word documents and are used by the central desk and by Lopez Lake and Santa Margarita Lake.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

Figure 8 – Special Use or Special Event Reservations Storyboard

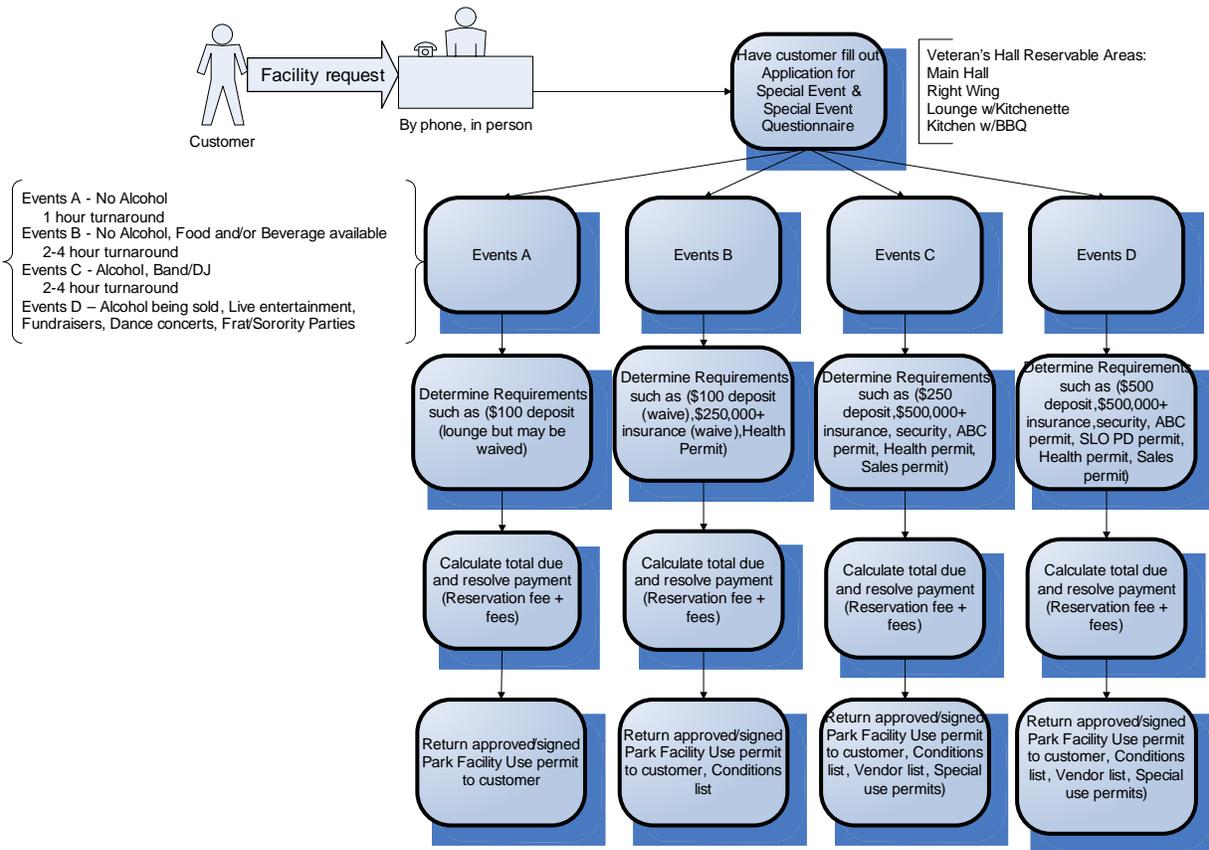




REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

Figure 9 – Veterans Building Special Use/Special Event Reservations Storyboard





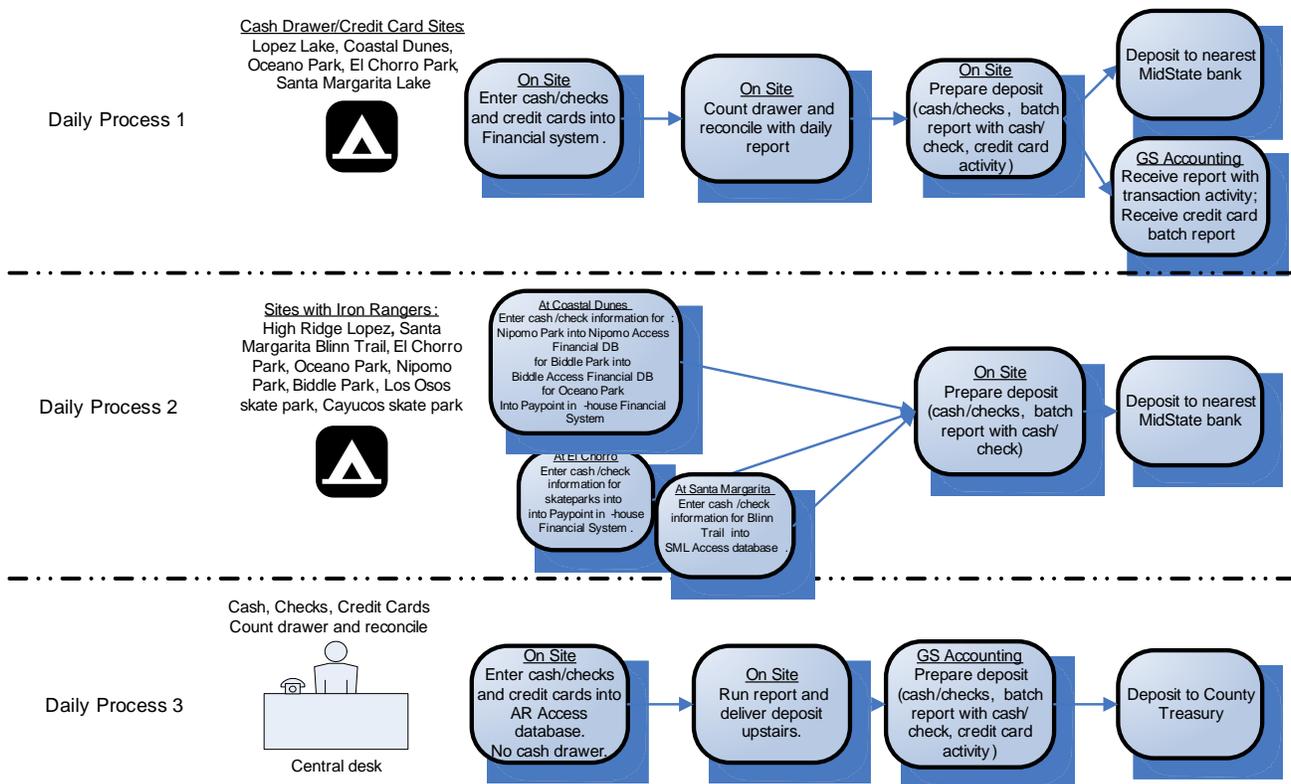
REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

10.4 DAILY RECONCILIATION PROCESSES AT EACH PARK

At the end of a shift, each Parks staff member who has received money must reconcile their drawer of money to the revenue that has been booked into the respective systems. Due to the number of systems, this is a difficult reconciliation process. At the end of each day, each location must reconcile the money received and ensure that the revenue is booked into the correct account and then deposit the money at the bank. Again, because there are numerous systems, this is a difficult reconciliation process.

Figure 10 – Daily Financial Reconciliation Storyboard

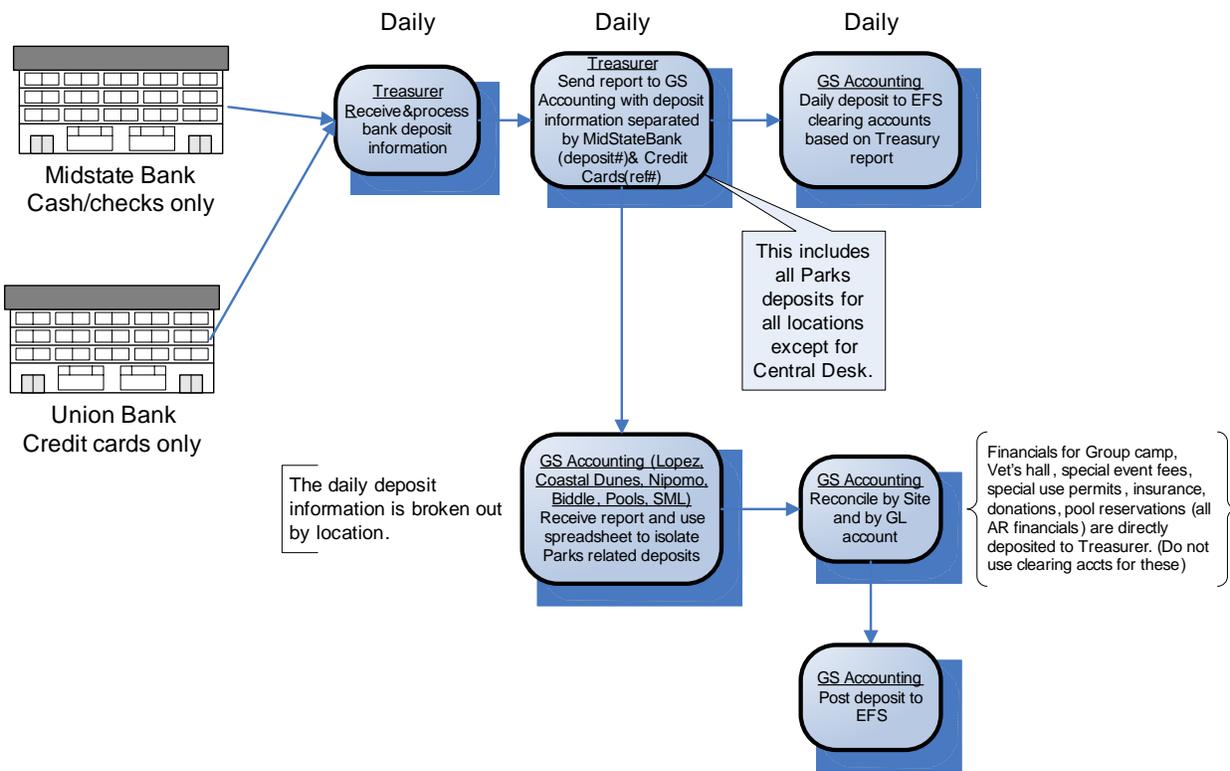




10.5 REVENUE RECONCILIATION PROCESSES FOR EACH PARK

As stated above, each park deposits all monetary receipts with the bank on a daily basis. General Services Accounting division reconciles these bank deposits with the corresponding revenues booked in the legacy reservation system, on a routine basis. Once this is done, a deposit is processed to book the revenue for each park into the County's central (SAP) financial system, and to move the money from the bank into the Park's cash account.

Figure 11 – Financial Reconciliation Storyboard



10.6 LOCATION INFORMATION

Parks manages reservations for a variety of locations within the County. The reservation procedures vary depending on the location but in general the campgrounds manage their own reservations and the group day use and other facilities are managed from a central location. The following tables are intended to provide a general idea as to the scope of responsibilities and in the case of the campgrounds to provide a very basic description of the onsite equipment and software used to manage reservations. Where applicable, the number of reservable Group Use areas is also shown.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

These lists are representative and are not necessarily all inclusive.

10.6.1 COUNTY PARKS – CAMPING

The following table lists the campgrounds managed by Parks. Lopez Lake, Coastal Dunes and Santa Margarita Lake are equipped onsite to perform their own reservations. Because of Oceano campground’s close proximity to Coastal Dunes its reservations are handled by the staff at Coastal Dunes campground.

The equipment referred to in the following table has the following characteristics:

- Credit card machines -- Lipman Nurit - 8320s.
- Cash drawers – M-S EP-125K-BMA.
- Receipt printers – Citizen 3530 or 3550.
- Laser printers – HP Laserjet models 6P, HP Laserjet 2430dtn, HP Laserjet 2200.
- PC workstations range from Win2K, 128MB RAM with 20GB hard drive to Win-XP, 1GB RAM with 80GB hard drive.

Table 3 – Campsite Facility and Equipment Overview

Item	Location	Campsites	Group Use Areas	Equipment	Software
1.	Lopez Lake	354	1	12 PC / workstations 3 printers 7 cash drawers Credit card machines	In-house financial system Purchased reservation system
2.	Coastal Dunes	232	0	8 PC / workstations 3 printers 3 cash drawers Credit card machines	In-house financial system Purchased reservation system
3.	Oceano Campground	22	0	n/a	Reservations handled at Coastal Dunes



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

Item	Location	Campsites	Group Use Areas	Equipment	Software
4.	El Chorro Regional Park	62	4	6 PC / workstations	No reservations at this time
5.	Santa Margarita Lake	50	1 area 1 pool	5 PC / workstations 3 printers Cash registers (not drawers) Credit card machine	In-house combined reservation and financial

10.6.2 COUNTY PARKS – GROUP DAY USE

The following table is intended to give a general idea of the number of group day use facilities that are managed by Parks. The group day use facility reservations are handled centrally using a purchased reservation system different than the one used at the campgrounds. A separate Microsoft Access based system is used to record the financial portions of the reservations.

Table 4 – Group Day Use Facility Overview

Item	Location	Group Use Areas	Other Reservable Areas
1.	Biddle Regional Park	5	2 Ball fields
2.	Cuesta Park	3	n/a
3.	C.W. Clarke Park	2	Pool (with tot pool) 2 Tennis Courts
4.	El Chorro Regional Park	4	Dog Park
5.	Hardie Park	1	Pool (with tot pool) 2 Tennis Courts
6.	Heilmann Regional Park	3	6 Tennis Courts
7.	Los Osos Community Park	2	2 Tennis Courts
8.	Nipomo Regional Park	3	4 Ballfields 4 Tennis Courts
9.	Oceano Community Park	1	n/a
10.	Paul Andrew Community Park	0	Playground, picnic tables



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

Item	Location	Group Use Areas	Other Reservable Areas
11.	San Miguel Park	1	Pool (with tot pool)
12.	Shamel Park	3	Pool
13.	Templeton Park	3	Pool (with tot pool)

10.6.3 COUNTY PARKS – OTHER RESERVABLE FACILITIES

The following table is intended to give a general idea of the other reservable areas managed by Parks that do not fall into the category of camping or group day use facilities. The same reservation and financial systems used for group day use are also used to manage these locations.

Table 5 – Other Reservable Areas

Item	Location	Reservable Areas
1.	Veterans Building	Main Hall Right Wing Lounge w/Kitchenette Kitchen w/BBQ
2.	Los Osos skate park	n/a
3.	Cayucos skate park	n/a
4.	Bob Jones bike trail	n/a



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

11 PROJECT OBJECTIVES, APPROACH, AND SCOPE

The overall objective of this project is to replace all of the existing disparate systems currently supporting Parks reservations and cash management processes with a single common system for all sites and activities.

As stated previously, ITD has provided a project manager from the Project Management Office (PMO) who is managing the project. The sponsoring departments are still the ultimate decision makers.

11.1 VENDOR RESPONSIBILITIES

The selected Vendor will:

- Provide complete system software including all modules, licenses, media and any other components required to configure, run, support and maintain the system.
- Provide project management personnel to oversee the installation, configuration, training, testing, data migration, and implementation of the new system.
- Provide sufficient technical and project support personnel to perform the above activities.
- Provide system documentation including help files, manuals and media required to support system configuration, operations, and support and maintenance procedures.

11.2 PROJECT ORGANIZATION

The Sponsoring departments have overall responsibility for delivery of the project. A project manager has been assigned to the project and will monitor and control project execution on behalf of the sponsors.

The Project Team will be made up of members from both the County of San Luis Obispo and personnel from the Vendor.

Under the direction of the project manager, the Vendor will be responsible for leading the various implementation activities and for completion of project deliverables.

The Vendor will also assist the project manager by performing other tasks as outlined in *Table 6 – Parks Reservations Provisional Implementation Project Plan Tasks*.

11.3 PROJECT GOVERNANCE AND CONTROL

The project will be under the governance of a Steering Committee made up of the project Sponsors and key Stakeholders.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

11.4 IN SCOPE

The Scope of this project is to conduct the steps necessary to replace the existing systems with the new system and to ensure a successful and seamless transition of business operations.

11.5 OUT OF SCOPE

In general, anything not included as a part of the agreed baseline project plan is out of scope.

11.6 PROJECT TASKS

When responding to this RFP (as instructed in Section 12), Vendors should ensure that their proposed Project Plan includes the activities listed in *Table 6 – Parks Reservations Provisional Implementation Project Plan Tasks*. This is not necessarily a complete list – but it is indicative of the steps that will lead to a successful deployment of the new Parks reservations system.

Vendors are strongly encouraged to examine this list and, based upon their experience of similar projects, identify and recommend changes or additions that may be necessary to achieve the goals and objectives of this project as set out in this RFP.

Table 6 – Parks Reservations Provisional Implementation Project Plan Tasks

Item	Project Task Description
1.	Develop deployment strategy (phased migration with parallel running, “big-bang”, etc.).
2.	Develop infrastructure plan – network, servers and user environment upgrades, replacements.
3.	Order/acquire additional required infrastructure and point-of-sales (cash registers, card readers) hardware and related consumables.
4.	Develop data model, business rules, fees, campsite and facility attributes and any other required elements for system configurable items.
5.	Develop data migration plan – data conversion and transfer methods, data retention and backup requirements,
6.	Develop training plan.
7.	Finalize project plan – tasks, resource planning and timeline.
8.	Define/develop installation and de-installation scripts, data conversion programs, interface, system customizations, documentation, etc.
9.	Update infrastructure and user environments (hardware, firmware, operating systems, point-of-sales, etc.).
10.	Install and configure system.
11.	Populate system with test data.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

Item	Project Task Description
12.	Configure and test data interfaces including EFS.
13.	Perform system level testing.
14.	Train key user, system administration and technical personnel including training on performing system configuration and customization.
15.	Perform trial deployment and user acceptance testing (UAT) with key personnel.
16.	Update system configuration as required.
17.	Re-run UAT.
18.	Perform user training (all users).
19.	Perform data migration.
20.	Deploy system across all sites.
21.	Perform post-installation checks, clean-up, fine tuning, etc., as required.
22.	Perform post-project review and final system acceptance.
<i>The Vendor will be required to actively participate in a number of PMO activities over the duration of the project. These include but aren't necessarily limited to:</i>	
23.	Assist the County Project Manager in the on-going maintenance and execution of the Project Plan.
24.	Assist the County Project Manager in preparing and conducting weekly Project Team meetings for the duration of the project.
25.	Prepare weekly Project Status Reports for the duration of the project.
26.	Assist the County Project Manager in preparing and conducting monthly Steering Committee meetings for the duration of the project.
27.	Assist the County Project Manager in maintaining and managing Project Risk and Issues for the duration of the project.
28.	Prepare for, schedule, and conduct meetings (individual or group) with County personnel as required to complete the project tasks and deliverables.

11.7 PROJECT IMPLEMENTATION PLAN AND SCHEDULE

Vendors are required to submit a detailed project plan for system implementation based on their understanding of the information in this RFP and drawing upon their experience in performing similar tasks on projects of comparable scale and complexity. Details of project plan submission requirements are outlined in Section 12.10 below.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

11.8 PROJECT DELIVERABLES

The Vendor will be responsible for delivering the outputs, documentation and other items shown in *Table 7 – Parks Reservations Implementation Phase Deliverables* below as well as any other items the Vendor feels will help achieve our objectives. When considering the document types and formats in the table below, refer to the information in the remainder of this Section.

Table 7 – Parks Reservations Implementation Phase Deliverables

Item	Project Deliverable Description
1.	Project Plan (with regular revisions and updates as required).
2.	Deployment strategy document.
3.	Infrastructure plan document.
4.	List of required equipment (input to purchase order).
5.	Data model and migration plan.
6.	Installation and de-installation scripts and procedures.
7.	Interface description and configuration document.
8.	System configuration plan.
9.	System test plan and scripts.
10.	User acceptance test plan and scripts.
11.	Training plan.
12.	Migration plan.
13.	System operators manual.
14.	System administrator's manual.
15.	System configuration manual (business rules, data tables, tuning and customization).
16.	System maintenance and support manual.

11.9 PROJECT TOOLS

Note: The County uses the Microsoft Office 2000/2003 suite of programs including Visio and Project and also uses Adobe Acrobat 8 standard version. If Vendors use later versions or different tools, they must provide the means for data interchange over the duration of the Project.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

12 PROPOSAL SUBMISSION CONTENTS AND FORMAT

RESPONSE NOTE: The County recognizes that different organizations may approach this type of project in a variety of ways. Vendors (responders to this RFP) are encouraged to critically comment on and make any recommendations that will improve the quality of deliverables, reduce project risks, improve project efficiency, and contribute to more effectively attaining the Goals of the project.

However, the County also seeks to select a Vendor whose corporate methodologies, standards, and engagement approach and culture provides the best fit for the County.

Vendors are required to base their responses on the information provided in this RFP, and by using their business knowledge and technical expertise with regards to similar projects in government environments, and their experience in achieving success with similar highly complex projects encompassing both business process and technical change.

Vendors are required to follow the format specified in this section of the RFP. Non-conformance to this designated format may be considered grounds for disqualifying proposals. Specifically:

- Vendors may copy and paste sections of this document to facilitate the creation of their responses, however:
- Vendors shall provide clear, concise, and reasonable responses. Vendors must not postpone a response. "Vendor ABC would be happy to discuss this at a later time" is an example of a postponed response.
- Vendors' proposals must be consistent with the structure and terminology used in this RFP. Where provided, Vendors must use the files enclosed with the RFP and the prescribed format to submit its proposal. The County will not accept any other format.
- Vendors must provide complete answers in response to all questions and statements where so indicated in the remainder of this Section.
- Vendors must respond to this RFP *using the same numbering scheme* for easy reference and evaluation. Where questions are contained in Tables, the answers must be indexed by both Table Number and Question Number.
- Any responses not in the number of copies specified and in the format specified in the cover letter of this document will be removed from consideration at the sole discretion of the County of San Luis Obispo.
- Any responses not received at the time, date, and location specified in the RFP Instructions will be removed from consideration at the sole discretion of the County of San Luis Obispo.
- Non-submission of any of the requested information, unless stated otherwise, may disqualify Vendors' proposal from further consideration by the County of San Luis Obispo.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

12.1 EXECUTIVE SUMMARY

Include an Executive Summary in your response. This part of the response should be limited to a brief narrative highlighting the Vendor’s proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. Please include any benefits your company may have over your competitors.

12.2 UNDERSTANDING OF SCOPE OF PROJECT

Include a statement of your understanding of the requested project scope. Such understanding shall represent the Vendor’s expert knowledge of the functions, methods, and problems related to providing effective products and/or services as described in this RFP.

12.3 STATEMENT OF COMMITMENT

Vendors must include a letter signed by a representative authorized to commit the proposing entity in contractual matters which includes:

- A statement that your company will perform the services, provide the equipment, and abide by the terms and conditions stated in the Request for Proposal and Vendors Response.
- A statement that you agree to the Terms and Conditions specified in Appendix A – Sample County Contract.
- A specification of who should be contacted in follow-up to your response along with their contact information.

12.4 LOCAL PREFERENCE QUESTIONNAIRE

Vendors must complete this Local Vendor Preference Questionnaire and include it in their proposal.

LOCAL VENDOR PREFERENCE QUESTIONNAIRE	YES	NO
Do you claim local vendor preference?		
Do you conduct business in an office with a physical location within the County of San Luis Obispo?		



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

Business Address:		
Years at this Address:		
Does your business hold a valid business license issued by the County or a City within the County?		
Name of Local Agency which issued license:		
Business Name:		
Authorized Individual: _____ Title: _____		
Signature: _____ Dated: _____		

12.5 COMPANY BACKGROUND

Vendors must provide their response to the statements and questions in *Table 8 – Company Background Questionnaire*. Answers must be indexed by Table Number and Question Number.

Table 8 – Company Background Questionnaire

Item	Description of Required Response
1.	Name of company.
2.	Name of parent company if applicable.
3.	Company website address.
4.	Number of years your company has been in business.
5.	Is your company registered with the California Secretary of State to do business in California?



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

Item	Description of Required Response
6.	Does your company have a California street address and telephone number for purposes of Service of Process? If so, please provide the name, address, and telephone number.
7.	Gross revenue for the prior fiscal year (in US dollars). Provide in parenthesis () the percentage of gross revenue generated by Consultancy assignments similar to that described in this RFP.
8.	Is your organization anticipating any expansion or re-organization within the next year or two? If yes, please describe this.
9.	How many employees are in your company? In the State of California?
10.	How many employees are available to work with customers in the role of technical support and project support for systems implementation on a size and scale similar to this project?
11.	It is a requirement that the primary Vendor assumes sole responsibility and is the single point-of-contact for system support, maintenance and upgrades. <i>If your proposed solution is made up of products and/or components from other companies or if it is in alliance with any company that develops or sells components of the proposed systems, please identify the components and partners. Also indicate how each and every such component of the system will be integrated, tested, deployed and supported.</i>

12.6 PROJECT MANAGEMENT CAPABILITIES AND METHODOLOGY

Vendors must provide their response to the statements and questions in *Table 9 – Project Management Capabilities and Methodology*. Answers must be indexed by Table Number and Question Number.

Table 9 – Project Management Capabilities and Methodology

Item	Question
1.	Describe your project management methodology including project governance, controls, reporting, and risk and issue management.
2.	Detail your affiliation, involvement, and participation with any project management organizations.
3.	Describe your experience with projects and technologies on a similar size and scope to that outlined in this RFP.
4.	Provide evidence of your firm's project management experience, e.g. the number, type and scale of projects, and the percentage of those performed in the public sector.
5.	Describe your knowledge and prior project experience with reservation and cash management systems in support of public sector parks and recreational facilities in the State of California.
6.	Identify your prospective project team members for this project, describe their qualifications, and include a short bio for each member.
7.	Describe your project change management methodology and include examples of how you will handle a situation where either the County or the Vendor wants to make a change to the scope of the Project.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

Item	Question
8.	Identify and describe any frameworks and/or standards that you employ for project management.
9.	List your preferred set of project management and reporting tools. Explain how the output from these tools will be able to be viewed and updated by County personnel over the lifecycle of this project.
10.	Identify and describe your quality management system/methodology and list corporate quality management accreditations or credentials.
11.	Provide details quantifying your experience of cost-savings and other related business benefits as a result of implementing your proposed software solution in other Public Sector projects/environments.

12.7 SYSTEM REQUIREMENTS

The Table embedded in this Section outlines the County’s requirements for the new system. Vendors are to respond to the requirements following the instructions and format outlined in the embedded worksheet.



12.8 BUSINESS RULES

In addition to the processes outlined in Section 10 above, the replacement system must support the following business rules. Vendors are required to describe how their system will achieve this.

Vendors must provide their response to the statements and questions in *Table 10 – Business Rule Support*. Answers must be indexed by Table Number and Question Number. Please add descriptive information for each rule if needed to illustrate your response and use the indicated Response Codes.

<p>Response Codes: F = Fully provided “out of the box” CU = Custom Development Required (requiring programming changes to source code) CF = Configuration (Easily changed by the user without any changes to underlying source code) NA = Not available/unable to support</p>
--



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

Table 10 – Business Rule Support

Item	Business Rule	Supported?
	Refunds	
1.	Credit cards will be refunded to the card originally used for the transaction. (Also see Rule 2).	
2.	For cash transactions, either a refund claim approved by the Park Superintendent is entered through the SAP financial system for payment, or a refund using pre-numbered forms is given to the customer. Refunds with a cash value of greater than \$25 require supervisor approval.	
	Cancellations	
3.	Cancellations are allowed with a full refund if they are made 2 weeks in advance for group day use facilities and a full refund is issued for campsites that are canceled 24 hours in advance. Those individuals who do not meet these criteria and cancel their reservation are issued a credit. Authorized staff can override these rules on an individual basis when needed.	
	Reservations	
4.	Reservations can be made up to twelve months in advance except in the case of the Veteran's building room reservations which can be made 13 months in advance. Authorized staff can override the advance reservation rule when needed.	
5.	Reservations made on the internet must be made at least 24 hours in advance. (See cancellation policy).	
6.	The number of reservations by an individual can be restricted to a maximum number. The maximum number needs to be configurable.	
7.	Reservations will be restricted to a maximum and minimum length but will allow for some sites to accommodate extended stay campers.	
8.	A single reservation can book multiple campsites.	
9.	Reservations made by staff (and not online) can be made without payment or with a partial payment and are considered "on hold". These reservations remain on hold for two weeks (length of time is at the discretion of staff) at which time the customer is notified that they need to complete payment or their reservation will be cancelled. The length of time can be different and depends on the individual site.	
10.	Staff can make reservations (not online customers) for sites with an amount due of "no charge". These reservations should not be considered unpaid.	
	Cleaning Deposits	
11.	Cleaning deposits can be a fixed or variable amount and can be partially or completely refunded at the conclusion of the event.	
	Alerts	



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

Item	Business Rule	Supported?
12.	Staff enters customer specific alert information that pops up when the customer information is used. The pop ups can be turned on or off and are needed to alert staff of any special circumstances associated with that customer.	
13.	Staff enters site specific alert information that pops up when the site is referenced. The pop ups can be turned on or off and are needed to alert staff of any special circumstances associated with that site.	
	Vehicles	
14.	Staff optionally enters one or more vehicle license plate numbers that are associated with the customer. The license plate numbers are retained in the system so that when the customer makes a future reservation, they can choose which vehicle they are using.	

12.9 TABLE OF FEES

The system will be required to support fees as a user-configurable item, e.g. doesn't require programming intervention or modification of the underlying program source code. Vendors are required to indicate in their response as to whether their system will support this or not.

The County recognizes that the replacement system will give the opportunity to consolidate and simplify the fee structure. Accordingly, the embedded table of fees is provided for Vendor information, but is subject to change.



Parks Fee Rate
Codes

12.10 PROPOSED PROJECT IMPLEMENTATION PLAN AND SCHEDULE

Vendors are required to submit a proposed detailed project plan and implementation schedule based on their understanding of the information contained in this RFP and drawing upon their experience in performing similar tasks on projects of comparable scale and complexity. The project plan must be submitted in Microsoft Project 2003 file format.

The Vendor's project plan must include all of the task elements identified in *Table 6 – Parks Reservations Provisional Implementation Project Plan Tasks* and must also identify related key sub-tasks and any other resources or activities needed to achieve the goals and deliverables of the project.

Vendors' Project Plans must:



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

- Provide sufficient breakdown of activities and tasks to demonstrate a complete understanding of the project and to achieve a successful deployment and system implementation that fully meets the needs of the County of San Luis Obispo.
- Be detailed, well organized, and include major milestones that include, at a minimum, all of the high-level task elements shown in *Table 6 – Parks Reservations Provisional Implementation Project Plan Tasks*.
- Identify key sub-tasks and any other resources or activities needed to achieve the goals and deliverables of the project.
- Identify roles and qualifications of personnel to be supplied by the Vendor.
- State assumptions of the roles and time commitments that you expect to be provided by the County.
- When detailing training tasks state your preferred approach to training e.g., “train the trainer”, classroom, on-site. Also state your assumptions about the number of people that can be trained at each session, equipment required for training, venue size and facilities, etc.
- State assumptions and requirements regarding the County technical environment, e.g., web servers, SSL certification, networking and connectivity, virtual server environment resource requirements, etc. This shall include the required number and type of servers and other equipment. Vendors shall provide a cost breakdown for this equipment in the Cost Proposal table as part of their response. *However, note that the County reserves the right to procure the hardware, operating systems, etc., through its established channels.*
- Document all other assumptions used in creating the proposed project plan.
- Propose the project completion criteria.

12.11 PARTNERS AND ALLIANCES

Vendors may be permitted to partner and/or form alliances with other vendors to propose a complete solution to the County. Such arrangements must be declared in this response and the Vendor submitting the proposal ***must be the single point of contact and control and bear all contractual responsibility for such an arrangement.*** Vendors must identify each such partner and describe the goods and/or services they will be supplying.

12.12 REFERENCES

Provide **three** customer references including contact information, project manager, date and a brief overview of the project.

References relating to similar types of Public Sector projects are preferred.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

12.13 COST PROPOSAL

The proposed project costs must be quoted according to the following instructions and format. The following table is not intended to imply any expectation as to budget, quantity, or price.

Table 11 – Cost Proposal

Quantity	Item Description	Unit Cost	Amount
Proposed Professional Services			
	Parks Reservations System Supply and Implementation		
	Software costs including standard system configuration (this will include all items in the Requirements Matrix that the Vendor has marked as “out-of-box” and “configurable”).	\$000,000.00	\$000,000.00
	Licensing costs (e.g., number of users, seats, servers, sites, etc.)	\$000,000.00	\$000,000.00
	Hardware, operating system, network costs (itemized)	\$000,000.00	\$000,000.00
	Project Management costs (including project office support)	\$000,000.00	\$000,000.00
	Professional Services costs (functional and technical, system customization). This will include all mandatory items in the Requirements Matrix that are not included in the standard system configuration costs indicated above.	\$000,000.00	\$000,000.00
	Training costs	\$000,000.00	\$000,000.00
	Documentation costs	\$000,000.00	\$000,000.00
	Annual support and maintenance costs (1 st year)	\$000,000.00	\$000,000.00
	Total System Implementation Cost	\$000,000.00	\$000,000.00
Please incorporate all travel and personal expenses into the fixed-bid amounts above			
	Insurance Fee to Comply with County General Conditions	\$000,000.00	\$000,000.00
County will be responsible for all taxes (including sales, use, property, excise, value added and gross receipts but not including taxes based on Contractor’s income), import duties and fees and charges of any kind levied or imposed by any federal, provincial, state or local governmental entity in connection with any services or software provided by Contractor to County.			



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

TOTAL COST PROPOSAL		
	\$000,000.00	\$000,000.00

12.14 EXCEPTIONS TO THE RFP

As indicated in Section 7 above Vendors are required to list and explain any exceptions they may have to this RFP.

12.15 VENDOR'S MATERIAL AND ADDITIONAL INFORMATION

Use this section to include any other information you would like the County of San Luis Obispo to take into consideration when evaluating your proposal (e.g. staff resumes, White Papers, Testimonials, etc).



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

13 APPENDIX-A — SAMPLE COUNTY CONTRACT

CONTRACT FOR INFORMATION TECHNOLOGY SOLUTION

THIS CONTRACT FOR INFORMATION TECHNOLOGY SOLUTION ("Contract") is made and entered into by and between the County of San Luis Obispo ("County" or "Licensee"), a public entity in the State of California, and [VENDOR_NAME], a [STATE] Corporation ("Proposer" or "Contractor").

WITNESSETH:

WHEREAS, County is in need of a Parks Reservations System; and

WHEREAS, Contractor has certain prior experience in supplying Reservations Systems as set of in this RFP and has qualified staff who are trained, experienced, expert and competent to provide special professional consulting services for the appropriate fees and the terms and conditions hereinafter set forth; and

WHEREAS, Contractor has different skills and products than can be produced by County civil service; and

WHEREAS, in accordance with Government Code 31000 special administrative services may be contracted; and

WHEREAS, the purpose of this contract is to provide Reservations System software and professional services for the Implementation of a replacement Reservations System for the County Parks Department, a special administrative service;



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

CONTRACTOR:

[PROPOSER NAME]

A [STATE] Corporation

By: _____

Proposer Contact Name

Date

Proposer Contact Title

NOTARIZATION

STATE OF _____)

) SS.

On _____ before me, (here insert name and title of the officer), personally appeared _____, personally known to me (or proved to me on the basis of satisfactory evidence) to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity (ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

WITNESS my hand and official seal.

_____ (SEAL)



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

Notary Public

My Commission Expires: _____

COUNTY:

COUNTY OF SAN LUIS OBISPO

A Public Entity in the State of California

COUNTY COUNSEL:

Approved as to form and legal effect.

JAMES B. LINDHOLM, Jr.
County Counsel

By: _____

Deputy County Counsel

Date



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

COUNTY OF SAN LUIS OBISPO

A Public Entity in the State of California

By: _____

Chair, Board of Supervisors

Date

ATTEST:

By: _____

County Clerk and Ex-Officio Clerk
of the Board of Supervisors

Date



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

EXHIBIT A – General Conditions

1. **Independent Contractor.** Contractor, its officers, agents, employees, contractors and subcontractors, shall be deemed to be an independent contractor of County at all times during this Contract. Nothing in this Contract shall be construed as creating a civil service employer-employee relationship, partnership or a joint venture relationship. Nothing in this Contract authorizes or permits the County to exercise discretion or control over the professional manner in which Contractor provides services; provided, however, Contractor's services shall be provided in a manner consistent with all applicable standards and regulations governing such services.

2. **No Eligibility for Fringe Benefits.** Contractor understands and agrees that Contractor and its personnel are not, and will not be, eligible for membership in or any benefits from any County group plan for hospital, surgical, or medical insurance, or for membership in any County retirement program, or for paid vacation, paid sick leave, or other leave, with or without pay, or for any other benefit which accrues to a County employee. The only performance and rights due are those specifically stated in this Contract or existing as a matter of law.

3. **Warranty of Contractor for Provision of Services.** Contractor warrants that Contractor has obtained and shall keep in full force and effect during the term of this Contract all permits, registrations and licenses, if necessary, to accomplish the work specified in the Contract. Contractor warrants that it, and each of the personnel employed or otherwise retained by Contractor, will at all times, to the extent required by law, be properly certified and licensed under the local, state and federal laws and regulations applicable to the provision of services herein.

4. **Warranty of Contractor re Compliance with all Laws.** Contractor warrants that Contractor shall keep informed of, observe, comply with, and cause all of its agents and personnel to observe and comply with all Federal, State, and local laws and rules and regulations made pursuant to such laws, which in any way affect the conduct of work under this Contract. If any conflict arises between provisions of the scope of work or specifications in this Contract and any law, then the Contractor shall immediately notify the County in writing.

5. **Power and Authority of Contractor.** If Contractor is a corporation or a limited liability company, Contractor represents and warrants that it is and will remain, throughout the term of this Contract, either a duly organized, validly existing California corporation or limited liability company in good standing under the laws of the State of California or a duly organized, validly existing foreign corporation or limited liability company in good standing in the state of incorporation or organization and authorized to transact business in the State of California.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

6. **Non-Assignment of Contract.** Inasmuch as this Contract is intended to secure the specialized services of Contractor, Contractor shall not delegate, assign, or otherwise transfer in whole or in part his/her/its rights or obligations under this Contract without the prior written consent of the County. Any such assignment, transfer, or delegation without the County's prior written consent shall be null and void.

7. **Entire Agreement and Modifications.** This Contract supersedes all previous contracts between the parties hereto on the same subject matter and constitutes the entire understanding of the parties hereto on the subject matter of this Contract. Contractor shall be entitled to no other benefits than those specified herein. No changes, amendments or alterations shall be effective unless in writing and signed by both parties. Contractor specifically acknowledges that in entering into and executing this Contract, Contractor relies solely upon the provisions contained in this Contract and no others.

8. **Governing Law.** This Contract shall be governed by, and construed in accordance with, the laws of the State of California, without regard to its conflict of laws provisions.

9. **Waiver.** No delay or failure on the part of any party hereto in exercising any right, power or privilege under this Contract shall impair any such right power or privilege or be construed as a waiver of any default or any acquiescence therein. No single or partial exercise of any such right, power or privilege shall preclude the further exercise of such right power or privilege or the exercise of any other right, power or privilege. No waiver shall be valid unless made in writing and signed by the party against whom enforcement of such waiver is sought and then only to the extent expressly specified therein.

10. **Severability.** Contractor agrees that if any provision of this Contract is found to be invalid, illegal or unenforceable, such term or provision shall be deemed stricken and the remainder of the Contract shall remain in full force and effect. Upon determination that any term or provision is invalid, illegal or unenforceable, the parties shall negotiate in good faith to modify this Contract so as to affect the original intent of the parties as closely as possible.

11. **Nondiscrimination.** Contractor agrees that it will abide by all Federal and State labor and employment laws and regulations pertaining to unlawful discrimination prohibiting discrimination against any employee or applicant for employment because of race, color, religion, sexual orientation, disability or national origin, and those conditions contained in Presidential Executive Order number 11246.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

12. **Notices.** All notices given or made pursuant hereto shall be in writing and shall be deemed to have been duly given if delivered personally, mailed by registered or certified mail (postage paid, return receipt requested) or sent by a nationally recognized overnight courier (providing proof of delivery) to the parties at the following addresses or sent by electronic transmission to the following facsimile numbers (or at such other address or facsimile number for a party as shall be specified by like notice):

INSERT ADDRESSES

Any such notice shall be deemed to have been received if: (a) in the case of personal delivery or facsimile transmission with confirmation retained, on the date of such delivery; (b) in the case of nationally recognized overnight courier, on the next business day after the date sent; (3) in the case of mailing, on the third business day following posting.

13. **Headings.** The headings contained in this Contract are for reference purposes only and shall not affect in any way the meaning or interpretation of this Contract.
14. **Indemnification.** Contractor shall defend, indemnify and hold harmless the County, its officers and employees from all claims, demands, damages, costs, expenses, judgments, attorney fees, or other losses that may be asserted by any person or entity, including Contractor/Consultant, and that arise out of or are made in connection with the acts or omissions, relating to the performance of any duty, obligation, or work hereunder. The obligation to indemnify shall be effective and shall extend to all such claims or losses in their entirety. However, this indemnity will not extend to any claims or losses arising out of the sole negligence or willful misconduct of the County, its officers and employees.
15. **Insurance.** Contractor, at its sole cost, shall purchase and maintain the insurance policies set forth below on all of its operations under this Contract. All of the insurance companies providing insurance for Contractor/Consultant shall have, and provide evidence of, an A.M. Best and Co. rating of A:VII or above, unless exception is granted by the County's Risk Manager, and be authorized to do business in the State of California. Further, all policies shall be maintained for the full term of this Contract and related warranty period if applicable.

A. Scope and Limits of Required Insurance Policies.

i. Commercial General Liability. Policy shall include coverage at least as broad as



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

set forth in Insurance Services Office Commercial General Liability Coverage (CG 00 01) with policy limits of not less than two million dollars (\$2,000,000.00) combined single limit per occurrence. Policy shall be endorsed with the following specific language or contain equivalent language in the policy:

a) The County, its officers and employees, is named as an additional insured for all liability arising out of the operations by or on behalf of the named insured in the performance of this Contract.

b) The insurance provided herein shall be considered primary coverage to the County with respect to any insurance or self insured retention maintained by the County. Further, the County's insurance shall be considered excess insurance only and shall not be called upon to contribute to this insurance.

c) The policy shall not be cancelled or materially changed without first giving thirty days prior written notice to the County.

ii. Business Automobile Policy. Policy shall include coverage at least as broad as set forth in the liability section of Insurance Services Office Business Auto Coverage (CA 00 01) with policy limits of no less than \$1 million dollars combined single limit for each occurrence. Said insurance shall include coverage for owned, non-owned, and hired vehicles. Policy shall be endorsed with the following specific language or contain equivalent language in the policy:

a) The County, its officers and employees, is named as an additional insured for all liability arising out of the operations by or on behalf of the named insured in the performance of this Agreement.

b) The policy shall not be cancelled or materially changed without first giving thirty days prior written notice to the County.

iii. Workers' Compensation/Employer's Liability Insurance.

a) Workers' compensation policy shall provide statutory limits as required by State of California. Policy shall be endorsed with the following specific language or contain equivalent language in the policy:

1) Contractor and its insurer shall waive all rights of subrogation against the County, its officers and employees for workers' compensation losses arising out of this contract.

2) The policy shall not be cancelled or materially changed without first giving thirty days prior written notice to the County.

b) Employer's liability policy shall provide one million dollars (\$1,000,000.00) per accident for bodily injury or disease.

B. Deductibles and Self-Insurance Retentions.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

All deductibles and/or self-insured retentions which apply to the insurance policies required herein will be declared in writing and approved by the County prior to commencement of this contract.

C. Documentation.

Prior to commencement of work and annually thereafter for the term of this contract, Contractor will provide to the County properly executed certificates of insurance clearly evidencing the coverage, limits, and endorsements specified in this contract. Further, at the County's request, the Contractor shall provide copies of endorsements and certified copies of the insurance policies within thirty days of request.

D. Absence of Insurance Coverage.

The County may direct Contractor to immediately cease all activities with respect to this Contract if it determines that Contractor fails to carry, in full force and effect, all insurance policies with coverage levels at or above the limits specified in this contract. Any delays or expense caused due to stopping of work and change of insurance shall be considered Contractor's delay and expense

16. **Nonappropriation of Funds.** In the event that the term of this Contract extends into fiscal years subsequent to that in which it was approved, continuation of the Contract is contingent on the appropriation of funds by the San Luis Obispo County Board of Supervisors or, if applicable, provision of State or Federal funding source. If the County notifies Contractor in writing that the funds for this Contract have not been appropriated or provided, this Contract will terminate. In such an event, the County shall have no further liability to pay any funds to the Contractor or to furnish any other consideration under this Contract, and the Contractor shall not be obligated to perform any provisions of this Contract or to provide services intended to be funded pursuant to this Contract. If partial funds are appropriated or provided, the County shall have the option to either cancel this Contract with no liability to the County or offer a Contract amendment to the Contractor to reflect the reduced amount.
17. **Force Majeure.** Neither the County nor Contractor shall be deemed in default in the performance of the terms of this Contract if either party is prevented from performing the terms of this Contract by causes beyond its control, including without limitation: acts of God; rulings or decisions by municipal, Federal, States or other governmental bodies; any laws or regulations of such municipal, Federal, States or other governmental bodies; or any catastrophe resulting from flood fire, explosion, or other causes beyond the control of the defaulting party. Any party delayed by force majeure shall as soon as reasonably possible give the other party written notice of the delay. The party delayed shall use reasonable diligence to correct the cause of the delay, if correctable, and if the condition that caused the delay is corrected, the party delayed shall immediately give the other parties written notice thereof and shall resume performance under this Contract.
18. **Signatory authority.** Any individual executing this Contract on behalf of Contractor represents and warrants that he/she has full power and authority to enter into, deliver, and perform this Contract on



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

behalf of Contractor, and that this Contract is binding upon said Contractor in accordance with its terms.

19. **Nondisclosure.** All reports, information, documents, or any other materials prepared by Contractor under this Contract are the property of the County unless otherwise provided herein. Such reports, information, documents and other materials shall not be disclosed by Contractor without County's prior written consent. Any requests for information shall be forwarded to County along with all copies of the information requested. County shall make sole decision whether and how to release information according to law.
20. **Conflict of Interest.** Contractor acknowledges that Contractor is aware of and understands the provisions of Sections 1090 et seq. and 87100 et seq. of the Government Code, which relate to conflict of interest of public officers and employees. Contractor certifies that Contractor is unaware of any financial or economic interest of any public officer or employee of the County relating to this Contract. Contractor agrees to comply with applicable requirements of Government Code section 87100 et seq. during the term of this Contract.
21. **Immigration Reform and Control Act.** Contractor acknowledges that Contractor, and all subcontractors hired by Contractor to perform services under this Contract are aware of and understand the Immigration Reform and Control Act ("IRCA") of 1986, Public Law 99-603. Contractor certifies that Contractor is and shall remain in compliance with ICRA and shall ensure that any subcontractors hired by Contractor to perform services under this Contract are in compliance with IRCA.
22. **Third Party Beneficiaries.** It is expressly understood that the enforcement of the terms and conditions and all rights of action related to enforcement shall be strictly reserved to the County and Contractor. Nothing contained in this contract shall give or allow and claim or right of action whatsoever by any other third person.
23. **Fiscal Controls.** Contractor shall adhere to the accounting requirements, financial reporting, and internal control standards as described in the *Auditor-Controller Contract Accounting and Administration Handbook*, (Handbook) which contains the minimum required procedures and controls that must employed by Contractor's accounting and financial reporting system, and which is incorporated herein by reference. Contractor shall require subcontractors to adhere to the Handbook for any services funded through this contract, unless otherwise agreed upon in writing by County.

A. The Handbook is available at <http://www.slocounty.ca.gov/AC/>, under Policies and Procedures or at the Auditor-Controller's Office, 1055 Monterey Street Room D220, County Government Center, San Luis Obispo CA, 93408,



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

B. The Office of Management and Budget (OMB) circulars are available at <http://www.whitehouse.gov/omb/circulars>.

24. **State Audit.** Pursuant to California Government Code section 8546.7, every County contract involving the expenditure of funds in excess of ten thousand dollars (\$10,000) is subject to examination and audit of the State auditor for a period of three years after final payment under the contract. Contractor shall permit the State Auditor to have access to any pertinent books, documents, papers and records for the purpose of said audit.

25. **Tax Information Reporting.** Upon request, Contractor shall submit its tax identification number or social security number, whichever is applicable, in the form of a signed W-9 form, to facilitate appropriate fiscal management and reporting.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

EXHIBIT B – STATEMENT OF WORK

<Insert the project's statement of work here>



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

EXHIBIT C – COMPENSATION

Maximum Compensation Amount

The maximum amount of this contract shall not exceed \$xxx,xxx.xx .



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

EXHIBIT D - SPECIAL CONDITIONS

1. **Termination for Cause.** If the County determines that there has been a material breach of this Contract by Contractor that poses a threat to health and safety, the County may immediately terminate the Contract. In addition, if any of the following occur, County shall have the right to terminate this Contract effective immediately upon giving written notice to the Contractor:
 - a. Contractor fails to perform his duties to the satisfaction of the County; or
 - b. Contractor fails to fulfill in a timely and professional manner his obligations under this Contract; or
 - c. Contractor fails to exercise good behavior either during or outside of working hours that is of such a nature as to bring discredit upon the County; or
 - d. Any requisite licenses or certifications held by Contractor are terminated, suspended, reduced, or restricted; or
 - e. Contractor has not, to the satisfaction of the County, documented or has not sufficiently documented services provided by Contractor, which includes without limitation, failure to meet industry standards or failure to satisfy any special requirements needed by third party payors or federal or state funding agencies; or
 - f. Contractor has failed or refused to furnish information or cooperate with any inspection, review or audit of Contractor's program or County's use of Contractor's program. This includes interviews or reviews of records in any form of information storage.

All obligations to provide services shall automatically terminate on the effective date of termination. For all other material breaches of this Contract, County must give Contractor written notice setting forth the nature of the breach. If Contractor fails to remedy said breach within ten (10) calendar days from the date of the written notice, County may terminate the Contract. Contractor shall thereafter have no further rights, powers, or privileges against County under or arising out of this Contract.

In the event a breach does not result in termination, but does result in costs being incurred by County, said costs shall be charged to and paid by Contractor, which costs may include, but are not limited to, costs incurred by County in investigating and communicating with Contractor regarding said breach, including staff time.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

2. **Termination for Convenience.** Either party may terminate this Contract at any time by giving the other party at least _____ [insert number] calendar day's written notice of termination for convenience ("Notice of Termination for Convenience"). Termination for convenience shall be effective at 11:59 p.m., Pacific Standard Time, on the intended date for termination (the "Termination Date"). The terminating party shall deliver to the other party a notice specifying the date upon which such termination will become effective, which shall be at least _____ calendar days after the date of the notice. Termination for convenience shall have no effect upon the rights and obligations of the parties arising out of any services which were provided prior to the effective date of such termination. Contractor shall be paid for all work satisfactorily completed prior to the effective date of termination. After receiving a Notice of Termination for Convenience, Contractor shall, unless directed by County, place no further subcontracts for services or materials, terminate all subcontracts to the extent they relate to the work terminated, and settle all outstanding liabilities arising from the termination of subcontracts.

3. **Power to Terminate.** Termination of this Contract may be effectuated by the Director of _____ [insert department] without the need for action, approval, or ratification by the Board of Supervisors.

3. **Standard of Performance.** The parties acknowledge that the County, in selecting Contractor to perform the services hereunder, is relying upon the Contractor's reputation for excellence in the performance of the services required hereunder. The Contractor shall perform the services in the manner of one who is a recognized specialist in the types of services to be performed.

4. **Amendments without Board Action.** The Board of Supervisors delegates to the Director of _____ [insert department] the authority to amend the Contract to provide for additional services and increase compensation to Contractor in an amount not to exceed the lesser of the following amounts: ten percent (10%) of the Contract total or twenty-five thousand dollars (\$25,000.00). The Board of Supervisors delegates the authority to the Director of _____ [insert department] to amend this Contract to exchange types of services at the rates listed for each respective service. Any amendment made pursuant to a delegation of authority will only be effective if, prior to the commencement of services, the amendment is memorialized in writing, is approved by County Counsel, and is signed by the Director of _____ [insert department]. Except as expressly provided herein, no contractual provision may be modified under this delegation of authority.

5. **Disentanglement.** Contractor warrants that in the event of any expiration or termination of this Contract, Contractor will take all actions necessary to accomplish a complete and timely transition to the County, or to any replacement provider, of the Services being terminated (a "Disentanglement") without any material impact on the Services. Contractor shall cooperate with County and otherwise take all steps reasonably required to assist County in effecting a complete and timely Disentanglement. Contractor shall provide County with all information regarding the Services or is otherwise needed for Disentanglement.



REQUEST FOR PROPOSAL

Parks and Recreation
Reservation and Cash
Management System

6. **California Title 24, Energy Standards.** Contractor recognizes that the State of California Administrative Code, Title 24 contains mandatory standards and policies relating to energy efficiency in the state energy conservation plan, and recognizes it may have applicability to Contractor.

7. **Compliance re: Environmental Laws.** For contracts in excess of \$100,000 Contractor shall comply with Section 306 of the Clean Air Act (42 U.S.C. § 1857(h)), Section 508 of the Clean Water Act, (33 U.S.C. 1368), Executive Order 11738 and Environmental Protection Agency regulations, (40 C.F.R. Part 15).

8. **Nondisclosure.** During the course of the project, Vendor may be exposed to sensitive or confidential information regarding residents of the County of San Luis Obispo. Accordingly, vendor and its employees may be subject to a background check and may be required to sign a confidentiality agreement, either prior to or concurrently with entering into a contract with County. Contractor will not use the Confidential Information for any purpose other than to facilitate the services contemplated by this Agreement (the "Purpose"). Contractor will not: (1) disclose Confidential Information to any employee or contractor of Contractor under such person needs access in order to facilitate the Purpose and executes a nondisclosure agreement with Contractor, with terms no less restrictive than those of this Section; or (2) disclose any Confidential Information to any other third party without County's prior written consent. Without limiting the generality of the foregoing, Contractor will protect the Confidential Information with the same degree and care it uses to protect its own confidential information of similar nature and importance, but no less than reasonable care. Contractor will notify County in writing of any misuse or misappropriation of Confidential Information that comes to Contractor's attention. Notwithstanding the foregoing, Contractor may disclose Confidential Information as required by applicable law or by proper legal or governmental authority. In such case, Contractor shall give County advanced written notice, sufficiently in advance, to allow County to seek a protective order or otherwise to contest such required disclosure, and shall reasonably cooperate in such effort, at County's expense. For purposes of this Paragraph, "Confidential Information" means the following: (1) any document County marks "Confidential", (2) any information County orally designates as "Confidential" at the time of disclosure, provided County confirms such designation in writing within ten (10) business days after such designation; (3) any confidential or private citizen information within the possession of the County