



**RECREATION AND PARK COMMISSION  
FOR THE PARISH OF EAST BATON ROUGE**

Addendum No. 2

Issued December 16, 2019

Solicitation No. 197 - Request for Proposal

Point of Sale and Ticketing Software for

BREC's Baton Rouge Zoo

which is scheduled to open 11:00 A.M. CT, December 23, 2019

BREC - Recreation and Park Commission for the Parish of East Baton Rouge

This Addendum is being issued to provide Non-Mandatory Pre-Bid Meeting/Conference Call documentation; respond to inquiries received during the Inquiry Period as well as follow-up/clarification responses to inquiries during Non-Mandatory Pre-Bid Meeting/Conference Call not addressed and change the Bid Opening Date.

**Attachments**

- Non-Mandatory Pre-Bid Meeting/Conference Call documentation
  - Agenda
  - Sign in Sheet
  - Call in Attendance Register
  - Summary of Questions and Responses Received
- Responses to Inquiries Received During Inquiry Period and Follow-up/Clarification Responses to inquiries during the Non-Mandatory Pre-Bid Meeting/Conference Call

**If you have already submitted your proposal and this addendum causes you to revise your original bid, please indicate changes herein and return to Purchasing prior to bid opening in an envelope marked with the file number, bid opening date and time. If this addendum does not cause you to revise your bid, please acknowledge receipt of the addendum by signing your name and company below and returning it in accordance with the provisions above.**

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(Name and Signature)

(Date)

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(Company Name)

6201 Florida Boulevard, Baton Rouge, Louisiana 70806  
225.272.9200 / 225.273.6406 [brec.org](http://brec.org)

**REQUEST for PROPOSAL NO. 197**  
**Point of Sale and Ticketing Software for BREC's Baton Rouge Zoo**  
 Non-Mandatory Pre-Bid Meeting & Conference Call  
 December 2, 2019 2:00 P.M. CT



**PROJECT INTRO & BACKGROUND**

BREC is issuing this Request for Proposal (RFP) to obtain competitive proposals as allowed by BREC governing statutes, ordinances, resolutions and policies from bona fide, qualified proposers who are interested in providing ticketing and Point of Sale (POS) software proposals for BREC's Baton Rouge Zoo, including implementation assistance as needed. BREC's Baton Rouge Zoo desires to purchase a software system that provides ticketing and Point of Sale (POS) capabilities, that will integrate with Blackbaud's Raiser's Edge software and Tyler's Munis software and provides detailed comprehensive reporting on all modules.

**GENERAL INFORMATION**

**Housekeeping:**

- **Send email today** to Lori Foreman, [lori.foreman@brec.org](mailto:lori.foreman@brec.org), as verification of your attendance (phone & in-person). Include any questions that you may have asked during the meeting to ensure they are addressed.
- **Addenda to include:**
  - Responses to Questions Received During Inquiry Period
  - Documentation from Non-Mandatory Pre-Bid Meeting & Conference Call
  - To include responses to questions during the non-mandatory pre-bid meeting and conference call.

**Schedule:** page 2, Section 1.3

<i>Item</i>	<i>Anticipated Schedule</i>
<i>RFP e-mailed to prospective proposers</i>	<i>November 21, 2019</i>
<i>Non-Mandatory Pre-Bid Conference</i>	<i>December 2, 2019, 2:00 PM CT</i>
<i>Deadline to receive written inquiries</i>	<i>December 9, 2019</i>
<i>Deadline to answer written inquiries</i>	<i>December 16, 2019</i>
<i>Proposal Opening Date (deadline for submitting proposals)</i>	<i>December 23, 2019, 11:00 A.M.</i>
<i>Oral discussions with proposers</i>	<i>To be scheduled</i>
<i>Notice of Intent to Award to be mailed</i>	<i>To be scheduled (approx 2-4 weeks after # 5-6)</i>
<i>Contract Initiation</i>	<i>Approx. Mid-January, 2020</i>

**Submittal Format:** page 3, Section 1.4

**Scope:** page 16, Section 2.1

Addenda No. 1 issued along with the RFP on November 21<sup>st</sup> contains an EXCEL file attachment – Technical Specifications Workbook as described in Section 1.5 Proposal Response Format.

Ensure that Addenda No. 1 is acknowledged when submitting your proposal by the deadline specified.

**QUESTIONS & ANSWERS/CLARIFICATIONS:**

All questions received will be responded to by the issuance of an addendum. Responses to some questions require collaboration with other Departments within the organization to develop a response.

**Adjournment**

**VENDOR NON-MANDATORY PRE-PROPOSAL MEETING**  
**CALL IN ATTENDANCE REGISTER**



Note: Vendors calling must be reminded to submit an email immediately after meeting documenting their attendance via conference call.

**PROJECT:** RFP 197 – Point of Sale and Ticketing Software for BREC’s Baton Rouge Zoo

**LOCATION:** BREC Administrative Office – Conference Room 2034  
6201 Florida Blvd., Baton Rouge, LA 70806

Note: Call Ins Must be Reminded to Submit Emails after meeting documenting attendance to [lori.foreman@brec.org](mailto:lori.foreman@brec.org).

**DATE/TIME:** December 2, 2019, 2:00 PM CT

FIRM NAME	NAME	PHONE	EMAIL
Centaman	Mike Korbel, President	1.312.483.9505	jon@centaman.com
Centaman	Julie Rabold, Client Services Manager	1.312.483.9505	jon@centaman.com
Centaman	Jon Leutenegger, Sales Manager	1.312.483.9505	jon@centaman.com
Doubleknot	David Ellis	Not Provided.	dellis@doubleknot.com

**SIGN-IN SHEET FOR  
RFP NO. 197 – POINT OF SALE AND TICKETING SOFTWARE FOR  
BREC'S BATON ROUGE ZOO  
NON-MANDATORY PRE-BID MEETING AND CONFERENCE CALL  
DECEMBER 2, 2019 2:00 P.M. (CT)**

	REPRESENTATIVE NAME (Please Print)	Company Name/Department	Phone Number	Email Address
1	Kim Rodrigue	BREC / ZOO	225-775-3877	<del>kr Rodrigue</del> @brzoo.org
2	JAMIE ELSWICK	GATEWAY TICKETING SYSTEMS	610-473-4136	JELSWICK@GATEWAYTICKETING.C
3	Vicki Jones	BREC / ZOO	225-775-3877	vjones@brzoo.org
4	<del>Lois Foreman</del>	BREC / Finance	225-272-9200 X1522	lois.Foreman@brrec.org
5	PHIL FROST	BREC / ZOO	225-276-8606	pfrost@brzoo.org
6	Christel Sims	BREC / IT	225-252-9388	Christel.sims@brzoo.org
7				
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11				
12				

## QUESTIONS & ANSWERS TO INQUIRIES AT THE NON-MANDATORY PRE-BID MEETING AND CONFERENCE CALL

Q1: Is the inventory management of food items to be used for food concessions and POS, and if System does not have that, will the responder be excluded?

A1: A 3<sup>rd</sup> party person would be needed to complete it. It is retail inventory as well as food services inventory, concessions only not restaurant level of service.

Q2: Is there any consideration to replacement of Raiser's Edge if the proposed solution has comparable functionality?

A2: No.

Q3: Can you provide the make and model of the hardware you currently have for point of sale?

A3: BREC's Baton Rouge Zoo currently uses:

- Mostly Dell Optiplex 9020 PC's (11 frontend users and 10 backend users)
- Front-end users use either a Stealthtouch touchscreen monitor (10) or Dell touchscreen monitor (1)
- Star TSP 100 Thermal Printers (11)
- Boca Ticket Printers (3)
- Bermatech Pole Displays (7) and Countertop Displays (4)
- Honeywell Xenon 1900 Wired Scanners (3 in Gift Shop)

Q4: Integration with MUNIS do you want it to be Real Time or is a nightly import/export ok?

A4: Real Time is preferred, but a nightly import/export is okay.

Q5: Which version of Raiser's Edge are you using?

A5: Version 7.96.6402.14

Q6: How many workstations will you need, stand alone, mobile?

A6: There are currently 21 computers: 11 front-end and 10 back office computers. Two mobile ticket validation units.

Q7: Could you expand on the multiple user-defined payment methods and what you are attempting to accomplish?

A7: An example would be a split pay where cashier can select cash and credit card as the payment methods.

- Q8: When asking for 'account payments', are you referencing groups such as schools, etc. or payment plans for individuals such as memberships?
- A8: This would be camp registrations; a user will need to register their child which would require an account/user account to input their child's information. Account approvals needs to be instant where it would not require a staff person to validate and approve a constituent's account.
- Q9: For retail inventory, how many different retail store locations and do you use a separate warehouse for receiving merchandise? There's one retail store, right?
- A9: Yes, there's one retail store. There is a separate warehouse for receiving; however, all items are currently received at the Gift Shop rather than the warehouse. It comes into the warehouse, on location and ships into the Gift Shop, but it's one receiving.
- Q10: What version of Raiser's Edge, and is it on-premise or in the cloud?
- A10: It is version 7.96.6402.14, and it is on-premise.
- Q11: You ask about self-serve ticketing kiosks. Are they indoors or outdoors? What is being done at the kiosks, new sales only, member discounted or free tickets, upgrades, retrieving web orders, etc.?
- A11: Ticketing kiosks would be outdoors. Not sure of the number, but we wanted to ensure the software had the capability to do that.
- Q12: Please provide examples of "rental items" that require make, model, serial number, etc.
- A12: An example would be our ECV (motorized scooters) that are numbered. It would be beneficial to know the number of them which are out, coming in, out for a specific amount of time, and maintenance.
- Q13: There is nothing that provides the number of POS stations, number of wireless access control devices, number of kiosks and number of back-office stations. Please provide how many computers are used to either conduct sales or make reservations.
- A13: There are currently 21 computers: 11 frontend and 10 backend computers. We do not have kiosks at this time, but we would like for the potential vendor to offer self-serve kiosks or operate through a 3<sup>rd</sup> party vendor for kiosks.
- Q14: How many web orders does BREC do annually?
- A14: We do not currently have a webstore, but the Zoo currently receives around 500 online sales.
- Q15: Do you have a desire to sell memberships online? The RFP states the desire to integrate with Raiser's Edge where the membership can be sold in Raisers Edge and validated in the POS software. Is this correct?
- A15: That is already being done through Raiser's Edge through Friends of the Zoo. BREC does not sell the membership. Yes, the POS software will need to integrate and validate memberships.
- Q16: Please confirm we are not to include hardware in the proposal costs. Are we to presume we do

not quote hardware if the Zoo has hardware that works with our software? Is the Zoo going to list the servers?

A16: We have VM's set up on our host, so we have the hardware already there. Cost wise, it would be beneficial for host to run the servers and vendors install their software.

Q17: What types of products require digital waivers?

A17: Camp sessions require a waiver (permission slip) when taking campers out of the Zoo and into Greenwood Park for paddle boarding. Our Safari Night Program (overnight education program) requires a waiver (permission slip) when a child is attending without a parent. Parent's need to sign or e-sign these documents.

Q18: For purposes of the sample implementation plan, what go-live date do we use?

A18: November 15, 2020.

Q19: Any State or parish regulation that the non-profits cannot be integrated – Is there a data firewall there? The data that belongs to the Foundation, can it be shared with the Zoo for membership card validation for attendance purposes?

A19: It is a privacy issue as two separate entities. Yes, the data can be shared with the Zoo for membership card validation for attendance purposes. No donor giving history is to be shared; only name(s), address, membership type and expiration date.

Q20: RFP speaks of mobile ticket validation so those are wireless units and so how many did we include?

A20: Two.

Q21: Gift cards – Are you looking for internal gift cards or a third party?

A21: We currently use gift cards, so we would need to move our current balances into the new system.

Q22: How many outstanding gift cards are there?

A22: We currently have less than 200 gift cards with balances and can transfer the files into the new system using a csv file.

Q23: The affidavit where the notary is to sign that states Baton Rouge can we have our own notary sign from our home office? Can we have our notary complete?

A23: Yes.

Q24: Do we have to complete the Corporate Resolution as an LLC?

A24: Correct.

#### **QUESTIONS AND ANSWERS TO INQUIRIES RECEIVED DURING THE INQUIRY PERIOD:**

Q1: Section (2) Customer Management, Items 31-41 – Is the ability to provide account balance



features limited to any specific constituent type (ex. Schools/corporations vs. individuals) or do you want anyone with a constituent account to be able to have an account balance option? And to confirm, your desired functionality is for our stem to maintain the receivables and payments, then flow into Tyler MUNIS rather than being maintained solely in Tyler MUNIS?

- A1: Anyone with an account would need to be able to have an account balance (from corporations renting the pavilions to an individual having a birthday party. Functionality is for the POS system to maintain the receivables and payments, then flow into Tyler Munis.
- Q2: Section (3) Payment Processing and POS, Item 46 – Would this most accurately be described described a payment plan for an existing constituent account that has a balance (related to the requirements under customer management)? If not, can you describe the desired functionality further?
- A2: We receive partial payments (deposits) for birthday parties, facility rentals and some education programs. This deposit is required to reserve the date and is then applied to the total balance.
- Q3: Section (3) Payment Processing and POS, Item 55 – Can you provide an example of a user-defined rule that would be used here?
- A3: If a constituent's account is not in good standing (bad checks, unpaid balance, etc.) we would like the ability to prompt the cashier of their account status before another transaction is performed for the constituent.
- Q4: Do you want each sheet of the Addendum No. 1 spreadsheet printed out and attached to the final proposal or is electronic submission (via the flashdrive all that's required)?
- A4: The completed spreadsheet will be required to be printed out and included in your proposal. Addendum No. 1 the document on letterhead will be required to be acknowledged by completing as directed and including with the proposal as well as any other subsequent addenda.
- Q5: Ability for a single system fee to be allocated between multiple accounts within the system. Is this for all sales areas- Retail, Ticketing, Food, Education, Group Sales, Facility Rentals?
- A5: Yes, an item may have a receipt total of \$3.29, but \$2.99 will need to go to one GL account and the \$.30 tax will need to be transferred to another GL account.
- Q6: Ability to provide a 3<sup>rd</sup> parties or instructors (who are not employees of BREC) access the system based off a set of defined permissions. Can you further explain this use case? Is this in regards to 3<sup>rd</sup> party ticket sellers selling your tickets? Is this in regards to partner organization providing discounts for their employees or members?
- A6: This is in regards when integrated with Raiser's Edge. The FOZ organization would need to be able to access their members visitation history, purchase history, etc. but they need not access any other information within the system.
- Q7: Ability for users to manage their own account, so that they can reset their own password. Is this question directed to the POS users resetting their accounts or is this for eCommerce visitors?
- A7: Both. Users will need to be able to reset their passwords on a regular basis, as is current practice. Also, eCommerce visitors will need to be able to manage their account and change their

user/password as needed. Users/passwords for eCommerce will not be managed by the Zoo.

- Q8: Ability to provide a "flexible" system audit (can be configured to audit based upon "criticality levels" identified by management for each action performed within the system). Can you provide more details regarding your requirements? Can you provide an example?
- A8: **N/A, please disregard.**
- Q9: Ability to support all major web browsers (Mozilla Firefox, Internet Explorer, Google Chrome, Apple Safari). Is this in regards to eCommerce or another area?
- A9: **This would be regarding eCommerce by PC's and mobile devices.**
- Q10: Ability to allow unused data elements to be removed, hidden or modified to conform to existing practices without compromising the ability to perform system updates that will result in these changes being lost. Can you provide examples of what this may be in reference to?
- A10: **If an inventory is listed as inactive and removed from the POS touchscreen, we would still want to be able to perform updates and not lose the item or its history.**
- Q11: Ability to add new codes directly from all peripheral dialogues where they are assigned (if they do not already exist) (e.g. a user must be able to assign an instructor directly from the activity menu where the instructor is assigned (if the instructor does not already exist). Are you currently using codes to manage this? Is this due to the software in use or part of your business process? Can you provide an example?
- A11: **We would like the ability for managerial roles to add/edit drop down fields. An example would be if the Education Curator has permissions and needs to change the location, Educator, etc. and the location, Educator, etc. is not in the drop-down list, then they can edit the drop-down field to include the desired selection without having to ask an Administrator to input on the backend.**
- Q12: Ability to perform automatic mass updates/roll-over updates with one-time override exceptions On a customer profile (e.g. compute mass updates for youth school grades based on customer age). Can you provide an example of such an update and how this applies to your offerings?
- A12: **Some of our programs are based on age or school grade. If the constituent is registered in their account as being 5 years old, then the system should associate the child as being in Kindergarten.**
- Q13: Ability for system to support/integrate with on-site kiosks. Can you describe what this is in reference to? Are these self-service kiosks?
- A13: **We currently do not have self-serve kiosks, but we would like for the potential vendor to offer self-serve kiosks or operate through a 3<sup>rd</sup>-party vendor for kiosks.**
- Q14: Ability to process receipts offline in the system when the main system is non-operational (down for maintenance, etc.) and upload after the fact. Can you explain what you mean by main system is non-operational? What do you mean by process receipts offline? Is this handling offline sales?

- A14: If using a mobile device to process a transaction, but the server is offline, the transaction can still be completed, and the receipt issued to the customer. The transaction will upload to the server, once the server is back online. This is offline sales.
- Q15: Ability to configure order of processing for partial payments. Can you explain this further? Can you provide an example?
- A15: Birthday parties would be an example. We collect \$60 as a partial payment towards the total amount of the birthday party. A parent could pay an additional amount between paying the initial \$60 and paying the balance of the party. This would mean multiple payments for one program/activity.
- Q16: Ability to pay multiple bills with a single payment w/description Can you explain this further? Can you provide an example?
- A16: As an example, a guest logs into their account and wants to have an education class, schedule a birthday party and purchase two admission tickets. The items would need to be added to a cart, purchased at the same time using one form of payment.
- Q17: Ability to track a contract in the system that allows a 3rd party vendor to sell food, and give BREC either a monthly fee, flat fee, or percentage of food sold. Can you explain what you mean by track a contract?
- A17: N/A, please disregard.
- Q18: Ability to interface/integrate with a phone application to allow for scanned tickets. Can you further explain this request?
- A18: If your software offers the ability to scan barcoded admission/ride sales tickets, scanners should be able to read a barcode from a cellphone rather than asking our visitors to print their tickets.
- Q19: Can you describe the type of rental reservations you currently manage and your processes? Are these items like strollers and wheelchairs or are they related to room and venue rentals? Can you provide a few examples?
- A19: All of the above. We currently rent strollers, wheelchairs, electronic conveyance vehicles which we do not offer reservations. Rooms, buildings, and wedding spaces are reserved and rented.
- Q20: Ability to configure different reservation rules and regulations for each facility. Can you explain the details for the rules and regulations? Are these disclaimers or other items?
- A20: We would need to set rules for how many people the room will hold, accessible times and dates, allowable items, etc.
- Q21: Integration with GIS system to map facilities, buildings and amenities (bathrooms, benches, courts, etc.) Can you explain the type of integration you are looking for?
- A21: N/A, please disregard.

- Q22: Ability to create standard templates with pre-populated information for room bookings and the ability to customize these standard templates for each facility. Can you explain the type of pre-populated information you would be expecting?
- A22: Birthday parties are held at set times, so times could be pre-populated on separate templates. Animal encounters for birthday parties could be pre-populated with animal options for each time slot.
- Q23: Can you provide more information about your facility rental permits? Can you provide an example of what a permit looks like and how these are validated?
- A23: N/A, please disregard.
- Q24: Can you provide a summary of the type of interface you are looking for with Tyler Munis?
- A24: The software should have the ability to schedule exports in delimited, flat file format, generated automatically on a schedule and stored to either a local file location, stored on a FTP server, or emailed. This is to account for transactions in our financial system and properly account for transactions. Ideally, the exports should allow for export of general ledger account information at a receipt level as well as have inventory value data.
- Q25: Do you own the API for Blackbaud Raiser's Edge?
- A25: No
- Q26: Are constituent IDs currently printed on membership cards?
- A26: No
- Q27: Is the development staff located on Zoo grounds?
- A27: Yes
- Q28: What version (version #) of Raiser's Edge are you using?
- A28: We are currently using version 7.96.6402.14.
- Q29: Do you have any plans to upgrade to NXT?
- A29: No upgrades planned at this time.
- Q30: Can you provide a breakdown of the hardware currently onsite for the point of sale? Computers, Receipt Printers, Membership Card Printers, Ticket Printers (are you using Bocas?), Scanners (Wired/Wireless), Make, Model, USB or Serial Port, Processor (where applicable)
- A30: We currently use:
- Mostly Dell Optiplex 9020 PC's (11 frontend users and 10 backend users)
  - Front-end users use either a Stealthrough touchscreen monitor (10) or Dell touchscreen monitor (1)
  - Star TSP100 Thermal Printers (11)

- Boca Ticket Printers (3)
- Bematech Pole Displays (7) and Countertop Displays (4)
- Honeywell Xenon 1900 Wired Scanners (3 in Gift Shop)

Q31: Is there a preference for a locally hosted, cloud or hybrid solutions? If hosting locally, does BREC had team members that will be sourcing the server hardware and related server software? Should we include this as an option in our proposal?

A31: **It is preferred that BREC host locally.**

Q32: Do you have a preferred vendor to handle membership card stock and possibly gift card stock? What is the volume would need for each upon first order?

A32: **Membership cards are handled through our Friends of the Zoo, not BREC. We do not have a preferred vendor for gift card stock.**

Q33: Can you please provide the POS terminal count needed for the Zoo, so we can better gauge the project scope?

A33: **There currently 21 computers: 11 front-end and 10 back office computers.**

Q34: You mentioned you would like real time integration with Munis. Its been our experience that non real time is a better option for financial integrations. Can you confirm what's needed with this and could you also forward any specifications you may have for the Munis product?

A34: **The software should have the ability to schedule exports in delimited, flat file format, generated automatically on a schedule and stored to either a local file location, stored on a FTP server, or emailed. This is to account for transactions in our financial system and properly account for transactions. Ideally, the exports should allow for export of general ledger account information at a receipt level as well as have inventory value data.**

Q35: For the Tyler integration - can you confirm they have an API and if so can you provide documentation?

A35: **Tyler Munis, through its GL Import Template Builder supports any delimited or fixed width flat text file.**

Q36: For the Tyler integration – do they have another way to do imports and if so, can you provide the requirements for the data that should be imported?

A36: **Tyler Munis, through its GL Import Template Builder supports any delimited or fixed width flat text file.**

Q37: From the Payment Processing tab – “Ability to customize the payment reference descriptions based on the payment type.” Can you provide an example of the types of descriptions needed?

A37: **Examples include, but are not limited to: Cash, check, credit card, gift card, ACH, Accrual Postings, Receivables Posting, Journal – Refund Finance, System – GL System Entries**

Q38: From the Payment Processing tab – “Ability to process receipts offline in the system when

the main system is non-operational (down for maintenance, etc.) and upload after the fact.”  
Regarding receipts – to confirm – this means processing payments (receipts) in an offline mode to be uploaded later?

A38: Yes, if you are using a mobile device to process a transaction, but the server is offline, the transaction can still be completed, and the receipt issued to the customer. The transaction will upload to the server, once the server is back online.

Q39: From the Payment Processing tab - “Ability to pay multiple bills with a single payment w/description.” If someone can log into their account, see any payments due, add those to the cart and pay with a single card, would this satisfy this requirement? If not, what is the desired functionality?

A39: Yes.

Q40: What types of facilities are you expecting the new system to manage for the zoo? Please provide some examples.

A40: We rent our Capital One Pavilion for weddings, corporate events, reunions, etc. A typical facility rental means collecting the deposit (applied to the total bill, so partial payment) to reserve the date, reviewing what we offer\* with the client and presenting them with an estimate.