I. INTRODUCTION AND GENERIC ACRONYMS USED IN RFP

On behalf of the Douglas-Omaha Technology Commission, known as DOTComm, the Douglas County Purchasing Agent is issuing this Request for Proposal on behalf of the City of Omaha Parks, Recreation, and Public Properties Department, (a) Recreation and Golf Divisions, and (b) the Douglas-Omaha Technology Commission. The purpose of publishing this RFP is to elicit complete and detailed proposals [Proposals], but not simple inquiries, from qualified vendors [Vendors] desiring to submit (a) recreation information technology [IT] management and/or (b) golf course management IT system(s) and software [aka IT Management Solution]. Vendors should provide their IT management Solution to incorporate the requirements detailed in Appendix A; requirements and functionality “generally associated with recreation and golf management software and systems”.

The Recreation & Golf Divisions staff are the primary employees, managers and users [Users] of the recreation and golf IT management software. The Users are the recreation center managers, golf pros, league organizers, and camps counselors delivering recreational Programs and services to the public-at-large [Customers]. DOTComm has prepared this RFP collaborating with the Users and managers.

The R&GD entities provide recreation and leisure pursuits in a variety of venues. In this RFP, facilities [Facilities] and sample Programs [Programs] include (example Omaha Park and Recreation Department Programs described in Appendix B):

- **Omaha Parks** – Baseball fields, basketball courts, boat access, campgrounds, community centers, football fields, golf courses, ice rink, open spaces, pavilions, picnic areas, playgrounds, shelters, skate parks, soccer fields, softball fields, swimming pools, and tennis courts.
- **Days Camps** – Four major camps with a multitude of Programs options and fishing.
- **Community Centers** – Gymnasiums, large meeting rooms, small meeting rooms, fitness centers, weight rooms, indoor tracks, games rooms, indoor pools, birthday parties, outdoor pools and outdoor tennis courts.
- **Special Features & Programs** – Tennis, ice skating, trap & skeet and senior Programs & field days.
- **Public Pools** – Events & Programs.
- **Park & Facility Rentals** – Park pavilions & wedding, shelters, open space permits, community centers and swimming pools.
• **Golf & Special Events** – four (4) 18-hole courses, four (4) 9-hole courses, Nebraska Golf show, family golf days, women’s “Wine & 9”, intro to golf for ladies, foot golf, junior golf instructional clinics and junior golf league.

• **Community Events** – Youth triathlon, bridge beats, spring into summer, family fit series, fly into fall.

The Douglas-Omaha Technology Commission [DOTComm] functions as the IT technical advisors and implementers serving the information technology needs of the departments, commissions and governing agencies in Douglas County and the City of Omaha Nebraska [NE]. Recreation and Golf are two Divisions [R&GD] in the City of Omaha’s Park, Recreation and Public Properties Department. The R&GD predominantly serve Omaha municipal residents, households, families and persons. Further, R&GD opens its parks, Programs, recreational activities and events to people throughout the greater metropolitan area including persons living in municipalities and neighboring counties in Nebraska and western Iowa.

To assist the reader, critical items in this RFP are double underlined, italicized and highlighted in green as the example illustrates. Critical RFP milestones are similarly emphasized. All Vendors submitting RFPs according to the guidelines set forth in this RFP will be treated uniformly, and the content of their proposal will be equally and objectively evaluated by the Project Team.

**II. RECREATION & GOLF - PRIMARY USERS & CUSTOMERS**

*The RFP is divided into Sections I to VI, pages 1 to 22, and the different sections are preceded by roman numerals.* In Section II of this RFP, DOTComm will summarize for Vendors the two (2) entities that require an IT system solutions – *recreation and golf.* In addition, DOTComm will define the primary Users who will consume the IT Solution(s) deployed to assist them in performing their jobs. Last, we will define the **Customers** (i.e., households, persons, families, members, “public” and patrons) who engage in the recreation Programs, leagues, camps, concerts, events and services offered by the Recreation and Golf Divisions.

Omaha is the largest city in the state of Nebraska and the county seat of Douglas County. The city is located in the Midwestern United States on the Missouri River. Omaha is the anchor of the Omaha-Council Bluffs metropolitan area, which includes Council Bluffs, Iowa, across the Missouri River from Omaha. According to the 2010 census, Omaha's population was 408,958, making it the nation's 44th-largest city; this has increased to 446,970 as of a 2017 estimate. Including the residents in the eight surrounding counties, the Omaha-Council Bluffs-Fremont, Nebraska-Iowa combined statistical area nearly 1.3 million people reside within the Greater Omaha area, comprising a 50-mile radius from downtown Omaha, the city's center. Annual revenue for the department is estimated at $7,635,493.

Parks & Recreation. The city of Omaha provides countless opportunities for recreation. From community centers to playgrounds, ice rinks to swimming pools, and summer camps to concert series, recreation and golf provides the public with multiple venues and Programs where families and individuals can be active and have fun for little to no cost. Some venues can be scheduled for leagues; organized for special events, and rented for a gathering. [https://parks.cityofomaha.org/](https://parks.cityofomaha.org/).

Golf. Omaha Parks & Recreation operates eight municipal golf courses. Each course offers public golf, league and tournament play, concessions, pro shop service, and lessons. [https://parks.cityofomaha.org/golf](https://parks.cityofomaha.org/golf).

Users. Managing the R&GD facilities, resources, services and Programs are full-time, part-time and seasonal employees who constitute the primary Users of the recreation and golf management IT software and systems. R&GD Users expect IT software and systems that are intuitive, follow a repetitive process (e.g., data entry / data modify / data out), and employ business rules which reflect how processes are completed. Primary Users operate recreation, park and golf systems and software that assist them in performing their jobs.

The current City of Omaha Parks, Recreation and Public Properties Department (including the Golf Division) have roughly 240 employees – potential Users of the recreation and golf management software / system application(s). This number varies considerably particularly during the summer months when additional Programs and services are offered to Customers. Estimated 10,205 registrations.

A second tier of Users (i.e., middle managers, center managers, golf pros and supervisors) require IT systems that can report real-time data and generate custom reports demonstrating the quantity and quality of the Programs provided. Lastly, senior managers in recreation and golf positions determine program success while balancing taxes, budgets and fees collected and expended. The Department is focused on the publics’ and Customers’ perceptions of the leisure pursuits, activities and Programs offered.
III. PLATFORM, DATABASE, SINGLE or MULTIPLE VENDORS

1. Current Applications. The existing operating systems, software applications, networks and interfaces are detailed in Section V of this RFP. The current applications being use to manage recreation Programs and golf courses are RecTrac & GolfTrac from Vermont Systems. RecTrac/GolfTrac reside on a web-based local server platform; the Customer database resides in the DOTComm Technology Center. The dB is proprietary to Vermont Systems. They manage first call resolution about their software applications issues; however, the DOTComm Service Center has added new responsibilities with the RecTrac and GolfTrac applications. DOTComm responsibilities have always included resolving hardware and network connectivity issues. It is the City of Omaha’s intent to replace existing RecTrac / GolfTrac Application.

2. SaaS, Cloud, Web Browser, Hosted or Desktop Client Application. While the Users’ management team and DOTComm prefer an IT solution administered and supported by the Vendor, the requirements need to drive the best solution (i.e., platform) for Omaha’s Recreation and Golf Divisions. The Vendor must describe their support model for delivering a 24x7x365 environment. The support model must include how the Vendor’s staff will resolve issues & work stoppages; insure business continuity; standard response times; typical Service Level Agreements (SLAs); backup procedures while maintaining a secure environment. The Vendor will need to address what fallback functionality, if any is available, in the event a site or multiple sites are offline.

3. Customers (Public-at-Large). R&GD offers recreation and leisure Programs, services, sales, products and opportunities to Customers. The Customer database (proprietary to RecTrac, GolfTrac and Vermont Systems) may have ~69,000 households (i.e., Customers) registered with R&GD. R&GD Users have spent time updating, modifying, adding and removing (duplicate) household (aka Customer) data in the database. During the conversion of the existing system and data to the Vendor’s IT solution, it may be incumbent upon the Vendor to assist in or complete the conversion. Thus, robust data integrity and Vendor staff expertise to complete the Customer dB conversion is paramount.

4. Customer Database: The existing dB resides on premise in the DOTComm Technology Center. The information (i.e., Customer data) from the existing applications and database will need to be converted or migrated to the Vendor’s proposed solution.

5. Single vs. Multiple Vendor Proposals. The results of the Project Team’s analysis of current marketplace of IT recreation and golf systems and software applications finds a large number of solution diversity in the IT marketplace; however, the Project Team acknowledges a single solution may not be ideal for the Recreation and Golf Divisions. To clarify, R&GD and DOTComm are NOT searching for a “contractor” or “fourth agency” to manage the recreation or golf
“concessions”. R&GD is specifically interested in acquiring, licensing, and installing one or more solutions that can be used by the R&GD (i.e., Users or employees) to manage each entity – recreation and golf. Specific needs for each entity are defined in the requirements detailed in Appendix A.

a. Thus, the Project Team will consider multiple (Vendors) or unique strategies to the IT solution. Some examples include:

i. Two separate solutions (i.e. proposals) by two different Vendors for each entity – one proposal for a recreation IT solution by Vendor A, and a separate proposal from Vendor B for a golf IT solution.

ii. A proposal from a single Vendor having separate modules (i.e., IT software applications) for recreation and golf management. For example, a single Vendor who meets the requirements of the two entities – recreation and golf and submits a single proposal.

iii. A single primary Vendor who intentionally collaborates and contracts (or sub-contracts or pairs) with one or more Vendors with a solution meeting requirements for both entities – golf and recreation.

b. It is the project team’s philosophy that the Vendor will deliver an easy-to-use, reliable solution with minimal customization and proven ‘track record’ with a solution that can grow with R&GD. The Vendor’s solution shall meet a majority of stated requirements, and the pricing strategy will be commensurate with a multi-year cost investment to be put forward by the City of Omaha. Preference will be extended to Vendors who have delivered recent IT solutions to municipalities similar in size and program diversity to Omaha. **NOTE: The latter should be reflected in the Vendor’s narrative and references.**

c. A potential Vendor would be selected based on their recreation management and/or golf course management IT solution(s) [i.e., system, application(s), software, “tool(s)”, and/or module(s)]. **Total cost investment for the proposed IT solution (i.e., system(s) and software) is not the sole determinant in selecting a Vendor.**

d. The desired outcome is a fully integrated, operating, recreation and golf course management IT system(s) providing the functionality and features detailed in the requirements delineated in Appendix A. The proposed IT solution(s) shall integrate with the existing hardware, systems, dB and software used in the R&GD’s office and in the DOTComm Technology Center with minimal customization and no prerequisite to acquire additional software or hardware to support the Vendor’s proposed IT system or software. Further, the Vendor’s proposed IT solution shall have acknowledged performance levels, reliability, scalability, and security. The Vendor must detail how they will deliver their solution.
IV. VENDOR PROPOSAL SUBMISSION GUIDELINES

A. DOCUMENTS TO SUBMIT AND PROPOSAL DEADLINE:

Vendor should submit:

- One (1) original (official copy with "wet" signatures),
- Seven (7) hard copies (for reviewers), and
- Two (2) electronic copy (CD or flash drive, editable format) of the entire proposal.

Proposals must meet the following conditions (i.e., RFP proposal sections I through IV) to be considered valid. Proposals will be rejected if not in compliance with the proposal requisite items.

Proposals must be received in the office detailed below by the date and time of the proposal opening indicated — **Wednesday, December 19, 2018, 11:00 AM CST**. No late proposals will be accepted; faxed or emailed proposals will **not** be accepted.

Office of the Omaha Clerk  
1819 Farnam Street, LC1  
Omaha, Nebraska 68183-1000

Proposals must meet all specifications, terms and conditions of the RFP and all published Appendices:

1. A minimum of one (1) “official” Vendor’s proposal (i.e., Letter of Transmittal) MUST be manually signed, in ink, (a.k.a. “wet signature”) and returned by the proposal opening date and time along with any other requirements as specified in the RFP in order to be considered for an award.

2. Proposals must be in a sealed envelope / container and marked “Project 3194 RFP for Recreation & Golf”. Container(s) used for original documents must be clearly marked.

3. A proposal may not be altered after opening. Throughout the term of the contract, the proposal must stay in effect.

B. VENDOR STANDARD CONDITIONS AND TERMS

1. **Scope:** These standard conditions and terms of the RFP and acceptance apply in like force to this inquiry and to any subsequent contract resulting therefrom.

2. **Specifications:** Responding Vendors must submit a proposal in accordance with the terms and conditions in this RFP, attachments and information
related to this project and published on the Purchasing Department’s external website.

3. **Alternative Terms and Conditions:** DOTComm, at its sole discretion, may entertain alternative terms and conditions that deviate from the RFP content and requirements. Alternative terms and conditions may be considered if (a) overall contract performance would be improved but not compromised, and if (b) They are in the best interest of DOTComm.

Alternative terms and conditions must be submitted with the proposal and must be clearly identified and detailed in such a way that allows such deviations to be fully evaluated. Alternative terms and conditions are discouraged and unless explicitly accepted by DOTComm, are deemed to be rejected.

4. **Insurance:** The successful Vendor shall provide a certificate of insurance indicating:

a. Adequate Workers Compensation insurance;
b. Commercial Liability insurance in an amount of not less than $1,000,000 for injuries including accidental death to any person and subject to the same limit to each person in an amount of not less than $5,000,000 where more than one person is involved in any one accident; and
c. Property Damage insurance in an amount not less than $500,000; and naming DOTComm as an additional insured for the term of the agreement.

5. **Award:** All purchases, leases, or contracts which are based on competitive proposals will be awarded according to the provisions in the RFP:

a. DOTComm, R&GD, the Purchasing Agent, and the City of Omaha reserves the right to reject any or all proposals, wholly or in part, or to award to a single or multiple Vendors in whole or in part.
b. R&GD, the Purchasing Agent, and DOTComm reserve the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal, and do not improve the Vendor’s competitive position. All awards will be made in a manner deemed in the best interest of the City of Omaha.

6. **Performance and Default:** DOTComm reserves the right to require a performance bond from the successful responding organization, as provided by law, without expense to DOTComm. Otherwise, in case of default of the Vendor, DOTComm may contract the service from other sources and hold the Vendor responsible for any excess cost occasioned thereby.

7. **Non-Discrimination:** In accordance with the Nebraska Fair Employment Practice Act Neb. Rev. Stat. §§48-1122, Vendors agree that they nor any of
their subcontractors shall discriminate against any employee or applicant for employment, with respect to hire, tenure, terms, conditions or privileges of employment because of race, color, religion, sex, disability, or national origin. The Vendor guarantees compliance with the Nebraska Fair Employment Practice Act; all Federal Recreation & Golf s and Acts published in this legal domain; and breach of this provision shall be regarded as a material breach of contract. The Vendor shall insert a similar provision in all subcontracts for services to be covered by any contract resulting from this RFP.

8. **Drug Policy:** The Vendor certifies that the organization maintains a drug free workplace environment to ensure worker safety and workplace integrity. Vendor agrees to provide a copy of its drug free workplace policy at any time upon request by DOTComm.

9. **New Employee Work Eligibility Status (Neb. Rev. Stat. §4-108-114):** The Vendor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within Nebraska. A Federal Immigration Verification System means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee.

If the vendor is an individual or sole proprietorship, the following applies:

1. The vendor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at [www.das.state.ne.us](http://www.das.state.ne.us).
2. If the vendor indicates on such attestation form that he or she is a qualified alien, the vendor agrees to provide the US Citizenship and Immigration Services documentation required to verify the vendor’s lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.

The vendor understands and agrees that lawful presence in the United States is required and the vendor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. § 4-108.

10. **Compliance:** Inherent to Vendor’s staffing of the project and delivery of the IT solution, the system must supports privacy and security of data [i.e., Customer data (e.g., medical)] based on standards and guidelines required by state, city, county and Federal policies for accreditation, regulation, **HIPAA** compliance, **PPI**, and **ADA** compliance.
11. Citizenship: If the Vendor is an individual or sole proprietorship, the following applies:

a. The Vendor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at www.das.state.ne.us.

b. If the Vendor indicates on such attestation form that he or she is a qualified alien, the Vendor agrees to provide the US Citizenship and Immigration Services documentation required to verify the Vendor’s lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.

c. The Vendor understands and agrees that lawful presence in the United States is required and the Vendor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. § 4-108.

12. FEDERAL DEBARMENT OR SUSPENSION

Has vendor or its principals been debarred or suspended from Federal contracts.

_____ YES  _____ NO

Failure to provide a response may be cause for rejection of proposal.

Vendor certifies by submission of proposal that neither it nor its principals are presently debarred or suspended from participation in Federal contracts. If during the term of the agreement the awarded vendor or any person engaged in performing this agreement becomes debarred or suspended such Party shall notify the City of Omaha immediately.

13. UNAVAILABILITY OF FUNDING:

Due to possible future reductions including but not limited City, State and/or Federal appropriations, DOTComm cannot guarantee the continued availability of funding for this Agreement, notwithstanding the consideration stated in this Agreement. In the event funds to finance this Agreement become unavailable either in full or in part due to such reduction in appropriations, DOTComm may terminate the Agreement or reduce the consideration upon notice in writing to vendor. The notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. DOTComm shall be the final authority as to the availability of funds. The effective date of such Agreement termination or reduction in consideration shall be specified in the notice as the date of service of the notice or the actual effective date of the City, State and/or Federal funding reduction, whichever is later. Provided, that reduction shall not apply to payments made for services satisfactorily completed prior to the effective date. In the event of a reduction of consideration, vendor may cancel this Agreement as of the effective date of the proposed reduction upon the provision of advance written notice to DOTComm.
V. SCOPE OF THE REQUEST FOR PROPOSAL

A. VENDOR EXPECTATIONS

1. Purpose of RFP: The purpose of this RFP is to publicize R&GD’s requirements for a recreation and golf course management IT system(s) / software and solicit proposals from Vendors interested in providing a recreation and golf course management IT system(s) and software to meet R&GD’s needs. In the Vendor’s recreation and golf course management IT system(s) proposal, the Vendor is responsible for addressing the requirements tables (I through XVI) in Appendix A. Appendix A is published on the DC Purchasing website.

2. Modification(s): When responding to “Modification”, the Vendor’s response should include a brief statement outlining the reason, IT system(s), alteration, timing (development - when functionality could be made available), cost (or free of cost) and schedule for when the requirement would likely be included or a clarification of why the Vendor cannot meet the requirement. It is essential to understand when the requirement could be met and any (additional) financial costs required to provide the desired functionality. Any requirement that compels an additional cost to the IT system(s) and software must be so stated in the comments section of the requirements and clearly reflected in the proposal’s cost and IT system(s) budget. Finally, the Vendor shall clearly indicate whether the requirement is optional or required (for the IT system(s) to work in the City of Omaha Parks, Recreation and Public Property Department and DOTComm Technology Center’s environments).

3. DOTComm: The Douglas-Omaha Technology Commission (DOTComm) is the IT service provider for the City of Omaha Parks, Recreation and Public Property Department (and Golf Division). DOTComm, described in Section V, is a combined / shared entity providing IT services to County (Douglas County Nebraska) and City of Omaha (Nebraska) departments, agencies, offices, and commissions. DOTComm operates by SLAs and measures performance against stable, secure and supportable IT operating environments.

4. DOTComm Total Project Involvement: For this RFP and (potential) subsequent project and implementation, DOTComm is responsible for managing the project: collecting, analyzing and preparing the requirements; overseeing project phases (i.e., scope, charter, plan, installation, testing and completion). The assigned DOTComm IT technical representatives include a Service Manager (Mr. Tom Olson), Technical Coordinator/Project Manager (Mr. John Rivera) and Senior Business Analyst (Dr. David Szymanski). Auxiliary DOTComm expertise was provided by Greg Anderson, Manager IT Security, Brad Toland, Program Director Technology Architecture and Sean Powers, Cloud Systems Manager.
5. A Project Team comprised of DOTComm and R&GD representatives and Users has been established. Evaluating the Vendor proposals is the Project Team composed of R&GD expertise, Users and managers and the persons expected to be Users of the recreation and golf course management IT system(s) as joint, collaborative authors (w/DOTComm) of the requirements.

6. **Vendor’s Proposal Response to RFP**: To ensure compliance and integration with DOTComm’s IT Vision, Vendors, in their RFP narrative, are asked to respond to the following statements and provide any artifacts or a narrative to support their responses:

a. Provide a “high-level” (Level 0) architectural diagram, drawing or flow illustrating the Vendor’s overall IT recreation and golf IT system(s). At this time, the Vendor should not customize their diagram in an attempt to meet all the requirements specified in Appendix A.

b. The technology to be implemented should utilize strategic shared services platforms, defined below, where feasible. The Vendor must describe their proposed park & recreation management and/or golf course management IT system(s).

c. If a strategic shared services platform is not the Vendor’s standard parks, recreation management and/or golf course management IT system(s) or appropriate, a managed cloud IT system(s) that is interoperable with DOTComm’s shared services platform (or IT technical environment) is the preferred technology. The Vendor is asked to elaborate upon its cloud IT system(s) as its alternative to the shared services IT system(s).

d. Highly desirable are a parks, recreation management and/or golf course management IT system(s) that function on multiple devices (e.g., desktop, laptop, tablet, cellphone). The Vendor’s IT system(s) needs to leverage the proximity of the agencies’ physical locations and enable mobility and incorporate the latest in POS sales on the courses, gazebos, stationary and mobile concessions, community centers, rinks, ball fields, trails, picnic pods, fields, and courts. Social media and web integration are necessary. We have 17 golf courses and 60 recreational areas.

e. **In the event the DC Purchasing Department, County or City employees; Divisions of Recreation & Golf, or DOTComm technical personnel unknowingly overlooked a critical item, it is incumbent upon the Vendor to identify the item during their clarification and questioning opportunities.**

f. The Vendors proposed parks, recreation management and/or golf course management IT system(s) shall be as “neutral” as feasible. The Vendor shall indicate in their proposal whether their application/system/IT system(s):
i. Would integrates with a Google® apps for Government environment;
ii. Requires specific desktop applications to operate or runs independent of same;
iii. How the application executes from the desktop, tablet, & mobile devices;
iv. Requires specific desktop, laptop, tablet and/or mobile device specific systems or software needed to operate;
v. Includes technologies which impact performance both faster and slower;
vi. Interfaces and interoperates with other typical government applications that may impact performance;
vii. Requires any special hardware (e.g., servers), networks, or connections;
viii. Requires functioning pre-requisite systems, applications and their specifications and limitations; or
ix. Requires system securities and notifications showing attempts to change the environment on the desktop or remote device.

g. **Requirements:** In the evaluation of Vendor’s responses, preference will be given to those Vendors who respond to the requirements and specifications detailed in Appendix “A”, pages 1 through 30, and incorporate DOTComm’s strategic guiding principles as defined. To reiterate an earlier statement – *cost is NOT the single criterion for reviewing content in Vendor’s proposals*.

**B. TERM**

**Term of Agreement:** The agreement which results from this RFP will be a contract for a period of one (1) year. This Agreement may be extended, on the same terms and conditions for an additional two (2) separate one-year terms, if the City exercises the option to do so.

**C. PRIME VENDOR RESPONSIBILITIES**

1. **Vendor Responsibility:** The Vendor will be required to assume responsibility for all contractual services offered in this proposal whether or not the Vendor performs them. Further, DOTComm will consider the ‘prime’ Vendor to be the sole point of contact with regard to contractual matters, including payment of all charges resulting from the anticipated contract.

2. **Vendor Subcontracting:** If any part of the work is to be subcontracted, responses to this proposal shall include a list of subcontractors, including business name and address, telephone number, contact person and complete description of work to be subcontracted. DOTComm reserves the right to approve or disapprove subcontractors at the time of award and throughout the contract period and to require the Vendor to replace
subcontractors found to be unacceptable. The Vendor is wholly responsible for adherence by the subcontractor(s) to all provisions of the contract.

3. Amendments: In addition to the provisions of this RFP and the awarded proposal, which shall be incorporated by reference in the contract, any additional clauses or provisions required by DOTComm to the terms and conditions will be included as an amendment to the contract.

D. TERMINATION

1. Lack of Progress: DOTComm may terminate the contract at any time if the Vendor fails to carry out the terms or fails to make substantial progress toward the fulfillment of the contract obligations. In such event, DOTComm shall provide the Vendor with (two) 2 weeks written notice of conditions which endanger contract performance. If after such notice the Vendor fails to remedy these conditions, DOTComm may send a certified letter to the Vendor for immediate cancellation of the contract.

2. Notice: The contract may be terminated prior to the end of the contract period by mutual agreement of both parties by at least ninety (90) days written notice. DOTComm will give the Vendor sixty (60) days’ notice of termination of contract if appropriations cease.

VI. VENDOR PROCUREMENT PROCEDURES

A. GENERAL INFORMATION

1. Proposals shall conform to all instructions, conditions and requirements included in the RFP. Vendors are expected to examine all documents, schedules and requirements stipulated in this RFP, and respond to each requirement in the format prescribed. In addition to the provisions of this RFP and the awarded proposal, which shall be incorporated by reference in the contract, any additional clauses or provisions required by DOTComm to the terms and conditions will be included as an amendment to the contract.

2. All Deliverables and other works developed in the performance of this Contract (‘Documents’) shall be and become the property of the City of Omaha and may be used on any other project without additional compensation to Vendor, provided that such other use shall be at the risk of the City. If not provided to City earlier, Vendor shall turn over to the City in good unaltered condition, reproducible of all Documents within seven (7) days after Contract termination. Unless specifically agreed otherwise by the City of Omaha, copyrights (if any) in Documents created under this Contract belong to the City. City of Omaha shall have a non-exclusive license to use Documents for which Vendor, or another, may own the copyright, if any. Vendor shall not use the seal of the City of Omaha.
B. RFP RESPONSE FORMAT

Title Page
Present the subject of your proposal, the name of your organization, local address of the office that will be performing the work, name of the contact person and the date. All proposals submitted are to remain in effect through the award.

Table of Contents
Present a clear and comprehensive identification of the contents of your proposal by section and by page number.

Letter of Transmittal
A brief letter of transmittal on company letterhead / stationary is required. Within the letter, include statements to the following:

- Your firm understands the work to be accomplished.
- That upon the award of this contract, your firm will make a positive commitment to perform the work within the scheduled time period.
- The name of the individuals who will be authorized to make representations for your organization, their titles, addresses, and telephone numbers.
- That the signatory of the transmittal letter has the authority to bind your firm.

Company Profile
[Refer to Appendix A, Requirements, Table I, Company Profile, items 1 (one) through 11 (eleven). Enter the data in the Vendor’s RFP proposal and NOT in the requirements spreadsheet.] A profile of your organization is required. Within the profile statement, at a minimum, respond to the following:

- Whether your organization is local, regional, national or international.
- The location of the office from which the engagement is to be performed and a brief narration of the number of professional staff (i.e. managers, supervisors, and technical employees) working at that office.
- Names are not required except for the point-of-contact with whom the Project Team will be engaged – please provide a summary of your staff’s potential roles (project management, park, recreation & golf expertise, implementation and deployment, programming & development, database, and / or testing) in this specific engagement.
- Describe the range of services provided by the office performing the assignment.
- A listing of similar governmental customers. Please list contact persons and contact information of a maximum of (5) agencies with a minimum of
(3) being governmental customers in the business of providing recreation and golf programs and services (refer to Appendix A, Requirements, Table I, Company Profile, items 12 (twelve) through 15 (fifteen). Enter the data in the RFP proposal and NOT in the requirements spreadsheet.

- Provide a summary of your organization’s qualifications (refer to Appendix A, Requirements, Table II, Company Profile, items 1 (one). Enter the data in the RFP proposal and NOT in the requirements spreadsheet.)

C. APPROACH TO SERVICES / PROCESSES

A statement of approach to this RFP is required. Within this statement present the organization’s plan, as detailed as possible, to complete the scope of services as defined by the City of Omaha Recreation and Golf Divisions. In no particular order of priority, the Vendor should consider from the following list:

- List of products and services provided by the company as they may relate to the IT system(s) and software proposed for R&GD;
- Version number and date of the current release(s);
- Experience in successful product implementations; efficiencies and lessons learned from previous implementations;
- Follows a software/system development lifecycle (SDLC) methodology.
- Project management methodologies and project staffing;
- Change control process, date and version number of next product update, management of changes required to meet User / customer needs;
- Periodic metrics and reports on project progress to be delivered to R&GD and DOTComm;
- Unique qualifications to provide recreation management and/or golf course management IT system(s);
- Testing and quality assurance;
- Tablet and Mobile device optimization and security of financial and payment transactions;
- Training for Users – estimated schedule and who will provide training;
- Specify any guides, 'how to' step-by-step instructions, 'frequently asked questions' (FAQs) help screens about performing a task with expected results.
- Tentative implementation schedule, proposed milestones;
- Help desk, first call assessment and resolution.

D. PROPOSED COST – LICENSING, MAINTENANCE, FEES & SUPPORT

(Refer to Appendix A, Requirements, Table XVI, Pricing and Licensing. Enter the data in the RFP proposal and NOT in the requirements spreadsheet.)
A proposed cost of services is required. Total costs must be based on 60 (sixty) simultaneous Users. Please provide costs, licensing, renewal, maintenance, customization (if required) fees and expenses. In the narrative associated with the cost of services, the Vendor should consider the following:

- Describe the typical pricing strategy generally used by the Vendor to deliver a solution to the recreation and golf entities.
- Describe the typical maintenance agreement and services provided (e.g., Help Desk Support hours and response times, evening and weekends; service level agreement(s), Customer support policies, and first call triage of incidents that would be required to meet the R&GD’s needs based on the requirements detailed here within this RFP.
- Describe how the Vendor arrived at their bid.

E. INQUIRIES

1. Vendor Questions about RFP: Written clarification questions or inquiries about this RFP and requirements statement are due no later than **Wednesday, 4:00 PM, CST, November 21, 2018**, and should be emailed to **bidquestions@douglascounty-ne.gov**. DOTComm anticipates a single round of questions.

2. Potential Second Round of Questions: If decided by the R&GD or jointly determined by the proposing Vendor(s) and/or DOTComm that a second round of questions or demonstrations (i.e., webinars); interviews or references are needed, the Purchasing Agent shall issue additional clarification on its website. Additional communication will be provided along with schedule particulars and related logistics. This may necessitate in a change of schedule.

3. Label all Communications: Questions should be plainly labeled “Questions for Project 3194 RFP for Recreation & Golf”. The response to questions or any other clarifications will be provided solely through an addendum posted on the Douglas County Purchasing Department’s web site **www.douglascountypurchasing.org** NLT **Wednesday, December 5, 2018**.

F. COMMUNICATION WITH STAFF

1. When Communications Cease: From the date the RFP is published until a contract is executed, communication regarding this project between potential Vendors and individuals employed by DOTComm, City of Omaha, or Douglas County is prohibited. Only written communication with the procurement contact, the Purchasing Agent, as listed on page one of this RFP is permitted.

2. When Communications are Permitted: Once a determination is announced regarding the selection of a Vendor, the Vendor will be permitted to speak
with person(s) participating in contract negotiations. Violation of these conditions may be considered sufficient cause to reject a Vendor’s proposal and/or selection irrespective of any other condition.

3. Exceptions: The following exceptions to these restrictions are permitted:

- Contacts made pursuant to any pre-existing contracts or obligations;
- DOTComm, City of Omaha, or Douglas County staff and/or Vendor staff present at a Pre-Proposal Conference, if scheduled, when recognized by DOTComm, City of Omaha, or Douglas County as staff facilitating the meeting for the purpose of addressing questions; and,
- Presentations, key personnel interviews, clarification sessions or discussions to finalize a contract, as requested by DOTComm, City of Omaha, or DC are acceptable during the proposal evaluation process.

G. ENGAGEMENT IN WEBINARS, DEMONSTRATIONS AND INTERVIEWS

1. Webinars: During the evaluation process of Vendor’s IT system(s), software and processes, the R&GD and DOTComm may / will request the use of demonstrations or Webinars whether in person or electronically provided. Unless specifically changed and instructions provided on the Douglas County Purchasing website, the length of demonstrations will be limited to a total of thirty (30) to forty-five (45) minutes with fifteen (15) reserved for User questions. The webinar should not be a sales or marketing presentation; rather, it is incumbent on the Vendor to display the functionality of their proposed IT management solution, system & software. The Vendor is encouraged to submit a single set of promotional materials (e.g., product catalogues) which can be circulated among members of the Project Team.

2. User Scenarios: Within forty-eight (48) hours following the date of the Vendor’s webinar, the Vendor shall make available to fifty (50) Users, a sample interactive working application module, including sample data, for a period of thirty (30) consecutive days allowing Users to engage with the Vendor’s application. A recommended list of scenarios includes: facility reservation, activity programming, league scheduling, point-of-sales (POS), visit/day pass management, court reservation & golf tee times. I.e. Demo.

3. Interviews: During the final stages of the Vendor IT system(s) evaluation process, electronic (webinar, Skype, WebEx) or face-to-face interviews may be scheduled. Vendors are not expected to travel to Omaha to meet with the project team. Interview guidelines and logistics will be coordinated in advance with the Users and Vendors.

4. Master RFP Schedule: The County, Users and DOTComm expect to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change at the sole discretion of R&GD or DOTComm. Every attempt will be made to notify
Vendors should dates, guidelines or logistics require adjustments to accommodate the Users or Vendor.
<table>
<thead>
<tr>
<th>Tentative Date</th>
<th>Milestone Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 24, 2018</td>
<td>Release Request for Proposal (Purchasing)</td>
</tr>
<tr>
<td>November 21, 2018</td>
<td>Deadline to submit written questions</td>
</tr>
<tr>
<td>December 5, 2018</td>
<td>Response to written questions posted on website</td>
</tr>
<tr>
<td>December 19, 2018</td>
<td>Deadline for submitting proposal and proposal opening</td>
</tr>
<tr>
<td>January 2, 2019</td>
<td>Project Team evaluation of vendor proposals</td>
</tr>
<tr>
<td>January 16, 2019</td>
<td>Interviews for selected vendors</td>
</tr>
<tr>
<td>February 27, 2019</td>
<td>Vendor References &amp; Demos/Webinars</td>
</tr>
<tr>
<td>March 13, 2019</td>
<td>Final recommended selection</td>
</tr>
<tr>
<td>March 20, 2019</td>
<td>Final approval by Recreation &amp; Golf Divisions and Parks, Recreation &amp; Public Property Department</td>
</tr>
<tr>
<td>March 27, 2019</td>
<td>Negotiations and tentative contract award date</td>
</tr>
</tbody>
</table>

**H. PROPOSAL OPENING**

The sealed proposals will be publicly opened in the Douglas County Legislative Chambers (LC1) and the bidding entities announced on the date, time and location specified in the Master RFP Schedule.

**I. PROPRIETARY INFORMATION**

All information and data contained in the proposal becomes the property of DOTComm and becomes public information upon opening the proposal.

If the Vendor wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska’s Public Record statutes. (Neb. Rev. Stat.§§ 84-712 through 84-712.09)

All proprietary information the Vendor wishes DOTComm to withhold from the public must be submitted in a sealed package, which is separate from the remainder of the bid. The separate package must be clearly marked PROPRIETARY on the outside of the package.

Responding organizations (i.e., Vendors) may not mark their entire RFP as PROPRIETARY. Organization’s cost proposals may not be marked as proprietary information. Failure of the responding organization to follow the instructions for submitting proprietary and copyrighted information may result in the information being viewed by other Responding organizations and the public.
J. REJECTIONS OF PROPOSALS

DOTComm, R&GD, and the City of Omaha reserves the right to reject any or all proposals, wholly or in part. The entities reserve the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal and do not improve the responding organization’s competitive position. All awards will be made in a manner deemed in the best interests of DOTComm.

I. REFERENCE CHECKS

The Project Team will conduct reference checks. The Vendor is expected to provide accurate contact information. In addition, it is advisable that Vendors alert their references that the Project Team will contact them to schedule a date and time for an approximately thirty to forty-five (30 to 45) minute discussion. Persons unwilling to schedule a date and time for a discussion will be considered non-responsive. References who had a definitive stake in system deployed are preferred.

DOTComm and R&GD reserve the right to check any reference(s), regardless of the source of the reference information. This would include but not be limited to, those that are pinpointed by the Vendor; those indicated through the explicitly specified contacts; those that are identified during the proposal review, or those that result from communication with other entities involved with similar projects.

K. VIOLATION OF TERMS AND CONDITIONS

Violation of the terms and conditions contained in this RFP or any resultant contract at any time before or after the award shall be grounds for action by DOTComm, which may include, but is not limited to, the following:

- Rejection of an organization’s proposal.
- Suspension of the organization from further bidding with DOTComm for the period-of-time relative to the seriousness of the violation, such period to be determined by DOTComm.

L. VENDOR SCORING CRITERIA

Responses to this RFP will be evaluated by the Project Team consisting of various stakeholders from R&GD, DOTComm, and Users. The City’s intent is to acquire the solution or solutions that provide the best value to the City and meets or exceeds both the functional and technical requirements identified in this RFP. The City will be using the following process to reach a finalist Vendor decision:

1. Minimum Criteria: As part of the Vendor's RFP response, the following
minimal criteria must be met for a proposal to be considered for further evaluation. Failure to meet all of these criteria will automatically disqualify the Vendor's response from further consideration:

- **Response Timeliness:** RFP response is submitted by the due date.
- **Response Authorization:** The RFP response contains an original signature signed by a company officer on the Letter of Transmittal.
- **Response Completeness:** Vendor complied with all instructions in the RFP and provided a response to all items requested with sufficient detail that provides for the proposal to be properly evaluated. Vendors who do not submit sufficient information to have their proposal evaluated as stated herein may have their proposal rejected as non-responsive. The result of any deficiencies in this regard will be determined by the City’s Recreation & Golf Divisions, DOTComm, or Purchasing Department to be either a defect that will be waived or that the proposal can be sufficiently modified to meet the requirements of the RFP.
- **Vendor Hosted or Cloud-Based Solution:** The system must be hosted by the Vendor or a third party contracted by the Vendor.
- **Relevance of Solution:** Minimum of three (3) current installations of their software with clients of similar size and complexity of the City of Omaha.

2. **Evaluation:** For those Vendors whose proposals pass the minimal criteria, the following categories of criteria will be used to further evaluate the proposals:

<table>
<thead>
<tr>
<th>Vendor Assessment Matrix</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Requirements:</td>
<td>40%</td>
</tr>
<tr>
<td>Cost / Licensing / Support Including Both Initial &amp; On-going:</td>
<td>20%</td>
</tr>
<tr>
<td>Implementation Requirements:</td>
<td>15%</td>
</tr>
<tr>
<td>Technical Requirements:</td>
<td>15%</td>
</tr>
<tr>
<td>General Composite – (e.g., number &amp; size of comparable municipal installations, financial stability, completeness of response, &amp; quality of proposal response):</td>
<td>10%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100%</td>
</tr>
</tbody>
</table>
![Table](https://via.placeholder.com/150)

**Functional Requirements**
- General system functions
- Core module functional requirements
- Reporting abilities
- Product direction

**Implementation Requirements**
- Implementation approach
- Vendor staffing provided on the project
- Completeness of work plan
- Training approach
- Change management approach
- Project management approach

**Technical Requirements**
- Current technology
- Use of industry standard tools
- Compatibility with existing infrastructure

**General Composite Vendor Requirements**
- Financial stability
- Number of municipal installations
- Comparable size of installations
- Quality and clarity of proposal presentation
- Completeness of solution

**NOTE:** At any point in time during the first or second rounds of evaluation, a Vendor may be excluded from further consideration for any reason including if the proposed one-time or on-going costs are not within the City’s anticipated budget.

**M. DOTCOMM ORGANIZATION**

1. **Background:** DOTComm was created by the City Council of the City of Omaha and the Douglas County Board of Commissioners by their joint approval of an Inter-local Agreement. Commencing January 2, 2003, DOTComm has been conducting its operations. Through the execution of the Inter-local Agreement, the City of Omaha and Douglas County utilize DOTComm as the provider of electronic information, voice and data communication services for governmental operations and public services. DOTComm has a staff of ~100 programmers, analysts, developers, contractors, database administrators, system administrators, and support personnel. DOTComm provides information technology services to both Douglas County and the City of Omaha in Nebraska – departments, divisions, commissions and offices.
a. **DOTComm Mission:** Deliver quality and cost-effective technology services to our clients in order to better serve our community.

b. **DOTComm Vision:** Transform IT service delivery for Douglas County and the City of Omaha and be recognized as a leader in government IT management.

2. **Current System Description:** RecTrac and GolfTrac are currently installed in the offices of the City of Omaha Recreation & Golf Divisions. With minimal investment by DOTComm, RecTrac and GolfTrac are web-based systems operated by the vendor who is responsible for first call resolution.

3. **Assurances:** No ‘other’ parks, recreation or golf course management IT system(s) has been installed in R&GD or DOTComm. No recreation or golf IT systems or software applications are being used, tested, reviewed or currently being subjected to or being presented for evaluation.

4. **Project Team:** The Users intends to evaluate each Vendor’s recreation and golf course management IT system(s). The Evaluation team will be comprised of DOTComm technical personnel along with representatives from the City of Omaha’s Recreation & Golf entities.

**N. DOTCOMM INFRASTRUCTURE – SYSTEMS, NETWORKS, & COMPUTING**

1. **Current Infrastructure Summary:** Douglas County and the City of Omaha are Mainframe IMS/dB2, SQL, Cloud, Microsoft Office 2013, SQL ODS, and Google Chrome Email environments and use Google Applications for Government. Integration, reporting / ETL tools include WebFOCUS. In DOTComm, there are full-time Legacy / COTS / Business Application, Server, Desktop, Network teams and a Service Desk. DOTComm’s Strategic Share Services Platforms includes: Amazon web services (AWS), FileBound (i.e., document management), SalesForce, Oracle and Google Applications for Government. As detailed earlier in this document, DOTComm is the technology support team for Douglas County and City of Omaha governmental offices, departments, divisions and commissions.

2. **Summary of DOTComm Network and Computing Environment:** The current environment is detailed below.

<table>
<thead>
<tr>
<th>Network Infrastructure Configuration (WAN &amp; Internet)</th>
</tr>
</thead>
<tbody>
<tr>
<td>- IP v4 is used on WAN.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Servers are in a physically secure and door access controlled data center (swipe card, proximity card and biometrics).</td>
</tr>
<tr>
<td>- Data center is operates with two UPS and two backup generators.</td>
</tr>
</tbody>
</table>
Data Network
- There are currently requests for wireless data network access driven by the need for public access.
- Guest Wi-Fi access is on a separate and independent VLAN.
- The wireless is currently used for data (web, file, print).
- VPN Connected Technologies – Some sites connect back to the main data center site across site-to-site VPN connections primarily across the public internet to create the WAN (2 sites with this configuration).
- Network has higher availability generally > 99.99%.
- Remote access is provided using IPSEC technology; client and certificate

Server & Operating System Standard
- Servers operate in a virtual environment.
- The City Run uses AV/AS protection Programs; AV/AS updates are performed multiple times a day.
- The A/V Programs is Symantec Endpoint Security.

Storage & Backup Environment
- Full backups occur daily and weekly.
- Full back-up can occur in less than two (2) hours.
- The backup is done automatically leveraging Dell/EMC’s Avamar backup system. Copies of data are kept for one (1) week or one (1) month depending on the type of data.
- Backups are encrypted to an offsite location.

Workstation Standard
- 4000 workstations throughout the City.
- Workstation platforms currently supported: Windows - Intel/AMD based desktops and laptops. There is limited deployment and support for Apple iPads.
- Utilizes automated systems / applications deployment using Microsoft SCCM.
- On December 27, 2017, Recreation and Golf desktops are a combination of Windows 10 and 7; however, all desktops will be Windows 10 by 2010.

Current Parks and Recreation System Systems & Hardware
- Receipt printer: Epson TM-88V.
- Membership printer: Data Card SD260.
- Membership Camera: Microsoft LifeCam.
- Membership Scanner: Metrologic MS7120 (USB, Serial emulation).
- Credit Card Swipes: IDTECH.

IT Staffing Resources
- Servers are supported by a team of system administrators.

O. RECREATION & GOLF DEPARTMENT – CURRENT APPLICATIONS
The software applications and tools used by the different facets and areas of the department are identified below. In as much as it is feasible, Vendors are expected to outline their solution using the existing platforms and environments in existence in DOTComm and R&GD.
<table>
<thead>
<tr>
<th><strong>Current R&amp;GD Related System &amp; Software</strong></th>
<th><strong>Application Notes/Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe Creative Cloud</td>
<td>A set of applications and services that provides access to a collection of software used for graphic design, video editing, web development, photography, along with a set of mobile applications and optional cloud services.</td>
</tr>
<tr>
<td>Adobe Flash</td>
<td>Multimedia software platform used for production of animations, rich Internet applications, desktop applications, mobile applications, mobile games and embedded web browser video.</td>
</tr>
<tr>
<td>Adobe InDesign</td>
<td>Aids in poster, flyer, and brochure creation for marketing efforts for activities and events.</td>
</tr>
<tr>
<td>Autocad</td>
<td>AutoCAD is a 2-D and 3-D computer-aided drafting software application used in architecture, construction, and manufacturing to assist in the preparation of blueprints and</td>
</tr>
<tr>
<td>exacqVision</td>
<td>The exacqVision VMS software gives end users an easy-to-use system to manage live and recorded video.</td>
</tr>
<tr>
<td>GolfTrac</td>
<td>A multi-course golf management software with integrated memberships, POS, inventory controls, tee-time reservations, and</td>
</tr>
<tr>
<td>Google Calendar</td>
<td>Utilized to schedule facility reservations, Programs, &amp; equipment rentals.</td>
</tr>
<tr>
<td>Google Drive</td>
<td>Utilized to provide secure cloud storage of files including image files, video files, text files, Microsoft Excel files, etc.</td>
</tr>
<tr>
<td>Google Docs</td>
<td>Utilized to create, update, and display league practice &amp; programming schedules.</td>
</tr>
<tr>
<td>Internal Webpage</td>
<td>Used to post field statuses for rain or maintenance notifications.</td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>This software allows Users to view and navigate web pages on the Internet.</td>
</tr>
<tr>
<td>iTunes</td>
<td>A software tool used to play, download, and organize digital audio and video (as well as other types of media available on the iTunes Store) on personal computers running the OS X and Microsoft Windows operating systems.</td>
</tr>
<tr>
<td>Jing</td>
<td>The software takes a picture or video of the user's computer screen and uploads it to the Web, FTP, computer or</td>
</tr>
<tr>
<td>Microsoft Excel</td>
<td>Utilized by various process areas for tracking, reporting, budgeting, contract development, etc. (i.e. roster creation, schedule creation, coach/staff information tracking, participation tracking, and participant waiver management).</td>
</tr>
<tr>
<td>Microsoft Outlook</td>
<td>Personal email and calendar &amp; schedule manager.</td>
</tr>
<tr>
<td>Microsoft PowerPoint</td>
<td>Utilized to support cultural arts communications and general presentations.</td>
</tr>
<tr>
<td>Microsoft Publisher</td>
<td>Aids in document layout and design customization.</td>
</tr>
<tr>
<td>Microsoft Office Picture Manager</td>
<td>Utilized for basic image editing and image management.</td>
</tr>
<tr>
<td>Microsoft Office 365*</td>
<td>Cloud based version of Microsoft’s Office Suite.</td>
</tr>
<tr>
<td>Current R&amp;GD Related System &amp; Software</td>
<td>Application Notes/Description</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td>Microsoft Word</td>
<td>Used for the mail merge function, waiver creation, and general document creation.</td>
</tr>
<tr>
<td>Mozilla Firefox</td>
<td>Free, open source and standalone web browser tool R&amp;GD Users exploit to search the internet.</td>
</tr>
<tr>
<td>Oracle</td>
<td>Relational financial management system used throughout the Omaha and Douglas County Enterprise to process financial transactions. In the near future this will be a requirement to support.</td>
</tr>
<tr>
<td>Parks GIS</td>
<td>A Geographic Information Systems program to help parks build GIS databases and to provide the expertise needed to use GISs for making park management decisions.</td>
</tr>
<tr>
<td>RecTrac</td>
<td>RecTrac is a fully integrated parks and recreation management software that increases your efficiency and productivity, while providing management with extensive reporting and statistical data.</td>
</tr>
<tr>
<td>Windows Movie Maker</td>
<td>The video editing program that allows R&amp;GD Users to build a personalized movie that incorporates video, still images, background music, and narration. This movie can be customized further by adding titles, transitions, and video effects.</td>
</tr>
</tbody>
</table>

### End of RFP Narrative ###