**CITY OF MEMPHIS**

**REQUEST FOR PROPOSAL**

**#52282**

**Membership and Program Management Software**

**Addendum # 3**

Updated answers to questions #5, #8 and #14 are provided.

Questions & Answers

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

| # | | Section | Question / Answer |
|---|---|---------|-------------------|
| 1 | Q | 2.5 | What were the approximate number of Programs/Classes you offered in 2019 (PRE-COVID)? |
| 1 | A | | Approximately 500. |
| | | | |
| 2 | Q | 2.5 | How many TOTAL registrations did you receive for programs in 2019 (PRE-COVID)? |
| 2 | A | | Approximately 800k |
| | | | |
| 3 | Q | 2.5 | How many total registrations do you anticipate in 2021 & 2022?<br><br>Please separate 2021 and 2022 estimates with a comma. (i.e. "1500, 1800") - This number should reflect the TOTAL number of registrations for ALL programs/classes considered in previous question. Please do not consider unique users here - if Sally registers for 7 programs she counts 7 times. |
| 3 | A | | 400k, 600k |
| | | | |
| 4 | Q | 2.5 | How many different physical Facilities/Fields do you manage Scheduling & Reservations for? |
| 4 | A | | Approximately 300 spaces are eligible. |
| | | | |
| 5 | Q | 2.5 | How many Reservations did you have at these facilities in 2019 (PRE-COVID)? |
| 5 | A | | 3,000 |
| | | | |
| 6 | Q | 2.5 | How many Reservations do you anticipate in 2021 & 2022? |

| | | | |
|---|---|---|---|
| | | | Please separate 2021 and 2022 estimates with a comma. (i.e "650, 725") |
| 6 | A | | 1,500, 3,000 |
| | | | |
| 7 | | 2.5 | How many different Membership types are offered annually? |
| 7 | | | We are developing the membership structure now. It does not presently exist. We would estimate approximately 10 – 15. |
| | | | |
| 8 | Q | 2.5 | Approximate number of overall members you expect to enroll in these Memberships in 2021 & 2022? Please separate 2021 and 2022 estimates with a comma. (i.e "400, 600") |
| 8 | | | ==10,000== |
| | | | |
| 9 | Q | 2.5 | Will you be using Memberships to record facility Check-Ins? |
| 9 | A | | Yes. |
| | | | |
| 10 | Q | 2.5 | Will you be managing/scheduling Leagues through RecDesk? |
| 10 | A | | Ideally, yes. |
| | | | |
| 11 | Q | 2.5 | If Yes, approximately how many Teams? (across All Leagues) |
| 11 | A | | 300 |
| | | | |
| 12 | Q | 2.5 | If Yes, approximately how many Participants/Players? (across ALL Teams) |
| 12 | A | | 108,000 |
| | | | |

| 13 | Q | 2.5 | If you plan on using our Point of Sale (POS) system, how many venues will it be used?<br><br>POS functionality, from a RecDesk perspective, is used for incidental sales of goods & services such as food, beverages, equipment or similar (not Registrations, Reservations, Memberships, etc.) |
|----|---|-----|---|
| 13 | A |  | Approximately 35. |
|  |  |  |  |
| 14 | Q | 2.5 | If you are using POS do you have a sense of the "raw" number of transactions you would process through it in 2021 & 2022? |
| 14 | A |  | 5,000 |
|  |  |  |  |
| 15 | Q | 2.5 | What was your revenue in 2019 (PRE-COVID)? |
| 15 | A |  | $1.25M |
|  |  |  |  |
| 16 | Q | 2.5 | What is your anticipated revenue for 2021 & 2022? |
| 16 | A |  | $500k, $700K |
|  |  |  |  |
| 17 | Q | 2.5 | How many administrative users/staff will have access to RecDesk? |
| 17 | A |  | Approximately 30. |
|  |  |  |  |
| 18 | Q | 2.5 | Does the City plan to employ a "Train the Trainer" model? |
| 18 | A |  | Yes. |
|  |  |  |  |
| 19 | Q | 2.5 | How many staff members will require ON SITE training? |
| 19 | A |  | Approximately 50. |

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