



## NEW HANOVER COUNTY

### FINANCE DEPARTMENT

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#### ADDENDUM # 1

**From:** Lena Butler, Purchasing Supervisor  
**To:** All Bidders  
**Date:** November 13, 2015  
**Project:** RFP 2016-23830-Cultural Software

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This addendum is issued in response to questions received regarding “RFP 2016-23830-CULTURAL SOFTWARE” for various New Hanover County Departments, and is hereby made a part of said Request for Proposal to the same extent as though it were originally therein.

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1. Section 4: Project Scope and Current Systems (p.14) Back Office - Auto release functionality enhancement for event holds

*“Can you please explain exactly what functionality is needed here? An example would be helpful.”*

**Cape Fear Museum:** Cape Fear Museum would like auto release function to be active with potential for future bookings. Similar to out of office function with Microsoft Outlook.

2. Section 7.: Vendor and System Requirements 7.1.2: Track groups separately without sharing info. (p.18)

*“We need more information to understand the need. An example would be helpful.”*

**Cape Fear Museum:** Each department using the software needs to be able to independently track donors without sharing information with other County departments. For instance, the donor list for Airlie Gardens should remain separate from that of Cape Fear Museum.

**Parks & Gardens:** For example- Jane Doe is a donor to both the Arboretum and to Airlie- we would not want the Arboretum to see her gift to Airlie and vice versa

**Cooperative Extensions:** There are several groups at the Arboretum that receive donations. Some donors give to multiple groups. We need to be able to track donations by group without one group being able to see another groups donations. Even though we operate out of the same location, donations should be private and secure within in the system and

reports pulled from the system.

**Library:** Since various dept. will be using the same software, we want to be able to keep our donor client information separate. Otherwise donors for the library could receive solicitations from other depts.

3. 7.2.4 Inventory Tracking (including locations) (p.19)

*“Please provide more information on the needs around location management. Do you need to do stock transfers or simply track location of inventory? How many locations do you have?”*

**Cape Fear Museum:** The Museum does not need to do stock transfers, but does need to track inventory as it is dispersed from storage to potential sales.

**Soil & Water:** We need inventory tracking for rain barrel sales. Information we would like to track would be when inventory was received, amount received, and when an item is sold for it to automatically be taken from the inventory that has been entered into the system.

**Parks & Gardens:** For Airlie- simply track inventory- we only have one location

**Cooperative Extension:** The Arboretum only has one location so the need for inventory tracking is more for purchases and sales of items; by item and category rather than location.

4. 7.2.8 E-commerce/Online Sales (p.20)

*“What sort of online sales do you wish to manage? Retail/Item sales, membership, tickets, etc. Are you open to using a third-party online site for item/retail sales?”*

**Cape Fear Museum:** Cape Fear Museum would like to be able to offer event/program tickets for sale and donations online and possibly retail as well in the future. We are open to a third-party site provided it is compatible with all other systems.

**Soil & Water:** Again this will apply to rain barrels for us. It would be considered a retail item. We have used a third-party online site for sales before we became a county department, and this worked well for us. If we had this option we would not need a iPad sales Kiosk since the transaction could be made by typing in a credit card number.

**Parks & Gardens:** We currently sell memberships through Click and Pledge. We also have the functionality to sell items from the Gift Shop through that platform

**Cooperative Extension:** The Arboretum has the following possibilities for online sales: memberships, event tickets, special event purchases; special order items. Note that these items would need to be tracked by category as these represent multiple revenue lines that must be tracked separately. Regarding a third-party for online sales; we would be open to this only if it were a seamless transition in daily operations and management.

**Library:** We have not been able to provide this option in the past. However, we can envision the Library selling tickets to our donor events in the future. In the past, patrons have had to

stop by the library and buy tickets to events in person.

5. 7.2.10 – iPad Sales Kiosk (p.20)

*“Please describe what you’d like to sell at an iPad station? How do you envision customers using this device? More information would be helpful.”*

**Cape Fear Museum:** If iPad sales were possible, we would want to sell gift shop items, tickets, and donations at off-site locations. This should tie in with the ticketing and point-of-sale software systems

**Soil & Water:** If we used a iPad Sales I would see it working similarly as Square. The credit card information is taken, the customer signs the iPad.

**Cooperative Extension:** The POS system the Arboretum gift shop was looking at utilized an iPad check outstation mounted on top of the actual cash box. It was a full touch screen checkout system. The only thing the customer might need to do on the iPad would be to sign the charge statement.

6. Sub-Section 3: Room/Event/Program Registrations 3.3.6 – Online Reservations for Events/Programs/Field Trips (p.20)

*“What sort of information do you need to make available online for field trips? What data do you need to collect from an online form?”*

**Cape Fear Museum:** To schedule field trips online, the Museum needs to make available the room and staff availability, the maximum number allowed for specific programs, as well as specifics about program content. We would need to collect the group name, main contact, mailing address, phone number, email address, size of group, number of adults, age of students, preferred dates/times of program, and preferred program name.

**Soil & Water:** We need information such as date of trip, times available, size of class, teacher’s name and contact info, subjects of interest. We would like for the teachers to see our calendar and pick availability from their so we don’t have to go back and forth to try to figure out a time that works for everyone.

**Parks & Gardens:** Here is our current online form.

<http://airliegardens.org/education/field-trips-offered/book-your-field-trip/>

**Cooperative Extension:** For online field trips, we would need group name, requesting party, address, phone, email, date of field trip, tour guide needed, self-guided tour. For an online form, we would need name, address, phone, email, what they are purchasing, how they are paying.

**Library:** For children’s programs which require pre-registration, we need an option which would allow an adult to register multiple children with that adult as the single contact person. This would accommodate teachers, group leaders, and parents planning to bring a bunch of kids

from the neighborhood. The form should include an option for the adult to indicate “I am registering for a group”, the ability to indicate the number of children and number of adults in the group, and the ages or age range of the children. The form needs to be able to validate the size of the group against the number of free individual spaces available at the event, approve the reservation only if that many places are free.