

**NEW HANOVER COUNTY
REQUEST FOR PROPOSALS
CULTURAL SOFTWARE**

RFP # 2016-23830



JONATHAN BARFIELD, JR., CHAIRMAN

BETH DAWSON, VICE-CHAIRMAN

WOODY WHITE

SKIP WATKINS

ROB ZAPPLE

CHRIS COUDRIET, COUNTY MANAGER

NEW HANOVER COUNTY
REQUEST FOR PROPOSALS
CULTURAL SOFTWARE
RFP # 2016-23830

Sealed proposals addressed to Lena Butler, Purchasing Supervisor, 230 Government Center Drive, Suite 165, Wilmington, North Carolina 28403 and marked “**RFP # 2016-23830 CULTURAL SOFTWARE**” will be accepted until **5:00 P.M. EST, Monday, November 30, 2015.**

Submitted proposals are not subject to public inspection until a contract is awarded and executed. Proposals will be evaluated and bidders may be requested to provide a demonstration of their proposed products and services offered.

Instructions for submitting proposals and complete requirements and information may be obtained by visiting the County’s website at <http://www.nhcgov.com/business-nhc/bids>.

New Hanover County reserves the right to accept or reject any or all proposals and to make the award which will be most advantageous to the County.

Released: Friday, October 23, 2015

Section 2 **Instructions and General Conditions**

2.1 **Schedule**

ACTION	DATE
Release of RFP	Friday, October 23, 2015
Deadline for Questions	Friday, November 6, 2015 at 5:00 PM
Response to Questions	Friday, November 13, 2015
Deadline for Proposals	Friday, November 30, 2015 at 5:00 PM
Evaluate Responses	December 1-18, 2015
Tentative Date of Award	Monday, February 15, 2015

2.2 **Preparation of Proposal**

Vendors are instructed to submit the original and one (1) electronic copy on either a CD or a flash drive. All prices and notations shall be written in ink or typed. Changes or corrections made in the proposal must be initialed by the individual signing the proposal.

PROPOSALS NOT SIGNED WILL BE DEEMED NONRESPONSIVE AND REJECTED.

2.3 **Submission of Proposal**

Submit the proposal with any attachments in a sealed envelope properly marked “**RFP # 2016-23830 CULTURAL SOFTWARE**” and addressed to:

New Hanover County Finance Office
Attn: Lena Butler, Purchasing Supervisor
230 Government Center Drive, Suite 165
Wilmington, NC 28403

2.3.1 Any inquires, requests for interpretation, technical questions, clarification, or additional information shall be directed to **Lena Butler, Purchasing Supervisor** by emailing lbutler@nhcgov.com or faxing (910) 798-7806. All questions concerning this proposal shall reference the section number and paragraph. Questions and responses

affecting the scope of the services will be provided to Proposers by issuance of an Addendum. **All questions shall be received no later than 5:00 P.M., EST, November 6, 2015.**

2.3.2 Vendors may not have communications, verbal or otherwise, concerning this RFP with any personnel or boards from New Hanover County, other than the person listed in this section. If any vendor attempts any unauthorized communication, the proposal will be rejected.

2.3.3 All vendors who intend to submit a proposal on this project should send an email to lbutler@nhcgov.com including pertinent contact information. This will ensure that you receive all addenda issued for this RFP; if applicable.

2.4 Cost of Preparation of Response

Costs incurred by prospective Vendors in the preparation of the response to this Request for Proposals are the responsibility of the Vendor and will not be reimbursed by the County.

2.5 Notice of Award

The successful Vendor to whom the Contract is awarded by the County shall after receipt of County Purchase Order begin delivery on the requested product and services.

2.6 Trade Secret Confidentiality

Proposals submitted shall not be subject to public inspection until a contract is awarded.

According to General Statutes 132 - 1.2, trade secrets contained in a bid may be kept confidential if the bidder, at the time the bid is submitted, designates the secret and requests that it be kept confidential. This right of privacy will be construed as narrowly as possible to protect the interests of the Vendor while attempting to maximize the availability of information to the public.

2.7 Information Technology Goods and Services

In recognition of the complex and innovative nature of information technology goods and services and of the desirability of a single point of responsibility for contracts that include combinations of purchase of goods, design, installation, training, operation, maintenance, and related services, the County is issuing this RFP as per NCGS 143-128.8.

Contracts for information technology may be entered into under a request for proposals procedure that satisfies the following minimum requirements:

- (1) Notice of the request for proposals shall be given in accordance with G.S. 143-129(b).

- (2) Contracts shall be awarded to the person or entity that submits the best overall proposal as determined by the awarding authority. Factors to be considered in awarding contracts shall be identified in the request for proposals.

The awarding authority may negotiate with any proposer in order to obtain a final that best meets the needs of the awarding authority. Negotiations allowed under this section shall not alter the contract beyond the scope of the original request for proposals in a manner that:

- (i) deprives the proposers or potential proposers of a fair opportunity to compete for the contract; and
- (ii) would have resulted in the award of the contract to a different person or entity if the alterations had been included in the request for proposals.

Proposals submitted under this section shall not be subject to public inspection until a contract is awarded.

2.8 Withdrawal of Proposals

Vendors may withdraw or withdraw and resubmit their proposal at any time prior to the closing time for receipt of proposals. NO proposal may be withdrawn after the scheduled closing time for receipt of proposals for a period of ninety (90) days.

2.9 Demonstrations

Prior to the determination of the award, the County may require a thorough demonstration of the proposed system by selected finalists. If demonstrations are requested, proposing bidders must be prepared to demonstrate in the event they become a finalist. These demonstrations should clarify any portion of their response or describe how the functional requirements will be accomplished. Failure to demonstrate requested components or a production system may be grounds for disqualification.

Bidders who are deemed finalists will be notified and asked to conduct their presentation during a designated week to be determined.

2.10 Method of Evaluation and Award

Prior to the selection of the award to the successful vendor, an evaluation team will evaluate the RFP responses received from each vendor.

The County intends to award a contract for the Cultural Software; however, the County specifically reserves the following rights:

1. The County reserves the right to accept or reject any or all proposals or any portion thereof.
2. The County reserves the right to accept all or part of any proposal depending solely upon the requirements and needs of the County.
3. The County reserves the right to seek clarifications of any proposal submitted or specific aspects of any proposal prior to the award of the contract. After seeking such clarification, the County will allow the PROPOSER an opportunity to provide the requested clarification.

If an award is made as a result of this RFP, it shall be awarded to the vendor whose proposal is most advantageous to the County.

2.11 Equal Opportunity

The non-discrimination clause contained in Section 202 (Federal) Executive Order 11246, as amended by Executive Order 11375, relative to Equal Employment Opportunity for all persons without regard to race, color, religion, sex or national origin, and the implementing rules and regulations prescribed by the Secretary of Labor, are incorporated herein.

The Proposer agrees not to discriminate against any employees or applicant for employment because of physical or mental handicap in regard to any position for which the employees or applicant is qualified. The Proposer agrees to take affirmative action to employ, advance in employment and otherwise treat qualified handicapped individuals without discrimination based upon their physical or mental handicap in all employment practices.

Pursuant to GS 143-48, New Hanover County invites and encourages participation in this procurement process by businesses owned by minorities, women, and handicapped.

2.12 Indemnity

The successful Proposer Vendor shall indemnify and hold the County, its agents and employees, harmless against any and all claims, demands, causes of action, or other liability, including attorney fees, on account of personal injuries or death or on account of property damages arising out of or relating to the work to be performed by the Successful Bidder hereunder, resulting from the negligence of or the willful act or omission of the Contractor, his agents, employees and subcontractors.

2.13 Insurance

Before commencing any work, the Contractor shall procure insurance in the Contractor's name and maintain all insurance policies for the duration of the contract of the types and in the amounts listed in this Agreement. The insurance shall provide coverage against claims for injuries to persons or damages to property which may arise from operations or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees, or subcontractors, whether such operations are done by himself/herself or anyone directly or indirectly employed by him/her.

Minimum Scope and Limits of Insurance

2.13.1 Commercial General Liability (CGL)

- 2.13.1.1 Contractor shall maintain CGL and if necessary, Commercial Umbrella Liability insurance with a total limit of not less than \$1,000,000 each occurrence for bodily injury and property damage. If such CGL insurance contains a general aggregate limit, it shall apply separately to this project/location or the general aggregate shall be twice the required limit.
- 2.13.1.2 CGL insurance shall be written on Insurance Services Office (ISO) "occurrence" form CG 00 01 covering Commercial General Liability or its equivalent and shall cover the liability arising from premises, operations, independent contractors, products-completed operations, personal and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract).
- 2.13.1.3 County, its officers, officials, agents, and employees are to be covered as additional insured under the CGL by endorsement CG 20-10 and CG 20-37 or an endorsement providing equivalent coverage as respects to liability arising out of activities performed by or on behalf of the Contractor, products and completed operations of the contractor, premises owned, leased or used by the contractor, and under the commercial umbrella, if any. The coverage shall contain no special limitations on the scope of protection afforded to County, its officers, officials, agents, and employees.

- 2.13.1.4 The statutes of County as an additional insured under a CGL obtained in compliance with this agreement shall not restrict coverage under such CGL with respect to the escape or release of pollutants at or from a site owned or occupied by or rented to County.
- 2.13.1.5 There shall be no endorsement or modification of the CGL or Umbrella Liability limiting the scope of Coverage for liability arising from pollution, explosion, collapse, underground property damage, employment-related practices, or damage to the named insured's work.
- 2.13.1.6 The Contractors CGL insurance shall be primary as respects County, its officers, officials, agents, and employees. Any other insurance or self-insurance maintained by County, its officers, officials, and employees shall be in excess of and not contribute with the Contractor's insurance.

2.13.2 Workers Compensation and Employers Liability Insurance.

- 2.13.2.1 Contractor shall maintain Workers' Compensation as required by the General Statutes of the State of North Carolina and Employer's Liability Insurance.
- 2.13.2.2 The Employer's Liability; and if necessary, Commercial Umbrella Liability insurance shall not be less than \$500,000 each accident for bodily injury by accident, \$500,000 each employee for bodily injury by disease, and \$500,000 policy limit.
- 2.13.2.3 The insurer shall agree to waive all rights of subrogation against the County, its officers, officials, and employees for losses arising from work performed by the Contractor for County.

2.13.3 Business Auto Liability.

- 2.13.3.1 Contractor shall maintain Business Auto Liability; and if necessary, Commercial Umbrella Liability insurance with a limit of not less than \$1,000,000 each accident.
- 2.13.3.2 Such insurance shall cover liability arising out of any auto, including owned, hired, and non-owned autos.

- 2.13.3.3 Business Auto coverage shall be written on ISO form CA 00 01, or a substitute form providing equivalent liability coverage. If necessary, the policy shall be endorsed to provide contractual liability coverage equivalent to that provided in ISO form CA 00 01.

2.13.4 Cyber Liability

Bidder shall maintain cyber liability insurance in the amount of \$1,000,000 each occurrence and insuring against liability to cover expenses associated with data breaches, including; notification costs, credit monitoring, costs to defend claims by state regulators, fines and penalties and loss resulting from identity theft.

2.13.5 Deductibles and Self-Insured Retentions

- 2.13.5.1 Any deductibles or self-insured retentions must be declared to and approved by County. At the option of County, either the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects County, its officer, officials, agents, or employees or the Contractor shall procure a bond guaranteeing payment of deductibles of self-insured retentions.
- 2.13.45.2 The Contractor shall be solely responsible for the payment of all deductibles to which such policies are subject, whether or not County is an insured under the policy.

2.13.6 Miscellaneous Insurance Provisions

- 2.13.6.1 The policies are to contain or be endorsed to contain the following provisions:
- 2.13.6.2 Any failure to comply with reporting provisions of the policies listed in this agreement shall not affect coverage provided to County, its officers, officials, and employees.
- 2.13.6.3 Each insurance policy required by this contract shall be endorsed to state that coverage shall not be canceled by either party except after 30 days prior written notice has been given to County, 230 Government Center Drive, Suite 128, Wilmington, NC 28403.
- 2.13.6.4 If Contractor's liability policies do not contain the standard ISO separation of insured provision, or a substantially similar clause, they shall be endorsed to provide cross-liability coverage.

2.13.7 Acceptability of Insurers

2.13.7.1 Insurance is to be placed with Insurers licensed to do business in the State of North Carolina with an A.M. Best's rating of no less than A VII unless County has granted specific approval.

2.13.8 Evidence of Insurance

2.13.8.1 The contractor shall furnish County with a certificate(s) of insurance, executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements prior to commencing the work, and thereafter upon renewal or replacement of each certified coverage until all operations under this contract are deemed complete.

2.13.8.2 Evidence of additional insured status shall be noted on the certificate of insurance as per requirements in this agreement.

2.13.8.3 With respect to insurance maintained after final payment in compliance with requirement, an additional certificate(s) evidencing such coverage shall be provided to County with final application for payment and thereafter upon renewal or replacement of such insurance until the expiration of the period for which such insurance must be maintained.

2.13.9 Subcontractors

Contractor shall include all subcontractors as insured under its policies or shall furnish separate certificate for each subcontractor. All coverage for subcontractors shall be subject to all of the requirements stated herein.

2.13.10 Conditions

2.13.10.1 The insurance required for this contract must be on the forms acceptable to County.

2.13.10.2 Where circumstances warrant, County may, at its discretion subject to acceptance by the Risk Management and/or Finance Department accept letters of credit or custodial accounts in lieu of specific insurance requirements.

2.13.10.3 The Contractor shall provide that the insurance contributing to satisfaction of insurance requirements in this agreement shall not

be canceled, terminated, or modified by the Contractor without prior written approval of County.

- 2.13.10.4 The Contractor shall promptly notify the Property Management Department and the Risk Management Office at (910) 798-7497 of any accidents arising in the course of operations under the contract causing bodily injury or property damage.
- 2.13.10.5 County reserves the right to obtain complete, certified copies of all required insurance policies, at any time.
- 2.13.10.6 Failure of County to demand a certificate of insurance or other evidence of full compliance with these insurance requirements or failure of County to identify a deficiency from evidence that is provided shall not be construed as a waiver of Contractor's obligation to maintain such insurance.
- 2.13.10.7 By requiring insurance herein, County does not represent that coverage and limits will necessarily be adequate to protect the Contractor and such coverage and limits shall not be deemed as a limitation of Contractor's liability under the indemnities granted to County in this contract.
- 2.13.10.8 If Contractor fails to maintain the insurance as set forth herein, County shall have the right, but not the obligation, to purchase said insurance at the Contractor's expense.
- 2.13.10.9 The Contractor or his engineer may apply to County for approval of higher deductibles based on financial capacity and quality of the carrier affording coverage.
- 2.13.10.10 County shall have the right, but not the obligation of prohibiting Contractor or any subcontractor from entering the project site or withhold payment until such certificates or other evidence that insurance has been placed in complete compliance with these requirements is received and approved by County.

2.14 Addendum

The proposal package constitutes the entire set of instructions to the bidder. The County shall not be responsible for any other instructions, verbal or written, made by anyone. Any changes to the specifications will be in the form of an Addendum which will be sent to all known Proposers who are listed with the Finance Office and posted on the County's website.

You may visit our website at <http://www.nhcgov.com/business-nhc/bids> or call Lena Butler at (910) 798-7190, or email lbutler@nhcgov.com or call Carrie Buttles at (910) 798-7402 or email cbuttles@nhcgov.com to check for the issuance of any addenda before submitting your bid proposal.

2.15 Compliance With Proposal Requirements

Failure to comply with these provisions or any other provisions of the General Statutes of North Carolina will result in rejection of bid/proposal.

2.16 Successful Vendor

The Vendor who is not currently set up as a vendor in County's vendor file will be required to submit a completed Vendor Application, W-9 and EFT form in order to be entered into the County's vendor database.

2.17 Right To Reject Proposals

New Hanover County reserves the right to accept or reject any or all proposals and to make the award which will be most advantageous to the County.

Section 3 Project Overview

New Hanover County is requesting proposals for a replacement venue management software application for the Cape Fear Museum, as well as other multiple agencies within the County.

Currently, the Museum uses Vista by Ticketmaster for its visitor management and ticketing needs. Ticketmaster has announced that it will no longer be supporting the system that has been in use for managing ticketing and tracking of visitors to its museum.

Because the Museum's venue management system must be replaced, staff saw the opportunity to collaborate with the other similar County venues to procure a system that would not only replace the functions lost at the museum, but standardize the software platforms used by other County agencies that perform functions similar to the museum, including donor tracking, gift shop management, room/event/program registrations, ticket sales, membership tracking, and volunteer management/tracking.

Currently, the eight New Hanover County departments considering use of a centralized venue management application are:

1. Cape Fear Museum
2. County Libraries
3. Health Department
4. Cooperative Extension
5. Parks and Gardens
6. Senior Resource Center
7. Soil & Water
8. Sheriff's Office

Section 4 Project Scope and Current Systems

The Cape Fear Museum in New Hanover County currently used Vista, a Ticketmaster product, for venue and ticket tracking. Ticketmaster has announced its intentions to no longer support Vista. The Museum relies on many of the features in Vista, including but not limited to the following:

Back Office

- GL tracking and recording by Program, Category, Inventory, Service Charge
- Ability to copy price list from one program to another
- Event update feature within the Event form allowing user to edit and push those edits to other Events associated with the same Program
- Enhanced Event copy feature, including date pattern option for easy selection
- Auto release functionality enhancement for event holds

Credit Card Payment Processing

- Feature to minimize duplicate charges, with built-in user alert for suspect dup charges
- Comprehensive credit card processing with TM Charge completely integrated with VISTA, no more 3rd party middleware software
- Integration with Tender Retail, a middleware software solution

Membership & Data Exchange

- Data Exchange enhancements enabling a scheduler service, the ability to import additional card holders, preview the member data import and improve the log file content
- The membership default renewal is now based on renewal date vs. the current date

Payment Card Industry – Data Security Standard

- Payment Application – Data Security Standard (PA-DSS) compliance pending Trustwave submission to PCI Security Council
- PA-DSS Implementation Guide available for client IT Managers
- Credit card masking – stores only last four numbers
- Strong encryption and key rotation
- Ability to purge historical credit card data from database
- Strong and complex user log-in passwords – alpha, numeric and # of characters requirements, encrypted, user log-in restriction settings, user lock-out controls
- Two-factor authentication for remote access to application

Reports

- GL added to nine attendance and sales reports

- Visitation by City / Municipality for Canada with Postal Codes
- TM Charge payment processing report was added to the admin menu
- Program Attendance and Revenue Summary (PEPARS.rpt). Fixed issue with Program Types having to be assigned in order to see the program on the report.

System/Work Station Configuration

- Ability to set print or not print zero amount ticket receipt - “green effort”
- Front Desk zip code survey validation – must match pre-populated zip code table
- Allow Ticket re-print security

Section 5 Evaluation of Proposals

1. Quality, clarity and responsiveness of bid in conformance with instructions, conditions, and format -15%
2. Features and functionality deemed most advantageous and cost effective to the County-20%
3. Installation, implementation, and training plan-15%
4. Cost of proposed system- 15%
5. Software evaluation-15%
6. Implementation of proposed system in at least one North Carolina County-10%
7. Warranty, maintenance, and support-10%

Section 6 Proposal Format

Proposals shall be submitted in the format outlined herein. Respondents should describe in detail the services proposed; how those services will be accomplished for each component; and specifics regarding design and integration. Respondents should also identify the cost of providing each service category and if appropriate, include service level options. The respondent may include any relevant information, attachments, or exhibits to further elaborate on the proposal.

Proposal Format:

- I. Vendor Contact – List the name, address, email address, and phone number of the vendor’s authorized representative. Vendor’s authorized representative shall be empowered to make binding commitments for the vendor’s firm.
- II. Vendor Profile – Provide a description of the company including a brief company history and prospects. Include the location of your organization’s headquarters, the year the organization was formed, and ownership structure.
- III. Project Schedule – Provide a full project schedule for the proposed solution which should include an estimated duration of each task without exact dates.
- IV. Cost – The proposal should be broken down by phases and types of work. The following cost information is to be provided:
 - a. Individual Equipment Costs
 - b. Cost of Installation
 - c. Warranty Cost
 - d. Hourly rate for professional services, including task description
 - e. All other potential costs for the proposed solution.

Section 7 Vendor and System Requirements

The eight New Hanover County departments that will potentially be using this new multi-departmental software system were interviewed individually and collectively. They have identified their needs for a venue and ticketing management application listed below. All services below have been identified by New Hanover County departments as being necessary within the new application, and services have been ranked by criticality according to the number of departments requiring each feature.

The codes indicated below should be entered into the column “Response Code” of the requirements chart to indicate if the requirement is included in the proposed system. The vendor must provide a narrative response to each requirement explaining how the requirement is met by the proposed system. Self-explanatory responses do not require an explanation. Omitted responses will be assumed to be a negative response, meaning the requirement is not met and no explanation is provided.

Response Code	Description
Y = Yes	Requirement currently exists in the proposed system and can be demonstrated. The cost of the requirement is included in the cost of the base software.
N = No	The requirement is not available and cannot be provided.
D = Under Development	The requirement is currently under development, in Beta test, or not released, but will be available in proposed system and no additional cost.
O = Other	Other – see comments.

Requirement	Criticality	Response Code	Explanation or Comment	
1	Donor Tracking			
1	1	Multiple Levels/Types of Donations/Donors	Critical	
1	2	Track Groups Separately without sharing info	Critical	
1	3	Keep Records of Donors (Contact Info, Fundraisers Attended, Past Donations)	Critical	

1	4	Fundraiser Tracking	Critical		
1	5	Track How Donations are made (Cash, Check, Match, In-Kind)	Critical		
1	6	Ability to Generate Letter, Thanking Donor and Provide any necessary information.	Critical		
1	7	Online Donations	High		
1	8	Easy to use yet, Comprehensive reporting, including ability for ad hoc reports	High		
1	9	Recurring Gift Option (Monthly, Quarterly, etc.)	High		
1	10	Data Mining for Donors	High		
1	11	Ability to Collect for Multiple Groups and Distribute Accordingly	Normal		
1	12	Data Conversion from Gift Works	Normal		
1	13	Data Conversion from Excel	Normal		
1	14	Data Conversion from Past Perfect	Normal		
1	15	Data Conversion from Raiser's Edge	Normal		
2	Gift Shop				
2	1	Gift Shop / Retail Sales	Critical		
2	2	Track History of Sales	Critical		
2	3	Ability to manipulate Sales Price during Sale	High		
2	4	Inventory Tracking (including Locations)	High		

2	5	Cloud Based (Mobile) / Wireless Payments	High		
2	6	Export/Link with QuickBooks	Normal		
2	7	Track Trends in Sales	Normal		
2	8	Ecommerce / Online Sales	Normal		
2	9	Processing with BB&T	Normal		
2	10	iPad Sales Kiosk	Normal		
2	11	Email Receipts	Normal		
Room/Event/Program Reservations					
3					
3	1	Ability for Staff to waive Fee	Critical		
3	2	Ability to Manipulate Reservation (without canceling it)	Critical		
3	3	Book Rooms for Multiple Days	Critical		
3	4	Calendar (ability to tie to Webpage with RSS Feed)	Critical		
3	5	Customizable Fields for tracking departmental needs (# of Attendees, Grade, Zip code)	Critical		
3	6	Online Registration of Events/Programs/Field Trips	Critical		
3	7	Reservation of Events/Programs/Field Trips	Critical		
3	8	Charge for Equipment needed with Reservation	Critical		
3	9	Ability to have an Open Event (No Registration)	High		

3	10	Calendar - Filter based on types	High		
3	11	Calendar - Search by types	High		
3	12	Customizable Fields on Registration Forms (and ability to make them required)	High		
3	13	Customizable Policy's that must be Accepted for Reservation	High		
3	14	Different Rates based on Room/Event/Program and group type	High		
3	15	Email Confirmation	High		
3	16	Online Payment for Registration/Reservation	High		
3	17	Sync With Outlook/SharePoint	High		
3	18	Ability to Deposit Funds Across Accounts (prefer Munis Integration)	High		
3	19	Ability to Add event / reservation to Their Calendar (Outlook, iCalendar, etc.)	Normal		
3	20	Easy to use yet, Comprehensive reporting, including ability for ad hoc reports	Normal		
3	21	Reserve Outdoor Spaces	Normal		
3	22	Limit # of Reservations for Public Group	Normal		
3	23	Limit how far in advance a Public Group can make Reservation	Normal		
3	24	Upload Documents: i.e. Pictures of Room/Event, Policies, Map of Location	Normal		
3	25	Ability to Hide or Remove unneeded reports from staff view	Normal		
3	26	Data Conversion from Vista	Normal		

3	27	Show Messages with Reservations	Normal		
3	28	Web based / Hosted	Normal		
3	29	Events on Calendar show as Public/Private/County	Normal		
3	30	Hierarchy of Room Reservations (Staff, County, Public)	Normal		
3	31	Specify What Equipment can be used in which rooms	Normal		
4	Ticket Sales & Membership				
4	1	Membership Sales (Multiple Levels)	Critical		
4	2	Send Renewal Notices/Letters Prior to Expiration Date.	Critical		
4	3	Email blast to Members	Critical		
4	4	Ticket Sales	Critical		
4	5	Send Membership Thank you Letter	Critical		
4	6	Send Membership Cards on Letter Head	Critical		
4	7	Ability to Track Visitors (Amount & Zip code)	Critical		
4	8	Print Membership Card onsite	Critical		
4	9	Easy to use yet, Comprehensive reporting, including ability for ad hoc reports	High		
4	10	Sync With Outlook/SharePoint	High		
4	11	Barcodes on Membership Cards	Normal		

4	12	Ability to Scan Barcode for Check-in (Wireless)	Normal		
4	13	Cash Reports at PC level not User	Normal		
4	14	Data Conversion from Vista	Normal		
4	15	Data Conversion from Access	Normal		
4	16	Data Conversion from eTix	Normal		
4	17	Data Conversion from Raiser's Edge	Normal		
5 Volunteer Tracking					
5	1	Contact Info Including email	Critical		
5	2	Emergency Contact Info	Critical		
5	3	Timesheets Tracking	High		
5	4	Ability to Volunteer in Several Groups	High		
5	5	Easy to use yet, Comprehensive reporting, including ability for ad hoc reports	High		
5	6	Group Volunteers by Committees/Areas of Interest/Skills/Certifications (Background Check)	High		
5	7	Online Volunteer Registration Form (ability to customize fields)	High		
5	8	Send Email Blast Based on Groups	High		
5	9	Ability for Volunteers to Add registered events to their calendar (Outlook, iCalendar)	Normal		
5	10	Customizable Fields for tracking departmental needs (Hours, # Contact With, Mileage, Program)	Normal		

5	11	Special Events where the General public can sign in and Volunteer without being Registered	Normal		
5	12	Kiosk for Check-In (Easy to use pre. iPad)	Normal		
5	13	Scheduling - Allow Volunteer to Schedule themselves online (based on needs)	Normal		
5	14	Support for Multiple Locations / Events	Normal		
5	15	Data Conversion from Access Database	Normal		
5	16	Data Conversion from Raiser's Edge	Normal		
5	17	Demographics of Those Served by Volunteer (Age Group, Gender, Race, Veterans, etc.)	Normal		