

**PARKS, RECREATION & CULTURE
MEMORANDUM # 9-2016**

DATE: August 22, 2016
TO: Honorable Mayor Joyce Downing and City Council Members
FROM: James A. Hayes, AICP, City Manager *JH*
Amanda J. Peterson, Director of Parks, Recreation and Cultural Services *ajp*
SUBJECT: CR-89 - Recreation Registration Software Contract

RECOMMENDATION

Attached to this memorandum is a resolution that, if approved, would authorize the Mayor to execute a contact between the City of Northglenn and Vermont Systems, Inc. for the purchase, implementation and maintenance associated with RecTrac Recreation Management Software in the amount of \$80,255. In addition, approval would authorize \$5,000 as a contingency and authorize the City Manager, on behalf of the City, to approve minor changes in the scope of work and execute relevant change orders up to the approved expenditure limit of \$85,255.

Staff recommends approval of the proposed Resolution as presented.

BACKGROUND

Recreation registration software is necessary to manage all aspects of recreation programming. The system is utilized for registration, point of sale, facility scheduling, league registration, participant database management, reporting, etc. The existing CLASS system, operated by Active Network, was implemented in 2004. This system is now dated, and no longer fully meets the needs of the recreation division. In addition, it is being phased out by Active.net. As of the end of 2017, the system will no longer be supported.

Staff issued a Request for Proposals (RFP) in May 2016. The city received seven responses to the RFP. The seven proposals were scored by a six-member team composed of representatives from recreation, finance and technology. Based on the scores, four of the seven firms were invited to participate in the second phase of selection, the interview process. The criteria utilized and scores are attached, with the four selected bidders highlighted in yellow.

The four finalists included Perfect Mind, Active Network, Vermont Systems and e-Trak Plus. Each finalist was given the opportunity to present a software demonstration, and responded to questions from the selection team. Each presentation was scored based on the following criteria: Ability to meet all of the needs of the department; Responsiveness to questions, flexibility and customization; User friendly interface; Pricing structure and overall cost; and Overall fit. Each of the four finalists received a ranking of one (best able to meet the criteria) to four (least able to meet the criteria) in each of the five criteria. A summary of the finalist ranking is attached.

One criteria considered was pricing structure and overall cost. Each system is priced differently – some are based on a percent of revenue, others are a flat fee. Some have a more robust base system, while others require the purchase of add-ons to create a customized system. Nearly all of the systems have a two-part fee structure – (1) one-time implementation and (2) annual maintenance and support. The proposals ranged in price from \$8,550 to \$76,730 for implementation and from \$10,000 to \$40,000 for annual maintenance and support. Attached is a pricing summary that outlines the base price, annual maintenance cost and the five-year cost of each system. The five year cost is representative of the base price plus five years of maintenance fees.

Each of the proposals was able to offer basic program registration, facility scheduling, reporting, online registration, hardware and training though some were clearly able to better meet the needs of the recreation division. The theatre is somewhat of a unique feature in the industry, and only one of the seven systems – RecTrac by Vermont Systems - was able to offer a true ticketing system, which has become a necessity.

Staff selected RecTrac by Vermont Systems as being able to best meet all of the needs of the recreation division. This system provides a user-friendly online interface, customization and a true ticketing system, along with a robust two-week on-site training schedule. Vermont Systems was able to meet all of the criteria outlined in the RFP. They have completed over 1,250 municipal installations since 1988, and currently provide service to 38 other communities in Colorado.

The original proposal from Vermont Systems included web hosting, a league scheduling module and a personal training module. Since these systems would not be necessary to the operations of the recreation division, staff negotiated with Vermont Systems to remove these modules, which lowered the implementation cost from \$76,730 to \$71,867 and lowered the annual maintenance fees from \$22,180 to \$8,388.

BUDGET/TIME IMPLICATIONS

The negotiated system implementation cost for RecTrac by Vermont Systems is \$71,867, which will be payable in 2016. The annual maintenance fees will be \$8,388, subject to an annual increase of up to 3%. The maintenance fees will not be payable until implementation is nearing completion, which will occur in early 2017.

It is believed that much of the existing hardware (barcode scanners, card printers, etc.) will be compatible with the new system. Model numbers have been evaluated by Vermont Systems for compatibility. However, a contingency of \$5,000 is included to address any hardware that may have compatibility problems during implementation.

Funds were allocated for the Recreation Registration Software in the 2016 Recreation budget in the amount of \$80,000 for system implementation and \$11,000 for annual maintenance, for a total budget of \$91,000.

In 2016, maintenance fees were expended for the existing CLASS system in the amount of \$11,000. Maintenance fees have been included in the recreation budget as an ongoing expense since 2004. Since maintenance fees are lower with Vermont Systems than with the existing CLASS system, there will be a savings of \$2,600 annually.

STAFF REFERENCE

Amanda Peterson, Director of Parks, Recreation & Cultural Services apeterson@northglenn.org

ATTACHMENTS

ATTACHMENT 1	Proposal Scores
ATTACHMENT 2	Finalist Interview Ranking
ATTACHMENT 3	Pricing Summary
ATTACHMENT 4	CR-89
ATTACHMENT 5	Agreement for Professional Services, Contract #2016-092

Attachment 1: Proposal Scores (All Submitted Proposals)

		Perfect Mind	Artha Systems	Active Network	Rec 1	Vermont Systems	Maximum Solutions	eTrak-Plus
Introduction/ Executive Summary (10 points) – Does the proposal introduce your firm/team and the project team, including sub-consultants/contractors. How well does the proposal provide an overview of the firm’s ability to provide the services outlined in the Scope of Services?	A	9	2	7	5	9	7	6
	J	10	10	10	10	10	10	10
	BL	7	4	8	6	9	7	7
	BM	10	2	10	4	10	8	9
	D	10	9	10	8	10	7	10
	M	10	0	8	10	10	10	10
Proposal and Project Management (25 points) – Can the firm accomplish the scope of services? Does the narrative detail the approach the firm will use to accomplish the scope? Is the firm’s management philosophy and general project administration in line with the project’s/city’s needs?	A	20	5	18	15	23	18	16
	J	25	15	25	25	25	25	25
	BL	15	5	20	18	20	15	17
	BM	20	10	22	15	22	22	20
	D	25	15	18	15	25	15	23
	M	15	10	20	18	22	15	18
Project Experience (20 points) – Does the firm have adequate or excellent experience? Are the 3-5 recent reference projects similar to this project? Is contact information provided for references? Do the reference projects illustrate that the firm would be a good fit for the project?	A	14	3	18	10	18	16	10
	J	15	15	20	20	20	15	20
	BL	10	7	18	15	20	15	15
	BM	15	5	20	12	20	17	17
	D	10	5	20	18	20	17	20
	M	15	10	15	20	20	15	15
Submittal Package (30 points) - The Vendor Information and Technical Requirements Response Form (Attachment 1) must be completed and included in the RFP response. Is each and every request/requirement addressed? Can the firm meet or exceed all/most/some of the requirements? Are there any vital components missing? Additional services that weren't identified in the requirements, but would be of benefit? Additional services that are offered, but are not of benefit?	A	20	5	18	13	28	12	22
	J	25	20	30	30	30	25	20
	BL	20	10	23	18	25	15	18
	BM	22	10	27	20	27	23	26
	D	30	20	28	27	30	22	28
	M	15	0	10	15	30	10	10
Cost of Services (10 points) – Does the firm provide a clear and concise fee schedule? Please note any questions/clarification regarding the fee schedule, as finalists will be asked to provide additional information during the presentation phase.	A	8	2	7	7	6	8	7
	J	10	5	10	5	5	10	10
	BL	7	4	7	8	7	7	8
	BM	8	1	7	7	10	8	8
	D	5	10	6	8	9	7	5
	M	10	10	10	10	10	10	10
Total		435	229	470	412	530	411	440
Rank		4	7	2	5	1	6	3

The top four ranking proposals were invited to participate in the interview process (highlighted in yellow)

Attachment 2: Finalist Interview Ranking

		<i>Perfect Mind</i>	<i>Active Network</i>	<i>Vermont Systems</i>	<i>eTrak-Plus</i>
Ability to meet all needs of the department	A	3	4	1	2
	J	3	4	1	2
	BL	4	3	1	2
	BM	4	3	1	2
	D	4	3	1	2
	M	3	4	1	2
Responsiveness to questions, flexibility, customization	A	3	4	2	1
	J	3	4	1	2
	BL	4	3	1	2
	BM	4	3	2	1
	D	4	3	2	1
	M	3	4	1	2
Use Friendly Interface	A	4	3	1	2
	J	3	4	2	1
	BL	4	3	1	2
	BM	3	4	1	2
	D	4	3	2	1
	M	2	4	1	3
Pricing structure and overall cost	A	2	4	3	1
	J	3	4	2	1
	BL	4	3	1	2
	BM	3	4	2	1
	D	4	3	2	1
	M	4	3	2	1
Overall Fit	A	4	3	1	2
	J	3	4	1	2
	BL	4	3	1	2
	BM	4	3	1	2
	D	4	3	1	2
	M	3	4	1	2
Total		104	104	41	51
Average Rank		4	3	1	2

Attachment 3: Pricing Summary

Bidder	Base Price	Annual Maintenance	Total Implementation Cost	Total 5-Year Cost	Notes
Perfect Mind	\$50,506.00	\$20,000.00	\$70,506.00	\$150,506.00	Cannot provide assigned seat ticketing
Artha Systems	\$25,000.00	\$40,000.00	\$65,000.00	\$225,000.00	Cannot provide assigned seat ticketing; will take 2 years to develop and implement base system
Active Network	\$35,600.00	\$22,657.00	\$58,257.00	\$148,885.00	Cannot provide assigned seat ticketing; pricing does not include an additional 2% credit card processing fee (up to \$20,000/year)
Rec 1	\$8,550.00	\$10,000.00	\$18,550.00	\$58,550.00	Cannot provide assigned seat ticketing
Vermont Systems	\$76,730.00	\$22,180.00	\$98,910.00	\$187,630.00	Original proposal included two modules that were not necessary, and web hosting.
Vermont Systems Negotiated	\$71,867.00	\$8,388.00	\$80,255.00	\$113,807.00	The modified proposal does not include web hosting, nor the personal training/league scheduling modules.
Maximum Solutions	\$40,100.00	\$20,100.00	\$60,200.00	\$140,600.00	Cannot provide assigned seat ticketing. Some additional fees over base price indicated. Does not include travel.
eTrak-Plus	\$45,000.00	\$9,500.00	\$54,500.00	\$92,500.00	Many additional/alternate fees totalling up to \$46,900 not included in base bid. Ticketing system still in development.

SPONSORED BY: MAYOR DOWNING

COUNCILMAN'S RESOLUTION

RESOLUTION NO.

No. CR-89
Series of 2016

Series of 2016

A RESOLUTION APPROVING AN AGREEMENT BETWEEN THE CITY OF NORTHGLENN AND VERMONT SYSTEMS, INC. FOR RECREATION REGISTRATION SOFTWARE

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF NORTHGLENN, COLORADO THAT:

Section 1. The Professional Services Agreement between the City of Northglenn and Vermont Systems, Inc., attached hereto, in an amount of \$80,255.00 with a contingency of \$5,000.00 for a total amount not to exceed \$85,255.00 for RecTrac Recreation Registration Software is hereby approved and the Mayor is authorized to execute same on behalf of the City of Northglenn.

DATED, at Northglenn, Colorado, this _____ day of _____, 2016.

JOYCE DOWNING
Mayor

ATTEST:

JOHANNA SMALL, CMC
City Clerk

APPROVED AS TO FORM:

COREY Y. HOFFMANN
City Attorney

AGREEMENT FOR PROFESSIONAL SERVICES

THIS AGREEMENT is made and entered into this _____ day of _____, 20____, by and between the City of Northglenn, State of Colorado (hereinafter referred to as the "City") and Vermont Systems, Inc. (hereinafter referred to as "Consultant").

RECITALS:

A. The City requires professional services.

B. Consultant has held itself out to the City as having the requisite expertise and experience to perform the required work for the Project.

NOW, THEREFORE, it is hereby agreed for the consideration hereinafter set forth, that Consultant shall provide to the City, professional consulting services for the Project.

I. SCOPE OF SERVICES

Consultant shall furnish all labor and materials to perform the work and services required for the complete and prompt execution and performance of all duties, obligations, and responsibilities for the Project which are described or reasonably implied from **Exhibit A** which is attached hereto and incorporated herein by this reference.

II. THE CITY'S OBLIGATIONS/CONFIDENTIALITY

The City shall provide Consultant with reports and such other data as may be available to the City and reasonably required by Consultant to perform hereunder. No project information shall be disclosed by Consultant to third parties without prior written consent of the City or pursuant to a lawful court order directing such disclosure. All documents provided by the City to Consultant shall be returned to the City. Consultant is authorized by the City to retain copies of such data and materials at Consultant's expense.

III. OWNERSHIP OF WORK PRODUCT

The City acknowledges that the Consultant's work product is an instrument of professional service. Nevertheless, the products prepared under this Agreement shall become the property of the City upon completion of the work.

IV. COMPENSATION

A. In consideration for the completion of the services specified herein by Consultant, the City shall pay Consultant an amount not to exceed eighty thousand two hundred fifty-five dollars(\$80,255.00). Payment shall be made in accordance with the schedule of charges in Exhibit B which is attached hereto and incorporated herein by this reference. Invoices will be itemized and include hourly breakdown for all personnel and other charges. The maximum fee specified herein shall include all fees and expenses incurred by Consultant in performing all services hereunder.

B. Consultant may submit monthly or periodic statements requesting payment. Such request shall be based upon the amount and value of the work and services performed by Consultant under this Agreement except as otherwise supplemented or accompanied by such supporting data as may be required by the City.

1. All invoices, including Consultant's verified payment request, shall be submitted by Consultant to the City no later than the twenty-fourth (24th) day of each month for payment pursuant to the terms of this Agreement. In the event Consultant fails to submit any invoice on or before the twenty-fourth (24th) day of any given month, Consultant defers its right to payment pursuant to said late invoice until the twenty-fourth (24th) day of the following month.

2. Progress payments may be claimed on a monthly basis for reimbursable costs actually incurred to date as supported by detailed statements, including hourly breakdowns for all personnel and other charges. The amounts of all such monthly payments shall be paid within thirty (30) days after the timely receipt of invoice as provided by this Agreement.

C. The City has the right to ask for clarification on any Consultant invoice after receipt of the invoice by the City.

D. In the event payment for services rendered has not been made within forty-five (45) days from the receipt of the invoice for any uncontested billing, interest will accrue at the legal rate of interest. In the event payment has not been made within ninety (90) days from the receipt of the invoice for any uncontested billing, Consultant may, after giving seven (7) days written notice and without penalty or liability of any nature, suspend all work on all authorized services specified herein. In the event payment in full is not received within thirty (30) days of giving the seven (7) days written notice, Consultant may terminate this Agreement. Upon receipt of payment in full for services rendered, Consultant will continue with all authorized services.

E. Final payment shall be made within sixty (60) calendar days after all data and reports (which are suitable for reproduction and distribution by the City) required by this Agreement have been turned over to and approved by the City and upon receipt by the City of Consultant's certification that services required herein by Consultant have been fully completed in accordance with this Agreement and all data and reports for the Project.

V. COMMENCEMENT AND COMPLETION OF WORK

Within seven (7) days of receipt from the City of a Notice to Proceed, Consultant shall commence work on all its obligations as set forth in the Scope of Services or that portion of such obligations as is specified in said Notice. Except as may be changed in writing by the City, the Project shall be complete and Consultant shall furnish the City the specified deliverables as provided in Exhibit A.

VI. CHANGES IN SCOPE OF SERVICES

A change in the Scope of Services shall constitute any material change or amendment of services or work which is different from or additional to the Scope of Services specified in Section I of this Agreement. No such change, including any additional compensation, shall be effective, or paid unless authorized by written amendment executed by the City. If Consultant proceeds without such written authorization, then Consultant shall be deemed to have waived any claim for additional compensation, including a claim based on the theory of unjust enrichment, quantum meruit or implied contract. Except as expressly provided herein, no agent, employee, or representative of the City shall have the authority to enter into any changes or modifications, either directly or implied by a course of action, relating to the terms and scope of this Agreement.

VII. PROFESSIONAL RESPONSIBILITY

A. Consultant hereby warrants that it is qualified to assume the responsibilities and render the services described herein and has all requisite corporate authority and professional licenses in good standing, required by law.

B. The work performed by Consultant shall be in accordance with generally accepted professional practices and the level of competency presently maintained by other practicing professional firms in the same or similar type of work in the applicable community.

C. Consultant shall be responsible for the professional quality, technical accuracy, timely completion, and the coordination of all designs, drawings, specifications, reports, and other services furnished by Consultant under this Agreement. Consultant shall, without additional compensation, correct or resolve any errors or deficiencies in his designs, drawings, specifications, reports, and other services, which fall below the standard of professional practice, and reimburse the City for construction costs caused by errors and omissions which fall below the standard of professional practice.

D. Approval by the City of drawings, designs, specifications, reports, and incidental work or materials furnished hereunder shall not in any way relieve Consultant of responsibility for technical adequacy of the work. Neither the City's review, approval or acceptance of, nor payment for, any of the services shall be construed to operate as a waiver of any rights under this Agreement or of any cause of action arising out of the performance of this Agreement, and Consultant shall be and remain liable in accordance with applicable performance of any of the services furnished under this Agreement.

E. The rights and remedies of the City provided for under this Agreement are in addition to any other rights and remedies provided by law.

VIII. ILLEGAL ALIENS

A. Certification. By entering into this Agreement, Consultant hereby certifies that, at the time of this certification, it does not knowingly employ or contract with an illegal alien who will perform work under the Agreement and that Consultant will participate in either the E-Verify Program administered by the United States Department of Homeland Security and Social Security Administration or the Department Program administered by the Colorado Department of Labor and Employment in order to confirm the employment eligibility of all employees who are newly hired for employment to perform work under the Agreement.

B. Prohibited Acts. Consultant shall not:

1. Knowingly employ or contract with an illegal alien to perform work under this Agreement; or

2. Enter into a contract with a subcontractor that fails to certify to Consultant that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this Agreement.

C. Verification.

1. Consultant has confirmed the employment eligibility of all employees who are newly hired for employment to perform work under this Agreement through participation in either the E-Verify Program or the Department Program.

2. Consultant shall not use the E-Verify Program or the Department Program procedures to undertake pre-employment screening of job applicants while this Agreement is being performed.

3. If Consultant obtains actual knowledge that a subcontractor performing work under this Agreement knowingly employs or contracts with an illegal alien who is performing work under the Agreement, Consultant shall:

a. Notify the subcontractor and the City within three (3) days that Consultant has actual knowledge that the subcontractor is employing or contracting with an illegal alien who is performing work under the Agreement; and

b. Terminate the subcontract with the subcontractor if within three (3) days of receiving the notice required pursuant to subparagraph (a) hereof, the subcontractor does not stop employing or contracting with the illegal alien who is performing work under the Agreement; except that

Consultant shall not terminate the contract with the subcontractor if during such three (3) days the subcontractor provides information to establish that the subcontractor has not knowingly employed or contracted with an illegal alien who is performing work under the Agreement.

D. Duty to Comply with Investigations. Consultant shall comply with any reasonable request by the Colorado Department of Labor and Employment made in the course of an investigation conducted pursuant to C.R.S. § 8-17.5-102(5)(a) to ensure that Consultant is complying with the terms of this Agreement.

E. If Consultant does not currently employ any employees, Consultant shall sign the NO Employee Affidavit attached hereto.

F. If Consultant wishes to verify the lawful presence of newly hired employees who perform work under the Agreement via the Department Program, Consultant shall sign the Department Program Affidavit attached hereto.

IX. INDEMNIFICATION

A. INDEMNIFICATION – GENERAL: The City cannot and by this Agreement does not agree to indemnify, hold harmless, exonerate or assume the defense of the Consultant or any other person or entity whatsoever, for any purpose whatsoever. Provided that the claims, demands, suits, actions or proceedings of any kind are not the result of professional negligence, the Consultant, to the fullest extent permitted by law, shall defend, indemnify and hold harmless the City, its Council members, officials, officers, directors, agents and employees from any and all claims, demands, suits, actions or proceedings of any kind or nature whatsoever, including worker's compensation claims, in any way resulting from or arising from the services rendered by Consultant, its employees, agents or subconsultants, or others for whom the Consultant is legally liable, under this Agreement; provided, however, that the Consultant need not indemnify or save harmless the City, its Council members, its officers, agents and employees from damages resulting from the negligence of the Council members, officials, officers, directors, agents and employees.

B. INDEMNIFICATION FOR PROFESSIONAL NEGLIGENCE: The Consultant shall, to the fullest extent permitted by law, defend, indemnify and hold harmless the City, its Council members, and any of its officials, officers, directors, and employees from and against damages, liability, losses, costs and expenses, including reasonable attorneys fees, but only to the extent caused by or arising out of the negligent acts, errors or omissions of the Consultant, its employees, agents or subconsultants, or others for whom the Consultant is legally liable, in the performance of professional services under this Agreement. The Consultant is not obligated under this subparagraph IX.B. to indemnify the City for the negligent acts of the City, its Council members, or any of its officials, officers, directors, agents and employees.

C. INDEMNIFICATION – COSTS: Consultant shall, to the fullest extent permitted by law, defend, investigate, handle, respond to, and provide defense for and defend against, any such liability, claims or demands at the sole expense of Consultant or, at the option of the City, agrees to pay the City or reimburse the City for the defense costs incurred by the City in connection with any such liability, claims or demands. Consultant shall, to the fullest extent permitted by law, defend and bear all other costs and expenses related thereto, including court costs and attorney fees, whether or not any such liability, claims or demands alleged are groundless, false or fraudulent. If it is determined by the final judgment of a court of any competent jurisdiction that such injury, loss or damage was caused in whole or in part by the act, omission or other fault of the City, its Council members, officials, officers, directors, agents and employees, the City shall reimburse Consultant for the portion of the judgment attributable to such act, omission or other fault of the City, its Council members, officials, officers, directors, agents and employees.

D. To the extent this Agreement is subject to C.R.S. § 13-50.5-102(8), Contractor's liability under this provision shall be to the fullest extent of, but shall not exceed, that amount represented by the degree or percentage of negligence or fault attributable to Contractor, any subcontractor of Contractor, or any officer, employee, representative, or agent of Contractor or of any subcontractor of Contractor. If Contractor is providing architectural, engineering, surveying or other design services under this Agreement, the extent of Contractor's obligation to defend, indemnify and hold harmless the Town may be determined only after Contractor's liability or fault has been determined by adjudication,

alternative dispute resolution or otherwise resolved by mutual agreement of the Parties, as provided by C.R.S. § 13-50.5-102(8)(c).

X. INSURANCE

A. Consultant agrees to procure and maintain, at its own cost, a policy or policies of insurance sufficient to insure against all liability, claims, demands, and other obligations assumed by Consultant pursuant to Section IX, above. Such insurance shall be in addition to any other insurance requirements imposed by this Agreement or by law. Consultant shall not be relieved of any liability, claims, demands, or other obligations assumed pursuant to Section IX, above, by reason of its failure to procure or maintain insurance, or by reason of its failure to procure or maintain insurance in sufficient amounts, durations, or types.

B. Consultant shall procure and maintain, and shall cause any subcontractor of Consultant to procure and maintain, the minimum insurance coverages listed below. Such coverages shall be procured and maintained with forms and insurers acceptable to the City. All coverages shall be continuously maintained to cover all liability, claims, demands, and other obligations assumed by Consultant pursuant to Section IX, above. In the case of any claims-made policy, the necessary retroactive dates and extended reporting periods shall be procured to maintain such continuous coverage.

1. Worker's Compensation Insurance to cover obligations imposed by applicable laws for any employee engaged in the performance of work under this Contract, and Employer's Liability Insurance with minimum limits of five hundred thousand dollars (\$500,000) each incident, five hundred thousand dollars (\$500,000) disease - policy limit, and five hundred thousand dollars (\$500,000) disease - each employee.

2. Commercial general liability insurance with minimum combined single limits of one million dollars (\$1,000,000) each occurrence and two million dollars (\$2,000,000) general aggregate. The policy shall be applicable to all premises and operations. The policy shall include coverage for bodily injury, broad form property damage (including completed operations), personal injury (including coverage for contractual and employee acts), blanket contractual, products, and completed operations. The policy shall contain a severability of interests provision.

3. Professional liability insurance with minimum limits of six hundred thousand dollars (\$600,000) each claim and one million dollars (\$1,000,000) general aggregate.

C. The policy required by paragraph 2. above shall be endorsed to include the City and the City's officers, employees, and consultants as additional insureds. Every policy required above shall be primary insurance, and any insurance carried by the City, its officers, its employees, or its consultants shall be excess and not contributory insurance to that provided by Consultant. No additional insured endorsement to the policy required by paragraph 1. above shall contain any exclusion for bodily injury or property damage arising from completed operations. Consultant shall be solely responsible for any deductible losses under any policy required above.

D. The certificate of insurance provided for the City shall be completed by Consultant's insurance agent as evidence that policies providing the required coverages, conditions, and minimum limits are in full force and effect, and shall be reviewed and approved by the City prior to commencement of the Agreement. No other form of certificate shall be used. If the City is named as an additional insured on any policy which does not allow for the automatic addition of additional insureds, the Consultant's insurance agent shall also provide a copy of all accompanying endorsements recognizing the City as an additional insured. The certificate shall identify this Agreement and shall provide that the coverages afforded under the policies shall not be cancelled, terminated or materially changed until at least thirty (30) days prior written notice has been given to the City. The completed certificate of insurance shall be sent to:

City of Northglenn
Attn: Terrie Pineda

11701 Community Center Drive
Northglenn, Colorado 80233-8061

E. Failure on the part of Consultant to procure or maintain policies providing the required coverages, conditions, and minimum limits shall constitute a material breach of agreement upon which the City may immediately terminate this Agreement, or at its discretion, the City may procure or renew any such policy or any extended reporting period thereto and may pay any and all premiums in connection therewith, and all monies so paid by the City shall be repaid by Consultant to the City upon demand, or the City may offset the cost of the premiums against any monies due to Consultant from the City.

F. The City reserves the right to request and receive a certified copy of any policy and any endorsement thereto.

G. The parties hereto understand and agree that the City, its officers, and its employees, are relying on, and do not waive or intend to waive by any provision of this Agreement, the monetary limitations (presently three hundred fifty thousand dollars (\$350,000) per person and nine hundred ninety thousand dollars (\$990,000) per occurrence) or any other rights, immunities, and protections provided by the Colorado Governmental Immunity Act, Colo. Rev. Stat., §§ 24-10-101, et seq., as from time to time amended, or otherwise available to the City, its officers, or its employees.

XI. NON-ASSIGNABILITY

Neither this Agreement, nor any of the rights or obligations of the parties hereto, shall be assigned by either party without the written consent of the other.

XII. TERMINATION

This Agreement shall terminate at such time as the work in Section I is completed and the requirements of this Agreement are satisfied, or upon the City's providing Consultant with seven (7) days advance written notice, whichever occurs first. In the event the Agreement is terminated by the City's issuance of said written notice of intent to terminate, the City shall pay Consultant for all work previously authorized and completed prior to the date of termination. If, however, Consultant has substantially or materially breached the standards and terms of this Agreement, the City shall have any remedy or right of set-off available at law and equity. If the Agreement is terminated for any reason other than cause prior to completion of the Project, any use of documents by the City thereafter shall be at the City's sole risk, unless otherwise consented to by Consultant.

XIII. CONFLICT OF INTEREST

The Consultant shall disclose any personal or private interest related to property or business within the City. Upon disclosure of any such personal or private interest, the City shall determine if the interest constitutes a conflict of interest. If the City determines that a conflict of interest exists, the City may treat such conflict of interest as a default and terminate this Agreement.

XIV. VENUE

This Agreement shall be governed by the laws of the State of Colorado, and any legal action concerning the provisions hereof shall be brought in the County of Adams, State of Colorado.

XV. INDEPENDENT CONTRACTOR

Consultant is an independent contractor. Notwithstanding any provision appearing in this Agreement, all personnel assigned by Consultant to perform work under the terms of this Agreement shall be, and remain at all times, employees or agents of Consultant for all purposes. Consultant shall make no representation that it is the employee of the City for any purposes.

XVI. NO WAIVER

Delays in enforcement or the waiver of any one or more defaults or breaches of this Agreement by the City shall not constitute a waiver of any of the other terms or obligation of this Agreement.

XVII. ENTIRE AGREEMENT

This Agreement and the attached Exhibits A and B is the entire Agreement between Consultant and the City, superseding all prior oral or written communications. None of the provisions of this Agreement may be amended, modified, or changed, except as specified herein.

XVIII. SUBJECT TO ANNUAL APPROPRIATION

Consistent with Article X, Section 20 of the Colorado Constitution, any financial obligations of the City not to be performed during the current fiscal year are subject to annual appropriation, and thus any obligations of the City hereunder shall extend only to monies currently appropriated.

XIX. NOTICE

Any notice or communication between Consultant and the City which may be required, or which may be given, under the terms of this Agreement shall be in writing, and shall be deemed to have been sufficiently given when directly presented or sent pre-paid, first class United States Mail, addressed as follows:

The City: City of Northglenn
11701 Community Center Drive
Northglenn, Colorado 80233-8061

Consultant: Vermont Systems, Inc.
12 Market Place
Essex Junction, VT 05452

IN WITNESS WHEREOF, the parties hereto each herewith subscribe the same in duplicate.

CITY OF NORTHGLENN, COLORADO

By: _____

James A. Hayes

Print Name

City Manager

Title

_____ Date

ATTEST:

Johanna Small, CMC Date

City Clerk

APPROVED AS TO FORM:

Corey Y. Hoffmann Date

City Attorney

CONSULTANT:

By: 
VERMONT SYSTEMS LLC

GILES N. WILLEY

Print Name

PRESIDENT AUG 1, 2016

Title

_____ Date

ATTEST:

By: 

KATE W. MITCHELL

Print Name

VICE PRESIDENT 8/1/16

Title

_____ Date

City's Project Manager

PROSPECTIVE CONSULTANT'S CERTIFICATE REGARDING EMPLOYING OR CONTRACTING WITH AN ILLEGAL ALIEN

FROM: VERMONT SYSTEMS, INC
(Prospective Consultant)

TO: City of Northglenn
PO Box 330061
11701 Community Center Drive
Northglenn, CO 80233

Project Name RECREATION & PARKS SOFTWARE IMPLEMENTATION

Bid Number 2016-092 Project No. _____

As a prospective Consultant for the above-identified bid, I (we) do hereby certify that, as of the date of this certification, I (we) do not knowingly employ or contract with an illegal alien who will perform work under the Agreement and that I (we) will confirm the employment eligibility of all employees who are newly hired for employment to perform work under the Agreement through participation in either the E-Verify Program administered by the United States Department of Homeland Security and Social Security Administration or the Department Program administered by the Colorado Department of Labor and Employment.

Executed this 1 day of AUGUST, 2016.

Prospective Consultant VERMONT SYSTEMS, INC.

By: [Signature]

Title: CHAIRMAN



PROPOSAL NO RFP 2016-022

ISSUE DATE May 6, 2016

REQUEST FOR PROPOSAL (RFP)
COVER SHEET

PROPOSAL TITLE: Recreation Registration Software

SUBMISSION DEADLINE: 2:00 PM on June 7, 2016

SUBMIT PROPOSAL TO: City Clerk's Office
11701 Community Center Dr
Northglenn CO 80233

or
rfp@northglenn.org

or
www.govbids.com

CONTACT: Brian Magnett

EMAIL: bmagnett@northglenn.org

PHONE: 303-450-8899

Bidding instructions and drawings are available at the Rocky Mountain E-Purchasing website at:
<http://govbids.com/scripts/co1/public/home1.asp>.

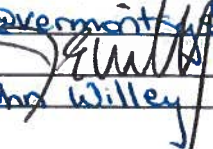
MANDATORY PREBID CONFERENCE: No

DATE & TIME: N/A at _____

LOCATION: _____

The undersigned hereby affirms that (1) he/she is a duly authorized agent of the vendor, (2) he/she has read all terms and conditions, requirements, and instructions of this bid as stated or implied, (3) the vendor warrants that he/she is familiar with all provisions of the contract documents and technical specifications which were made available in conjunction with this solicitation and fully understands and accepts them unless specific variations have been expressly listed in his/her offer, (4) that the offer is being submitted on behalf of the vendor in accordance with any terms and conditions set forth in this document, and (5) that the vendor listed on the bid submission must match all contract and insurance documents submitted upon award.

PRINT OR TYPE YOUR INFORMATION

Company Vermont Systems, Inc. Fax Number 802-879-5368
Address 12 Market Place City, State Zip Essex Junction, VT 05452
Contact Person John Willey Title VP, Sales
Email john@vermontsystems.com Phone 877-883-8757
Signature 
Print name John Willey

PROPOSAL FORM

City of Northglenn
11701 Community Center Drive
Northglenn, Colorado 80233-8061

PROPOSAL: Pursuant to the "advertisement for proposal" for the above named project, and being familiar with all contractual requirements therefore, the undersigned bidder hereby proposes to furnish all labor, materials, tools, supplies, equipment, transportation, services and all other things necessary for the completion of the contractual work, and perform the work in accordance with the requirements and intent of the contract documents, within the time of completion set forth herein, for, and in consideration of the following prices.

Proposal of Vermont Systems (hereinafter called **BIDDER**) organized and existing under the laws of the State of Vermont doing business as Vermont Systems, Inc. *. To the **CITY OF NORTHGLENN** (hereinafter called **CITY**). In compliance with your advertisement for bids, **BIDDER** hereby proposes to perform **WORK** on

Recreation Registration Software

- RFP 2016-022

in strict conformance with the **CONTRACT DOCUMENTS**, within the time set forth therein, and at the prices stated below.

By submission of this **BID**, each **BIDDER** certifies, and in case of a joint bidder each party thereto certifies as to his own organization that this **BID** has been arrived at independently, without consultation, communication, or agreement as to any matter relating to this **BID** with any other **BIDDER** or with any competitor.

BIDDER hereby agrees to commence **WORK** under this contract on or before a date to be specified in the **NOTICE TO PROCEED** and to fully complete the **PROJECT** as indicated in the General Conditions.

BIDDER acknowledges receipt of the following **ADDENDUM**:

*Insert "a corporation", "a partnership", or "an individual" as applicable.

EXHIBIT A
Scope of Services
Page 3 of 145

Sub-contractors (if any): Work they will perform:

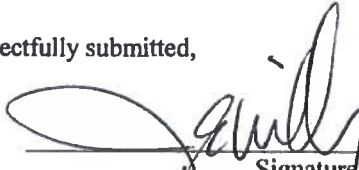
1. _____ Email: _____
2. _____ Email: _____
3. _____ Email: _____

Please provide a complete and accurate list of at least three references and contact phone numbers:

1. City of Westminster, CO - Mike Hinrichs Phone: 303-658-2221
Email: mhinrich@cityofwestminster.us
2. Fox Valley Park Dist, IL - Jaime Ijams Phone: 630-966-4550
Email: jiijams@fvpd.net
3. City of Lake Forest, IL - Jason Busdeker Phone: 847-810-3934
Email: busdekerj@cityoflakeforest.com

Respectfully submitted,

(Seal, if Proposal is by a Corporation)



Signature
12 MARKET PLACE, ESSEX VT

Address
VP SALES

Title
6/1/2016

Date

Michele Berthiaume

Attest

License Number
(If Applicable Signature)
877-883-8757

Phone Number



EXHIBIT A
Scope of Services
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Vermont Systems, Inc.
12 Market Place
Essex Junction, VT 05452

800-377-7427 Toll Free
877-883-8757 Toll Free
802-879-6993 Local
802-879-5368 Fax
www.vermontsystems.com

June 1, 2016

City Clerk
City of Northglenn
11701 Community Center Dr.
Northglenn, CO 80233

Dear Mr. Magnett:

Vermont Systems is pleased to respond to the Request for Proposal due June 7, 2016 for a Web-Based Recreation Management Software System for the City of Northglenn. Vermont Systems specializes in providing application software and related services for parks and recreation operations and therefore can meet or exceed your listed requirements.

We are proposing our **RecTrac** Recreation Tracking Software which meets and exceeds your needs as described in your RFP. You have indicated a need for the Activity Registration, Facility Reservation, Pass Management, Personal Trainer, Venue Ticketing, and Point of Sale/Inventory Control modules, along with the required Systems Administration module. The Incident Reporting module is included at no charge. The proposal is based on a total of fifteen (15) concurrent RecTrac system user licenses. Since the RecTrac application software includes all of the capabilities listed, along with any necessary hardware, such as POS peripherals, we are most qualified to respond to your RFP. Other RecTrac modules that are available for future consideration include League Scheduling, Locker Rentals, Equipment/Site Rentals, Trip Reservations, Court Reservations, and Golf Point of Sale and Tee-times.

We are also proposing **WebTrac** for internet Registrations, Reservations, Personal Trainer, POS, Venue Tickets, Pass Registrations/Renewals, and Mobile RecTrac/WebTrac, as well as **PayTrac**, VSI's ERI (External Redirect Interface) credit card and debit card payment processing software options. Using the ERI interfaces, VSI does not capture, store, and transmit card data within our applications. Therefore, the very expensive annual PCI audits will not be required for VSI or for you, as a merchant. This responsibility is transferred to the PCI compliant processor.

The proposed **RecTrac 3.1** integrated browser software has been developed using Java and HTML and the database software has been developed and deployed using the 4GL Progress Open Edge Application Server software, one of the leading development languages available in terms of management ease, software portability, database integrity, scalability, flexibility, and customer satisfaction. Progress enables the RecTrac 3.1 browser-based software to operate using computers, tablets, and smart phones with most operating systems and web browsers. The Progress Version 11 RDBMS is embedded with our software, providing the customer with a powerful database and minimal overhead in terms of management and maintenance.

The proposed **RecTrac** software includes a substantial number of standard reports, each with multiple selection criteria and print options by report. This extensive number of standard reports is more than sufficient for most users. Further, the standard 3.1 RecTrac software includes a powerful integrated report writer to enable your staff to develop custom reports.



EXHIBIT A
Scope of Services
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VSI has over 1150 installations with several thousand users, which includes over 900 municipal and county government customers, as well as nearly all U.S. Air Force, Army, Navy, and Marine bases worldwide. Therefore, we have a proven track record in providing quality software and support services on a nationwide scale. The VSI software, along with the Progress RDBMS (database) scales from single-user up to 10,000 user workstations. For example, the Fort Campbell, KY, WAN connects over 500 RecTrac users at 55 locations using one embedded Enterprise database. Please refer to the enclosed user list for reference names and telephone numbers.

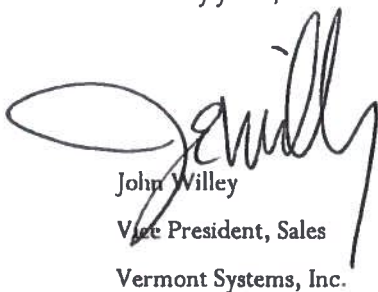
VSI has qualified a complete range of Photo ID Card and POS hardware products to operate with our software. These include small computer workstations, touch screen computers, touch screen monitors, cash drawers, pole displays, barcode scanners, magstripe readers, programmable keyboards and keypads, receipt printers, digital cameras, pass printers, photo ID card printers, scales, biometric hand and finger scanners, handheld scanners, and ticket printers. VSI also provides supplies to go with the hardware quoted. VSI would welcome the opportunity to conduct a phone or on site survey to determine your specific needs.

While the City's IS department or a local hardware vendor would provide the computer hardware, hardware support, networking software and support, and other computer services, VSI will provide the application software and database, along with software maintenance support, software upgrades with new enhancements, on-site training, remote dialup and Internet support, unlimited toll free telephone support, and VSI qualified POS hardware. We would work together to resolve all issues, should any arise.

Since the documentation provided is proprietary to Vermont Systems, Inc, the City of Northglenn is responsible for ensuring that they shall be accessible only to authorized personnel during the evaluation process. If the City selects VSI as the vendor of choice, then these items will be retained as part of the VSI bid response. The City staff can visit the VSI web site to experience the "live" WebTrac and PayTrac software using the online demonstration database.

Please feel free to contact us, at your convenience, if you need additional information. We look forward to working with you during the implementation of our high quality software products.

Sincerely yours,



John Willey
Vice President, Sales
Vermont Systems, Inc.



City of Northglenn, CO

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2. Proposal
3. Project Experience
4. Cost Proposal
5. Submittal Package
6. Additional Information



Company History/Management Summary

Vermont Systems Inc. Company Background

Vermont Systems, Inc. is a privately owned, Vermont Corporation with headquarters at 12 Market Place, Essex Junction, Vermont 05452. The company was founded on July 1, 1985 by Bob Willey and son, Giles Willey, and was joined by daughters Laura and Kathryn in the same month. Since 1988, VSI has specialized in developing fresh software products for managing recreation and parks operations, and markets and fully supports this software primarily on a national basis. VSI is 100% owned by its employees and management, and has required no outside sources of funding, other than normal banking relationships. VSI has **no debt**, and has sufficient capital to support the company's solid growth and the development of new products without sacrificing quality customer support. VSI's staff of eighty employees is committed to providing high quality application software and responsive customer support for our customers.

VSI has established an excellent track record of paying bills on time, conducting business on a sound, ethical basis, and providing our customers with prompt, quality support services. All banking transactions are processed through the TDBank in Burlington, Vermont. Please feel free to contact our bank officer, Gisele Klockner, Vice President, at 802-860-5549.

Vermont Systems' primary application software products are **RecTrac**, **GolfTrac**, **MainTrac**, **FinTrac**, and **WebTrac**, each of which consists of multiple integrated software modules for managing recreation and parks operations. The **RecTrac** system includes the Activity Registration, Facility Reservations, Pass Management, Point of Sale/Inventory Control/Tickets/Gift Cards, POS Venue Ticketing, League Scheduling, Court Reservations, Trip Reservations, Locker Rentals, Equipment Rentals, Personal Trainer Scheduling, Child/Youth Management, and Incident Reporting modules; the **GolfTrac**, **POS Cash Register/Inventory** system also includes Tee-Time Reservation and Local Handicap capabilities; **FinTrac** currently consists of six integrated modules, General Ledger, Accounts Payable, Purchase Orders, Payroll, Time Management/Employee Scheduling, Human Resources, and Systems Administration; **MainTrac** consists of a Base Asset Management System, plus Personnel Scheduling, Inspections/Results, and Planning/Budgeting functions. **WebTrac** provides your patrons with real time Internet access to process online Activity Registrations, Facility Reservations, Pass Registrations & Renewals, POS Ticket & Gift Card Sales, League Scheduling, Equipment/Site Rentals, Court Reservations, Trip Reservations, Personal Trainer Scheduling, Locker Rentals, Child/Youth Management, Incident Reporting, and Golf Tee-Time Reservations.

Other integrated products include **Photo ID Card Systems**, **PayTrac** for electronic payments, **Access Control**, **Remote Lighting Control** interfaces, **Financial System** interfaces, and **Point-of-Sale Touch Screen Computers & Peripherals**.

All VSI application software products are developed and deployed using 4GL Progress OpenEdge software, while also utilizing the Progress OpenEdge RDBMS (Relational Database Management System).

Along with our software applications, VSI offers the following support services:

- Unlimited Toll Free Telephone Support
- On Site Training
- Training at VSI
- Online Knowledgebase
- Installation Planning & Scheduling
- POS Peripheral Hardware
- Phone/Web Based Training
- Programming Enhancements



CITY OF NORTHGLENN

Vermont Systems Vision

Our vision from the beginning has been to build a reputable name in the business one satisfied customer at a time. This is the number one goal for all VSI employees. While this is our daily focus, it is also the driving force behind the goals we set for the company. For the most part, our success for over 30 years has been due to listening to our customers and keeping our eye on the emerging technological advances. We attempt to integrate new technologies with our software, while ensuring that the new capabilities will be practical for the majority of our customers. This approach has served our customers, and our company, very well over the years.

From the start, we've always attempted to take the long-term view. We have chosen to remain an independent company to ensure that we steer our own course by using our customers as the beacon, rather than a course steered by a detached organization with their eye on the bottom line. An example of this mindset was the very foundation of our application development. We selected a development language, 4GL Progress that would enable our applications to operate on a broad range of platforms. This allows the customer to select the desired network operating system and hardware from a list of certified platforms that include Microsoft operating systems, as well as most flavors of UNIX and Linux.

While we remain independent, we have developed partnerships with many companies. This concept allows us to stay focused on what we do best, and still deliver powerful capabilities to our customers. These capabilities include remote lighting control, credit and debit card authorization, gift cards, electronic check processing, numerous financial interfaces, brochure interfaces, continuous online backup options, qualified POS hardware, and extensive reporting options. We will continue to search out and work with industry leaders where it makes sense and enhances our applications.

Customers – While we manage the list of all new enhancements to be added, our customers' requests have the highest priority. We evaluate these requests to ensure that they are practical and that they will benefit most users. We attempt to maintain open communications with our customers through a variety of means. These include attending over 40 national and state park and recreation conferences, newsletters, website, technical bulletins, toll free phone access, and user group meetings. Instead of offering only one national user group meeting, we offer many regional and state user group meetings. While this approach is much more time-consuming for VSI, it is much more cost-effective for our customers and it enables many more customer staff members to participate.

CITY OF NORTHGLENN

Vendor Profile—Vermont Systems, Inc.

Firm Name: Vermont Systems, Inc.

Location: 12 Market Place
Essex Junction, VT 05452

Contact: John Willey, Vice President Sales (x3012)
Dave Wirtz, Sales Manager (x3009)
Giles Willey, President (x3005)
Robert Willey, Chairman (x3003)

Telephone: (877) 883-8757

Fax: (802) 879-5368

Email: Johnw@vermontsystems.com
Davew@vermontsystems.com
Gilesw@vermontsystems.com
Bobw@vermontsystems.com

Website: www.vermontsystems.com

Length of Time in Business: 30 Years

Number of Installed Accounts:

RecTrac	1250
GolfTrac/Golf POS	210
MainTrac	80
WebTrac	650
TeleTrac	12

Size of Staff:

Development Staff	18
Customer Support Staff	56
Administrative & Sales Staff	10

Total Staff 84

Major Industry Concentration: Parks and Recreation Software
Vertical Market (exclusively)

As stated previously, VSI has no debt.

Vermont Systems Dun & Bradstreet ID is 150697019, and our rating is 4A2.

Partnerships

VSI partners with numerous companies to provide add-on capabilities, such as electronic payment service providers, general ledger and accounts payable financial interfaces, golf tournament management, special function interfaces, remote lighting interfaces, access control software and hardware integration, driver license interface, and point-of-sale hardware.



CITY OF NORTHGLENN

Staff Resumes/Qualifications—Key Personnel

Giles Willey, President, is involved in most aspects of VSI operations. In 1989, Giles developed the first release of our premier products, RecTrac and GolfTrac, and has continued to be involved with the on-going development of these and other products. He has 33 years experience in systems analysis, software design, software development, hardware and network configuration and installation for a variety of platforms, and systems. As CEO, Giles is a major principal of VSI, and is a fully authorized corporate signer of any documents on behalf of VSI.

Laura Valley, Vice President - Training/Support, is responsible for assuring that all VSI customers' needs are being addressed on a continual basis. This includes prompt telephone response, shipment of software upgrades, surveying current and future user requirements, and scheduling installations and training. Laurie has been part of the VSI team for the past 30 years, and is a VSI principal and a fully authorized corporate signer of VSI contracts.

Kate Mitchell, Vice President & Treasurer – as our Business Manager, Kate is responsible for software and support services billing and payment, as well as annual software maintenance renewal billing and payments, and new order delivery statuses. Kate has been part of the VSI team for the past 30 years, and is a VSI principal and a fully authorized corporate signer of VSI contracts and other documents.

John Willey, Vice President - Sales, is responsible for the sales and marketing of VSI products, as well as assisting with the research of other products for integration with application software. John has successfully represented VSI for 22 years, while selling and installing our products. John is a VSI principal and an authorized signer of VSI proposals and agreements.

Bruce Gepfert, Vice President of Software Development, is the leader of the software development team. He is a primary RecTrac developer, as well as the coordinator of all other application software development. Bruce has a Civil Engineering Degree with 12 years field experience prior to joining VSI, and 20 years experience in designing and developing VSI software products.

David Wirtz, Sales Manager, is responsible for the sales and marketing of VSI products, as well as assisting with the research of other products for integration with application software. Dave has successfully represented VSI for 17 years, while selling and installing our products.

Cullen Barber, Customer Support Manager, is responsible for new customer installations, on-site training and on-going support services. Cullen has 22 years experience providing excellent on-site and telephone support for Vermont Systems customers.

Tom Valley, Customer Support Manager, is responsible for new customer installations, on-site training and ongoing support services. Tom has 21 years experience providing excellent on-site and telephone support for Vermont Systems customers.

Travis Barber, Customer Support Manager, is responsible for new customer installations, on-site training, and ongoing support services and oversees the military support group at VSI. Travis has 20 years experience providing excellent on-site and telephone support for Vermont Systems customers.

Patrick Hayden, RecTrac, GolfTrac, & WebTrac Product Manager, is responsible for the functional software capabilities and for prioritizing new enhancements.

Chris Tallman, Hosting Services Manager, is responsible for two VSI data center operations and for 24/7/365 hosting customer support services.

Joe Bourassa, Quality Assurance Manager, is responsible for ensuring that all application software functions perform satisfactorily prior to release to VSI Customers.

Bob Willey, Chairman, assists others in ensuring that VSI fulfills its obligations to provide high quality software and support services and to ensure that our products are successfully implemented. He has over 55 years experience in the computer and application software business.



CITY OF NORTHGLENN

Software Training & Support Methods Cont'd

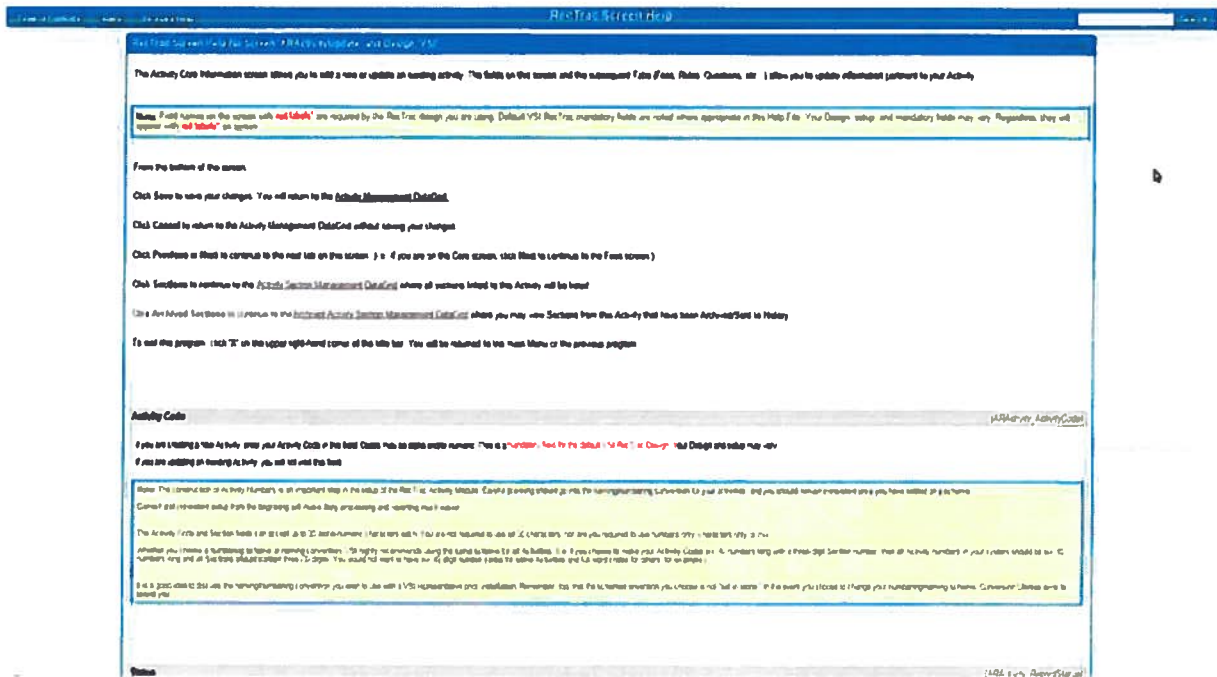
Topic Diagrams - there are a number of applications, such as Access Control and Credit Card processing, for which a diagram best illustrates how a process functions. In cases where a diagram is more helpful than a narrative, we have taken this approach to demonstrate the flow of a transaction through both hardware and software channels.

Pre and Post Update Steps- Prior to every minor version/build update (updating from 3.1.03.yy to 3.1.04.yy, for example) or major version database upgrade (upgrading from 3.1.xx.yy to 3.2.xx.yy for example), VSI publishes a set of pre-upgrade steps to ensure that the system is prepped correctly to receive the most recent update. The second half of this document is dedicated to any necessary post-update steps. In many cases with minor version/build updates, there are nominal pre/post update steps. However, it is very common to have a number of steps linked to a major version database upgrade.

Program Modifications Listings - along with every minor version/build update, VSI publishes a Program Modifications Listing document that lists each significant change made to the programs in that release. This document is available on our website, along with the program update executable with which it is associated. All Program Modifications documents for the current major version are linked in the Online Help.

System Requirements- as part of the sales process we provide a number of documents that describe VSI Sales & Support Policies, Certified Operating Systems; Recommended Hardware; Hosting Services Feature Checklist; Hosting Services Data Center Security & Other Attributes, Hosting Services Diagrams, and Electronic Payment Card & check Options.

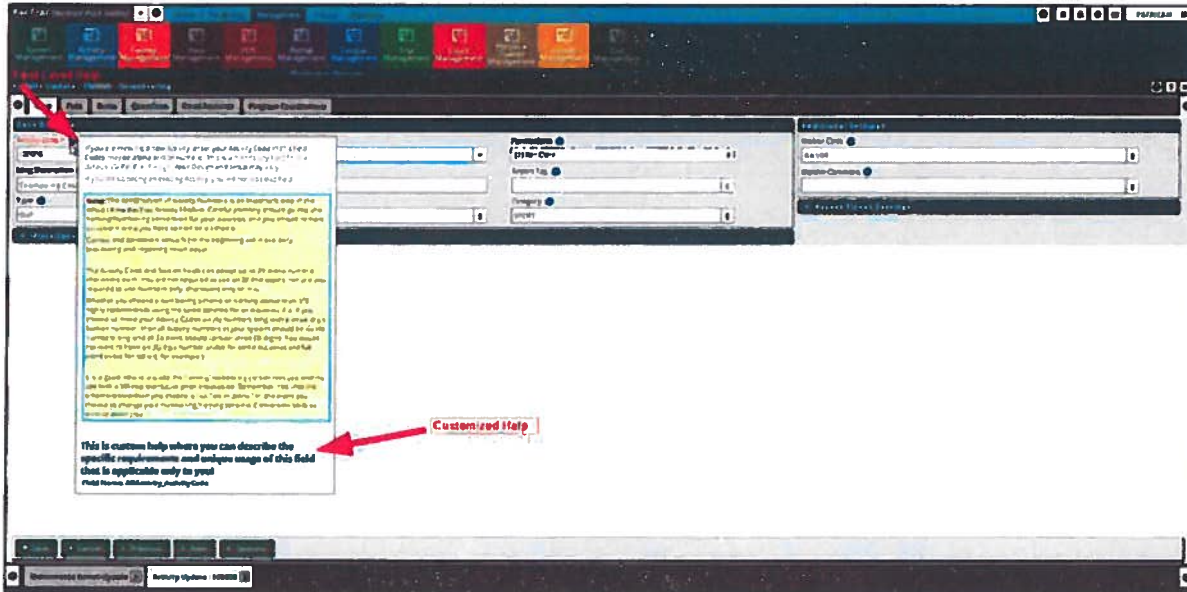
Screen Help Example



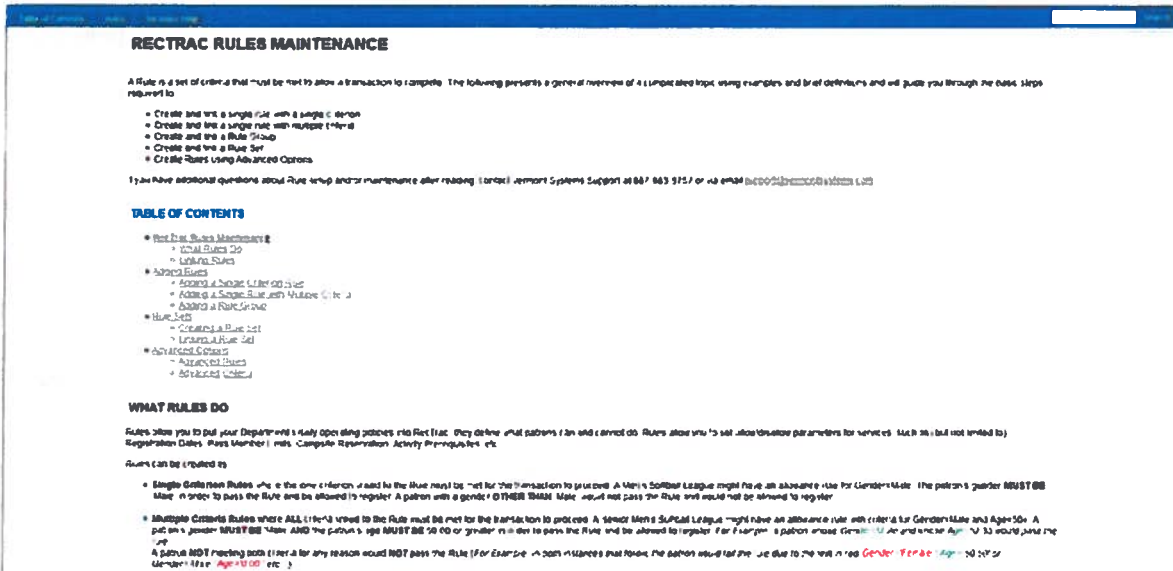
CITY OF NORTHGLENN

Software Training & Support Methods Cont'd

Field Level Help with Customization



RecTrac Topic Document as linked in the Online Help



CITY OF NORTHGLENN

Software Implementation and Training

Customer Service and Project Administration is a critical part of any successful installation. Vermont Systems will assist you through the planning and installation phase of the Project. Scheduling will occur based on trainer availability upon receipt of the City's order and signed Agreement. VSI uses Teamworks, Project Management Software, to plan all phases of your installations by base and region. Teamwork Projects allows VSI and our customers to manage the numerous tasks involved in an implementation project, keeping them organized and ensuring everyone involved is accountable for the tasks delegated to them. Using project management software encourages collaboration with our customers and among VSI staff engaged in a project providing everyone with a consistent and easily accessible view of the tasks. The process and software used enables communication, document sharing, clearly defined timelines, milestones, and outstanding items. Customers are able to easily see what has been completed, what is due to be completed, and can monitor the entire process. The use of project management software promotes tracking progress, staying on schedule, providing a snapshot of where the project as a whole stands, and gives everyone involved at any level a view into the progress. The management of a software implementation project is a joint venture between VSI and our clients, and with the Teamwork Projects software we provide the tools necessary to engage you in that process and ensure success. Those users involved with the project will receive logins so once the contract is received, the project begins. Teamworks will be used from that date straight through the Go Live date.

Onsite or Telephone Survey

For larger installations with multiple applications and sites, an onsite survey might be beneficial. While not required, our experience indicates that the benefits of an onsite survey are generally worth the cost for larger installations. However, a telephone conference call to review the results of your own survey needs will be sufficient for most new customers. Several important items covered during the survey include:

- Review/Complete the Project Planning Schedule
- Review the software with any key personnel who will be involved in reviewing the Installation Planning Guide and preparing for the installation and training.
- Conduct a survey of each workstation to verify/determine exactly what peripheral hardware is required – cash drawers, barcode/magnetic stripe readers, cameras, ID card printers, touch screen monitors, and all-in-one touch screen computers, etc. This will include any current hardware that you plan to use with the new system, if compatible.
- Review networking and verify connectivity to all workstation locations.
- Review internet access requirements for all users.

The survey will generate a list of tasks to be accomplished, by whom, and by when. Please note that conference calls are also an excellent review method.

Project Planning Schedule

The City staff and Vermont Systems would jointly prepare an installation schedule. This plan would list all of the functions required to complete the installation, as well as assign our respective responsibilities including hardware, systems software, cabling/network, application software, delivery, training, etc. Upon receiving your approval, VSI would ship the RecTrac Installation Planning Guide. As your staff prepares for the installation, they will consult with VSI at any time via the toll free numbers regarding any issues that may arise. Prior to on-site training, VSI will install and configure the RecTrac, WebTrac, and PayTrac software on VSI database servers at one of its two data centers. This will include an empty live database that will be ready for the onsite training, as well as a second demonstration database that will be available to your staff at any time to become familiar with software prior to and during the onsite training. VSI will send a User ID and Password to access both databases.



CITY OF NORTHGLENN

Software Implementation and Training-Cont'd

Project Staff Assignments

An installation team will be assigned to your account based on the services being provided. In your case, the team will consist of a VSI Sales Manager, a Customer Support Manager, and the designated on-site Trainer. They will coordinate VSI responsibilities, as well as assist you with the implementation of the installation plan. They will also arrange for any other VSI assistance required. The trainer will be assigned following the acceptance of our proposal.

We highly recommend that the City of Northglenn designate a 'RecTrac Administrator'. This person should be a decision maker who is very familiar with your day-to-day operations. Initially, the VSI Trainer will work closely with the RecTrac Administrator and other key personnel.

Training

Your IS and Finance personnel are welcome to attend any training given. As a minimum, it is very important that the Trainer work with IS for a few hours to review database management functions. We assume the IS personnel would not need to be proficient in the day-to-day application functions. The pricing proposal section includes multiple days of on-site service, including sufficient time for the minimal IS staff training that is suggested.

For a large number of users, VSI generally recommends the "Train-the-Trainer" approach, whereby, the VSI trainer trains your key personnel who then train the end users. You may find that VSI Trainer time is spent most effectively with smaller groups, but we are willing to train your staff as desired. While our standard training hours are 8am to 5pm, we are very flexible. Please note that there is a cost adjustment for training beyond a normal workday or on weekends.

From experience, we have found that initially it is very effective to work with the key personnel only to set up the database parameters, make policy decisions, and review all the file maintenance functions. The VSI Trainer will ensure that you know how to enter the data, then move on to other functions. Your key personnel will guide your staff through the process of finishing the data entry that might include programs, facilities, memberships, comment codes, fees, rules/regulation letters, user/demographic codes, financial codes, etc. The trainer would also make sure all the peripheral hardware was installed and operational. If the training is to be split between two (or more) trips, the trainer will return in 2-3 weeks, after the data entry has been completed and the database is ready for end user training. The schedule can be modified based on your needs. If all of the training is to be completed in one trip, then the VSI Trainer will use the remaining days to provide daily processing, inquiry, reporting, and period end training. Regardless of the number of days quoted, only those training days used will be billed.

Tasks Report

New Install 3.1 - Template -- VSI



Generated: Apr 20 2016 11:00AM

Implementation - RecTrac Go Live

Active Tasks

Task	Start Date	Date Due	Responsible	Assigned By	Priority	Progress	Status
Finish Data Entry		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
• GL Accounts and Cost Centers		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
• Users		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
• Facilities		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
• Activities		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
• Pass		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
• POS		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
• Tickets		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
• Rental		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
• League		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
• Trip		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
• Court		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
• Personal Trainer		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
• Locker		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
• Golf		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
• Enter Households if did not do Household Import		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
• Enter Facility Reservations (Made before RecTrac)		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
• Verify GL and Refund Interfaces		06 Aug (2015)	Assigned C. Assigned T.	Cullen B.		0%	Late (Not started)
Make Activity Reservations		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
Test Facility Tree		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
Finish Installing VIC at each site		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)

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Are all profiles linked? Peripherals, location, visit, touch, etc.		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
Setup and Test all Hardware		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
Train Staff		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
Credit Card Testing		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)

Implementation - WebTrac Go Live

Active Tasks

Task	Start Date	Date Due	Responsible	Assigned By	Priority	Progress	Status
Load Testing		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
New HH Creation Test		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
Credit Card Testing		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
Receipt Email		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
Receipt retrieval via My History		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
Test all Splash Page Links		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)
Password Reset Testing		06 Aug (2015)	Assigned C. Assigned T.	April L.		0%	Late (Not started)

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Tasks to Complete Before Next Visit

Active Tasks

Task	Start Date	Date Due	Responsible	Assigned By	Priority	Progress	Status
Finish loading GL		06 Aug (2015)	Assigned C.	John W.		0%	Late (Not started)

Generated for Sarah Otoka at 11:00AM 04/20/2016



Certified Operating Systems & Client Hardware – VSI Hosted As of 03/18/2016

VSI RecTrac 3.1 Software – Client Recommendations

This document pertains to all customers.

Note: RecTrac, GolfTrac, CYMTrac, WebTrac, & PayTrac 3.1 software was released on December 1, 2014. The minimum recommendations below represent our best estimate for client recommendations based on current testing. We will continue our efforts to refine these recommendations.

Please check back often to confirm that you have the most up-to-date guidelines prior to the purchase of any new hardware.

Client Operating System Requirements:

Workstations with Peripheral Hardware

A computer with peripheral hardware, such (but not limited to) as a Cash Drawer, Receipt Printer, Bar Code Reader, Magstripe Reader, or Touch Screen Monitor requires Windows 7 or Windows 8 using 32-bit or 64-bit computers or Windows 8.1 using 64-bit computers. Workstations with peripheral hardware also require installation of Vermont Integration Client (VIC, the peripheral hardware management tool for RecTrac). VIC must be installed using Internet Explorer 10 or greater. Once VIC is installed, workstations can use current versions of Mozilla Firefox or Google Chrome, as well as Internet Explorer 10, and 11 to run the RecTrac application on a day-to-day basis. In order to link profiles at the Workstation Level, the network must be setup to allow "Reverse DNS lookup

Mobile Devices and/or Workstations without Peripheral Hardware

Mobile Devices and workstations without peripheral hardware can use Internet Explorer 10, and 11, as well as current versions of Firefox, and Chrome, Apple iPhone & iPad with iOS 5 or higher and Safari, Android 4.0 or higher (Ice Cream, Sandwich, Jelly Bean), Web Browser (HTML5/CSS3/JavaScript); and, Windows 7 and Windows 8/8.1

Both 32-bit and 64-bit client computers with at least 2GB memory (4GB is recommended) are certified to operate with VSI 3.1 application software.

RecTrac 3.x Notebook/Desktop Monitor Recommendation:

While not a requirement, VSI recommends a monitor with 1920 x 1080 resolution to improve the screen display appearance and to minimize the need to use scroll bars.

Vermont Integration Client (VIC)

In order to use hardware peripherals (Cash drawers, printers, Card Readers, etc...) Vermont Integration Client (VIC) must be installed on the workstations to which these peripherals will be linked.

Internet Access – VSI recommends that each location with clients utilizing the hosted RecTrac application have bandwidth capacity of at least 3Mbps up and 3Mbps down, with a latency of under 80ms to the hosted application. The actual bandwidth utilized can vary depending on the types of transactions and the types of data used per client, however the above recommendations should be sufficient to handle between 5-8 clients processing a typical workload. The bandwidth capacity at a location can be substantially impacted by other traffic, such as streaming video/music, VOIP, general internet usage, other applications, etc.... It is important to note the 3mbps recommendation assumes dedicated bandwidth. While the above is our recommended bandwidth, acceptable performance has been realized in some cases with as a little as 1Mbps up and 1Mbps down, and latency under 80ms. If planning to use the system at locations that do not meet the recommended bandwidth please contact us to arrange access to a demonstration version of the software so you can test the processes which will be used at these locations to determine if system speed is acceptable.

To verify your connectivity to the Internet, VSI recommends the use of a speed test tool such as speedtest.net. To verify latency to our data centers, please ping the following URLs:

admin1.vermontsystems.com (east data center)
admin2.vermontsystems.com (west data center)

E-mail: support@vermontsystems.com

Fax: 802-879-5368

Tel: 802-879-6993 or 877-883-8757

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PayTrac Payment Processing Options
Credit Card and Debit Card
EMV

VSI Products 10.3y02 & 3.1.05 (and greater)

PCI Council Announcement – EMV (Euro/MasterCard/Visa) Requirement.

Effective October 1, 2015, the PCI Council announced that it will require EMV or Chip & Pin capabilities, whereby the card is inserted into a card device that reads the smart chip embedded in the patron's card. Many of the gateways and processors are working through the certification process so not all combinations have an EMV solution today. It's important to point out that EMV is NOT a PCI compliance requirement. It is an option that is tied to liability shift. Then a secondary form of authentication, such as signature or PIN, may be required. To meet this requirement, all US credit cards will have to be replaced with new EMV cards and all card readers without the EMV capability will also have to be replaced. VSI is currently coordinating with our ERI business partners (PlugNPay, ETS, VeriFone & CardConnect™) to determine which Customer Facing Terminal options each will certify. Note that PnP, ETS, VeriFone and CardConnect will certify EMV card readers by processor (FirstData, TSYS, Chase Paymentech, Global etc...), so this will be an important consideration for the Merchant, during the selection process. The price of EMV hardware is expected to range from \$500 to \$825 each. Further, the liability for any card breach after Oct 1, 2015 that involves a Merchant not using EMV (Chip & PIN) technology will be shifted from the issuing bank to the Merchant. VSI will be supporting EMV for PnP, ETS, VeriFone, and CardConnect in product versions 10.3y02 and 3.1.05 and later. VSI will continue to update its customers during this process.

Background - prior to the release of the Visa/MasterCard consortium Payment Card Industry (PCI) requirements that defined new security standards for the industry, VSI had developed direct interfaces to most major processors for processing payments within the VSI applications. In order to comply with the new security requirements, and after careful evaluation of the requirements that would impact VSI and VSI's customers (merchants), VSI decided to develop new external redirect interface options. By choosing this route, larger Merchants and VSI would not be subject to the costly audits associated with obtaining a Payment Application Best Practices (PABP) certificate. To review the PCI requirements, please go to www.pcisecuritystandards.org.

VSI has made a great effort to provide multiple payment processing options that are PA-DSS compliant. However, VSI isn't able to approve every new interface request received daily. So, as a Merchant, please contact one or more Service Providers listed below to discuss processing fees and services offered. The Service Provider selected will guide the Merchant, while assuming responsibility for ensuring that the interface selected, will be in compliance with PCI DSS. VSI's role is limited to providing the Merchant with a choice of interfaces to enable payment processing with the Service Provider selected. It is the Service Provider's responsibility to ensure PCI DSS compliance. **During this process, VSI will cooperate with the Merchant and Service Provider by verifying that card data is NOT being captured, stored, or transmitted within the VSI application and that unencrypted card data is NOT being transmitted from the VSI application. Using an ERI, the ONLY card information stored in the database is the mask information returned from the processor and the card expiration date.**

No Credit Card Data Stored in VSI Products: No VSI application stores PAN (Primary Account Number) card data in the database, therefore no PAN data will be available in the event of a security breach. VSI partners with Level 1 certified credit card gateways using External Redirect Interfaces to keep RecTrac out of PCI scope, while allowing RecTrac to process credit card transactions. RecTrac uses a unique transaction ID to link a customer transaction to its related credit card that is stored on the Level 1 certified gateway. Each of these gateways has a Level 1 certification that can be shared with a merchant. VSI is currently updating each gateway interface to comply with the new EMV Chip and PIN cards being deployed during the first and second quarter 2016 releases. These EMV solutions will require merchants to purchase new Customer Facing Terminals capable of reading the smart chips tied to newly issued payment cards.

External Redirect Interfaces (ERI)

Currently we are working towards (4) four primary ERI choices for both office staff and online customers. VSI fees may include the following:

- VSI hourly support fee to integrate/setup new EMV hardware to work with RecTrac.
- VSI IDI (*Internal Direct Interface*) to ERI (*External Direct Interface*) Transition Support Fee \$500.00 - only applicable if you currently are licensed for the IDI interface
- VSI External Redirect Interface (ERI) - required to process credit cards with RecTrac
 - WORKGROUP \$3000.00 Purchase/\$600.00 Annual Maintenance
 - ENTERPRISE \$6000.00 Purchase/\$1200.00 Annual Maintenance
- VSI Debit Card External Redirect Interface - required to process debit cards with PIN, only applicable if the Gateway offers as an option.
 - WORKGROUP \$3000.00 Purchase/\$600.00 Annual Maintenance
 - ENTERPRISE \$6000.00 Purchase/\$1200.00 Annual Maintenance

Primary Options

1. PlugNPay – Credit Card Interface Gateway

2nd Quarter 2016, the PlugNPay ERI/EMV solution is planned to be supported in VSI product version 10.3 & 3.1 (and greater).

Merchant expects to process credit card and non-pinpad debit cards in the office using a RecTrac/GolfTrac/CYMTrac client computer that is configured with an EMV reader and a WebTrac online user who keyboard enters the card data. PnP provides multiple payment processor (Service Provider) choices and requires a setup fee and a flat fee per transaction with minimum monthly. Also you (Merchant) will negotiate processing fees with your Service Provider. Requires RecTrac/GolfTrac/WebTrac/PayTrac 10.3y02 or higher. **Sales Contact:** – 800-945-2538 - Barbara Volpe x7738, Barbara@plugnpay.com .

2nd Quarter 2016

PnP will certify EMV with FDMS (First Data), TSYS, and Chase Paymentech first using the VeriFone VX820 card reader. The testing has yet to be completed for this hardware, therefore it's not ready for purchase at this time - specific configurations do apply. Once testing has been completed this hardware will be available for purchase exclusively through VSI.

US Processors - refer to: <http://www.gatewaystatus.com/index.cgi> for a complete listing of US processors certified with PnP. Then click Support, Gateway System Status, & Here to display the US processor status list.

Canadian Processors – current PnP certified processors in Canada include Moneris (online only, card-present scheduled), and Chase Paymentech.

PlugNPay Refunds – You must have the original receipt number for which you are processing a return/refund to enter in to the RecTrac system. If the original receipt number is not available you must process a non-standard/blind credit via the PlugNPay website. Additionally, if processing a refund for a transaction that was processed prior to using PlugNPay (using a different processor), you must also process a non-standard/blind credit. Refer to Vermont System's PlugNPay specific documentation for instructions on how to process non-standard/blind credits.

PlugNPay Limitations – You may NOT process debit cards UNLESS the card can also be used as a major credit card, nor may you process restaurant type transactions which include tip processing UNLESS you are running RecTrac, GolfTrac, CYMTrac, WebTrac, and PayTrac version 10.1r (or later). Additionally, you may not process blind credits or sales via the RecTrac Credit Card Terminal program. Blind transactions can only be processed via the PlugNPay website. Installment billing periods of six months or more (billing semi-annually, annually, etc.) is not recommended. Since PlugNPay stores unique identifiers for approximately six months, you risk not having unique identifiers for your households. So billing for those households will fail. VSI recommends no more than quarterly installment billing (quarterly, monthly, semi-monthly, bi-weekly, weekly).

PlugNPay Compatibility with CITRIX – The PlugNPay gateway is compatible with CITRIX provided there are no restrictions on the USB hub being used by the PlugNPay magstripe reader (MSR) and provided the local client has permission to forward the USB port as a secondary keyboard to the Server.

PlugNPay Gift Cards – available, if using Mercury Payment Systems as your processor with PnP.

2. ETS (Electronic Transaction Systems) – Credit Card & Debit Card Interface

During February 2016, the ETS ERI/EMV solution will be supported in VSI product version 10.3y02 & 3.1.05 (and greater).

The ETS EMV solution will require a Customer facing Terminal (Ingenico ISC250 or Hypercom L5300) Encrypted Reader and Transvault 3.0 (and greater). The ETS interface supports both RecTrac credit card and pinpad debit card payment processing, as well as WebTrac online credit card payment processing. Since ETS handles the entire payment process, it is not considered a gateway to use other back-end processors. ETS is also certified for Canadian credit card and pin debit card payment processing. Canadian credit card processing is not subject to the Oct 1, 2015 PCI Council EMV requirement.

The testing has been completed for these Customer facing Terminals. Therefore, you order these units directly from ETS. **Please contact ETS directly for pricing and to purchase.**

Refer also to: <http://www.etsms.com/> for a complete description of ETS products and services.

Requires RecTrac/GolfTrac/WebTrac/PayTrac 10.3 & 3.1 and higher

Sales Contact: Sean Lynch – 800-834-7790 x222: slynch@etsms.com

ETS Refunds – You must have the **original receipt number** to process a return/refund. In addition, the selected household must match the household on the receipt and the previous transaction must have been performed using an ETSEI credit card device. **If the original transaction occurred less than 180 days ago a RETURN/REFUND will be processed.** If the original transaction was more than 180 days ago a refund CANNOT be processed directly through RecTrac. If you attempt to process a refund for a transaction that is more than 180 days old, RecTrac will display a message indicating that the refund cannot be processed. Instead, it is recommended that you process a Refund Finance (cut the patron a check for the refund). Please note that if you attempt to process a non-standard refund or credit via the ETS website your batch will be placed in Hold/Pending mode, thus requiring a manual approval to settle the batch. Additionally, ETS will contact a merchant in the event a batch has been given a status of Hold/Pending. For partial returns the refund amount must be less than or equal to the original receipt. If a refund amount is greater than any of the original authorization amounts for a credit card auto-debit payment, RecTrac will STOP the refund/return. Refer to Vermont System's ETS ERI documentation for instructions on how to process non-standard/blind credits.

ETS Limitations – You cannot process blind credits or sales via the RecTrac Credit Card Terminal program. Blind transactions can only be processed via the ETS website.

RecTrac Features and Products Supported by ETS

<ul style="list-style-type: none">• Credit Card, Debit Card and Gift Card Transactions• Credit card signature capture• Turn-key support for pin entry	<ul style="list-style-type: none">• End-to-End cardholder data encryption• Graphical user interface• Windows 7, 64-bit OS
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3. VeriFone Point, Payment-as-a-Service for Retail/MOTO Credit Card & PIN Debit Card Gateway

NOTE: POINT non-EMV payment processing services are available now using the Verifone MX915/MX925 payment card readers. As soon as Verifone provides VSI with EMV integration software, we will begin the certification process for both 10.3 and 3.1 releases.

Point is a subscription service that alleviates the need for up-front capital investment. This service includes 24x7 support, encrypted gateway transactions, integration for new methods of payment, ongoing EMV maintenance and merchant support and full PCI compliance. Point bundles the card reader (MX915) with warranty repair service, priority exchange service (overnight), VSP end-to-end encryption and tokenization, unlimited number of monthly payment transactions, EMV support, NFC Enablement, point portal, help desk support, data breach security, and gateway into one simple monthly fee. Since this is an IP web service, there is no software or database to install on your local server. This fee does not include the fees for the processors listed below. Further, you can also purchase the VeriFone EMV card reader (MX915) and subscribe to the Point services for a monthly fee.

Specific configurations do apply to the MX915 readers that are available for purchase directly from Verifone.

Verifone Sales Contact: Mike Passmore, 615-591-0638, Cell 615-788-0196, mike_p7@verifone.com.

Please go to: <http://www.verifone.com/> for a complete listing of processors that may be used with Point for credit cards, debit cards, and pin pad debit cards. Current Point processor options:

3. VeriFone Point continued...

Chase Paymentech Tampa Host– Retail & Restaurant
First Data-Nashville ISO – Retail only
First Data Omaha
First Data North
Global Payments East – Host
TSYS
Vantiv St. Pete Host
WorldPay

Point supports EMV and uses the Payware Connect gateway which is PCI DSS certified. Point will become the only VeriFone solution for VSI software that meets the PCI Council EMV Chip & Pin mandate.

4. CardConnect™ - Credit Card Interface

NOTE: CardConnect IS EMV CERTIFIED & THE VSI SOFTWARE CERTIFICATION IS IN PROCESS.

Merchant expects to process credit card and non-pinpad debit cards in the office using a RecTrac/GolfTrac/CYMTrac client computer that is configured with Ingenico IPP320 or ISC250 (encrypted with CardSecure™ Encryption Key) and a WebTrac online user who keyboard enters the card data. CardConnect Payment Security Solution offers EMV, P2PE (Point to Point Encryption), tokenization, and a secure, hosted vault which minimizes the merchant from PCI Scope.

Specific configurations do apply to the IPP320 and ISC250 that are available for purchase directly from cardconnect..

CardConnect provides multiple payment processor (Service Provider) choices that are not limited to TSYS, First Data, Vantiv, Bank of America, Elavon, Chase Paymentech and requires no set up fees. , a flat per month per merchant account fee along with transaction fees based on your specific volumes. Also you (Merchant) will negotiate processing fees with your Service Provider. Requires RecTrac/GolfTrac/WebTrac/PayTrac 3.1 or higher (10.3 to be determined).

Sales Contact: – 855-734-2669 or 312-644-1715 - Travis Vaniter, tvvaniter@cardconnect.com

Refer to www.cardconnect.com or <http://www.cardconnect.com/payment-solutions/cardconnect-gateway/> for additional information.

Alternative options for credit card processing until the EMV integrations are complete:

1. Encrypted MSR specific to the Gateway you are currently using or plan to use depending on the RecTrac release
2. Non-encrypted MSR
3. Contact your bank/backend processor to procure EMV readers that you can utilize during the transition. These transactions will occur completely outside of RecTrac, requiring the reference/auth code to be manually input into RecTrac for each sale. This option is for those who are internally required to move to the EMV solution now.

****Please note that EMV processing is a choice, the ability to process credit cards will not be affected nor will it affect PCI Security Standards. The liability is now shifted to the merchant.**

Electronic Check Processing Interfaces

Option 1 – VSI RecTrac/GolfTrac/CYMTrac 9.5a4g release and higher provides electronic check payment processing to capture the check MICR line data and amount with end-of-day ACH processing. Certified echeck readers include MagTek MiniMICR and MICRImage models. **Contact VSI for quotes.**

Option 2 – VSI has developed interfaces to ProfitStars and US Dataworks/Chase Paymentech to enable electronic check payments with front and back image capture, along with comparing the check data with a national bad check database. If interested, please contact Sales at VSI for vendor contact data. Certified echeck reader is MagTek MICRImage model. **Contact VSI for quote.**

CITY OF NORTHGLENN

Software Maintenance Support

Our customers receive one major application database and program update every other year, along with multiple program only updates every 6-8 weeks. The major release is scheduled for November/December, since this period appeals to many customers. However, each Customer decides its' own upgrade schedule. We also provide our customers, as well as new prospects, with online access to the live software with demonstration data on the VSI web site to enable them to review the latest release. This allows for unfettered access to the entire system. The goal is to avoid surprises, to the extent possible.

Software Warranty Period – Vermont Systems' software is warranted to operate as specified in the User Reference Manual and as in the "live" demonstration software which is available for review. Further, the warranty covers each upgrade in the same manner. If Licensed, the warranty will be extended indefinitely provided that the annual maintenance and support fees are paid each year in advance, or that the monthly SaaS fees are paid by the first day of each month. The Software license and annual maintenance fees are priced separately.

Software Maintenance Service - Software Error Correction Procedures - If a user encounters a software use problem, the customer (Point-of-Contact) can either call the toll free (CONUS) VSI support number to discuss the problem with a support person or initiate a Support Ticket on the VSI web site at www.vermontsystems.com. Either way, the VSI support person will assist the Customer to determine that the problem is either operational or a bug in the software. If operational, the support person will assist the user to resolve the problem. If the problem appears to be a programmatic, the support person will test to verify. If the bug is verified, the support person will enter a software repair request, and submit it to the VSI programming staff for repair. The programmer will correct the problem and submit it to the VSI Quality Assurance staff for testing. If the updated program(s) pass the testing phase, they will be included in the next software Build release, added to the Modification Listing, and made available on the VSI FTP site for downloading. VSI notifies all hosted customers that it has scheduled the software update with the latest Build during off hours.

Customer Support – Please see the VSI Sales & Support Policies document for details. Standard 800 telephone support hours are 8am to 8pm EST, Monday-Friday; Pager support hours are from 8pm-10pm M-F and 8am-5pm Sat, Sun, and Holidays; and, Support Tickets can be entered on 24/7 basis. While a high percentage of VSI support calls are handled as they are received, most other calls and support tickets are acknowledged within one to two hours. Pager calls are returned within 15 minutes. VSI provides a critical call line to handle those issues that require immediate assistance. While any authorized individual may call our support line, you will find it more efficient to process your calls through your RecTrac Administrator. As a result, many of our customers prefer the central contact approach.

Installation and Cost of New Releases - The cost of all new releases is included in the annual maintenance fee or the monthly SaaS fee, which are listed in the pricing section. All new customer hosted releases are fully automated, so the user simply follows the upgrade instructions which accompany the upgrades. VSI updates all software for hosted customers.

Enhancement Design and Implementation - VSI accepts Enhancement Requests via Support Tickets from all customers and periodically reviews the requests and tracks them by application, by module, by customer using an Enhancement Request Log. While we make a great effort to satisfy each user's requests, we do have to be careful to maintain a quality product. Each enhancement request is evaluated to determine: 1) How many other customers have made the same request? 2) Will the enhancement benefit other customers and have broad appeal? 3) Will it require a database change and program change or program change only? 4) Which release will contain the enhancement?

Software Reporting Options - The proposed RecTrac V3.1 software includes many standard reports, each with multiple print options and selection criteria by report. In addition, the standard software includes a powerful, integrated report writer to enable the users to generate any number of custom reports. If desired, customers can use third party report writers to access the ODBC compliant VSI application database.

Support Activities/User Groups – Our customers are the primary source of new enhancements, and therefore, a vital part of our research and development. We attempt to maintain open communications with our customers through a variety of means. These include attending over 35 national, regional, and state recreation conferences, newsletters, our website, technical bulletins, toll free phone access, and user group meetings. We We have determined that state or regional user group meetings benefit more customers at a lower cost.



CITY OF NORTHGLENN

Statement of Qualifications

Experience

VSI has been providing software solutions to the municipal market since 1985, and specifically to the Parks and Recreation field since 1988. We have completed over 1250 municipal installations, and this experience has provided us with a tremendous base of knowledge regarding this vertical market. Vermont Systems is proud to propose RecTrac to the District of Columbia, as it is the most complete, fully-featured, and competitively priced recreation software available. RecTrac is developed, quality assured, and supported entirely by Vermont Systems. RecTrac is fully integrated, which makes "ease of use" an unmatched reality compared to other available parks and recreation software.

Application Software Architecture

VSI designed the first release of RecTrac as a fully integrated system. For our users, this means a single login to access all software functionality limited only by the assigned menu system. The Global Sales function allows an operator to process multiple transactions in multiple modules, and then print a single receipt. For example, you can register family members in programs, reserve facilities, register for a passes, buy inventory or tickets, and reserve a Tee-Time, in one operation and print a single receipt. We refer to products by module for pricing purposes only.

Database/Architecture

The proposed RecTrac 3.1 integrated browser software has been developed using Java and HTML and the database software has been developed and deployed using the 4GL Progress OpenEdge Application Server software. VSI embeds the Progress OpenEdge RDBMS (Relational Database Management System) with the application software. As a result, all applications are developed using the same application architecture. As mentioned in the cover letter, Progress is the Number One embedded database vendor based on two separate surveys by major research firms. While the server software will operate 64-bit, browser clients will be able to operate 32-bit or 64-bit. There are two significant advantages to Progress, low cost and minimal management overhead. Compared to most other databases, there is minimal maintenance required to manage the database, except for standard backup and restore procedures. Several of our current customers initially had reservations about Progress, since they were more familiar with another database (such as SQL) that required significant management overhead. They assumed the same would be true for Progress. However, they have been pleasantly surprised to discover that it has not been the case. As a result, it has become a non-issue with these users. It is a stable, scalable database that has provided us with satisfied customers for over 28 years. Please visit the Progress website at www.Progress.com for detailed information.

Web Access/Connectivity

Using a browser, our WebTrac product enables online real time processing for your patrons to register for classes/ programs, reserve facilities, renew passes, reserve tee times, reserve equipment and sites, post league scores, check league standings, etc., via the internet. Your online customers are viewing and updating the RecTrac database simultaneously with your office staff during all transaction processing. For example, both staff entered and online patron entered class registrations are being processed simultaneously.

Electronic Payment Processing

VSI has developed external redirect interfaces to process card payments with several processors via IP. Each interface provides a seamless card authorization and payment process, while avoiding capturing and storing card data, and transmitting unencrypted card data within the VSI application. The VSI ERI payment method dramatically reduces the annual cost of PCI compliance audits, both for you, the merchant, and for VSI. Further, all RecTrac, CYMTrac and GolfTrac browser clients and WebTrac online browser users, process card payments using the same card payment system. VSI also offers multiple electronic check payment options.



CITY OF NORTHGLENN

Project Experience

We have listed 3 references on the Proposal Form. In addition, we have included our complete RecTrac user list. Please feel free to contact any of our customers.

RecTrac User List

State	City	Organization Name	Contact Name	Email Address	Telephone
AK	Unalaska	City of Unalaska	Lyndsee Wilson		(907)581-1297 Ext: 105
AL	Hartselle	City of Hartselle	Dwight Tankersley	dtankersley@hartselle.org	(256)773-2535
AL	Hoover	Hoover Parks and Recreation Department	Mindy Neureiter	NeureitM@ci.hoover.al.us	(205)739-7129
AL	Madison	Madison Park and Recreation	Gayle Milam	gayle.milam@madisonal.gov	(256)772-2557
AL	Opelika	Opelika Parks & Recreation	Connie Hollingsworth	chollingsworth@ci.opelika.al.us	(334)705-5563
AL	Tuscaloosa	Tuscaloosa County Parks and Recreation	Debra Gibson	dgibson@tcpara.org	(205)331-5600
AR	Fayetteville	Donald W. Reynolds Boys & Girl	Joey Butler	joey@fayettevillekids.org	(479)442-9242 Ext: 130
AR	Jonesboro	Jonesboro Recreation Dept.	Wixson Huffstetler	whuffstetler@jonesboro.org	(870)933-4604
AR	Springdale	Jones Center for Families	Zelda Parson	zparson@jonesnet.org	(479)756-8090 Ext: 2160
AZ	Buckeye	Buckeye Community Services	Miranda Gomez	mgomez@buckeyeaz.gov	(623)349-6353
AZ	Flagstaff	City of Flagstaff	Kathy Drummond	kdrummond@flagstaffaz.gov	(928)213-2302
AZ	Glendale	City of Glendale	Cameron Dewaele	cdewaele@glendaleaz.com	(623)930-2824
AZ	Lake Havasu City	Lake Havasu City	Alexis Dintelman	DintelmanA@lhcaz.gov	(954)854-0888 Ext: 0
AZ	Morenci	City of Morenci	Heather Seegmiller	heather_seegmiller@fmi.com	(928)865-6598
AZ	Oro Valley	Town of Oro Valley	Mollie Frye	mfrye@orovalleyaz.gov	(520)229-5053
AZ	Sierra Vista	Sierra Vista Parks & Leisure	Abe Rubio	arubio@ci.sierra-vista.az.us	(520)458-3315 Ext: 387
AZ	Sun City	Recreations Centers of Sun City	Chris Herring	cherring@sunaz.com	(623)561-4685
AZ	Tucson	University of Arizona Campus Recreation	John Lloyd	jdklloyd@email.arizona.edu	(520)621-8959
BC	Prince George	University of Northern British Columbia	Tania Bopp	tania.bopp@unbc.ca	(250)960-6356
CA	Albany	Albany Recreation & Community Services	Nick Jordan	njordan@albanyca.org	(510)559-7222
CA	Arcata	City of Arcata	Dillon Savage	dsavage@cityofarcata.org	(707)825-2009
CA	Auburn	Auburn Area Recreation & Park District	Manouch Shirvanlou	manouch@aubumrec.com	(530)863-4823
CA	Bakersfield	City of Bakersfield	Lisa Moton	lmoton@bakersfieldcity.us	(861)326-3033
CA	Baldwin Park	City of Baldwin Park	Maria Moreno	mmoreno@baldwinpark.com	(626)813-5245 Ext: 316
CA	Banning	Sun Lakes Country Club	Charlye Sessner	csessner@pcminternet.com	(951)769-6648
CA	Chino Hills	City of Chino Hills	Alma Hernandez	ahernandez@chinohills.org	(909)364-2717
CA	Davis	City of Davis	Samatha Wallace		(530)757-5626
CA	Diamond Bar	Diamond Bar Recreation	Christy Murphey	CMurphey@DiamondBarCA.Gov	(909)839-7074
CA	Dublin	City of Dublin	Alex Mercado	amercado@clientfirstcg.com	(951)739-7989
CA	El Cerrito	City of El Cerrito Recreation Dept	James Chan	jchan@ci.el-cerrito.ca.us	(510)215-4316
CA	El Dorado Hills	El Dorado Hills Community Serv Dist	Teri Gotro	tgotro@edhcsd.org	(916)614-3217
CA	Folsom	City of Folsom	Cindy Spradlin	cspradlin@folsom.ca.us	(916)351-3520
CA	Foster City	City of Foster City	Tiffany Oren	toren@fostercity.org	(650)286-3395
CA	Fountain Valley	Fountain Valley	Christie Araiza	christie.araza@fountainvalley.org	(714)593-4400 Ext: 230
CA	Fresno	City of Fresno - PARCS Department	Margie Pina	margie.pina@fresno.gov	(559)621-7190
CA	Glendale	Glendale Comm Services & Parks	Onnig Bulanikian	obulanikian@glendaleca.gov	(818)548-3248
CA	Hercules	City of Hercules	Samantha Wallace	swallace@ci.hercules.ca.us	
CA	Huntington Beach	City of Huntington Beach	Chris Slama	cslama@surfcity-hb.org	(714)536-5495
CA	Huntington Park	Huntington Park Parks & Recreation	Leonard Garcia	lgarcia@huntingtonpark.org	(323)584-6218
CA	La Quinta	City of La Quinta	Tustin Larson	tlarson@la-quinta.org	(760)777-7085
CA	Lathrop	City of Lathrop	Tony Fernandes	tfermandes@ci.lathrop.ca.us	(209)941-7349
CA	LaVerne	City of LaVerne	Bill Eftman	belftman@ci.la-verne.ca.us	(909)596-8775
CA	Los Altos	City of Los Altos	Peggy Ford	peggy.ford@ci.los-altos.ca.us	(650)947-2887
CA	Los Angeles	Los Angeles Recreation & Parks	Alex Yee	alex.yee@lacity.org	(213)202-3290
CA	Manteca	City of Manteca Parks & Recreation			

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State	City	Organization Name	Contact Name	Email Address	Telephone
CA	Merced	City of Merced	John Cardoza	cardoza@CityofMerced.org	(209)385-6227
CA	Merced	Merced Irrigation District Parks & Rec	Eric Couture	ecouture@mercedid.org	(209)354-2823
CA	Montclair	City of Montclair	Michelle Castillo	mcastillo@cityofmontclair.org	(909)625-9451
CA	Monterey	City of Monterey Recreation	Karen Larson	Larson@ci.monterey.ca.us	(831)646-5624
CA	Moorpark	City of Moorpark, Recreation Division	Stephanie Anderson	sanderson@ci.moorpark.ca.us	(805)517-6302
CA	Bakersfield	North of the River	Vickie Strickland	vstrickland@norrecreation.org	(661)392-2000 Ext: 105
CA	Rancho Santa Margarita	City of Rancho Santa Margarita	Judi Russi	jrussi@cityofrsm.org	(949)635-1835
CA	San Diego	San Diego Unified Schools	Debora Beaver	dbeaver@sandi.net	(619)725-7282
CA	Sanger	City of Sanger	Daniel Galvez	dgalvez@ci.sanger.ca.us	(559)876-6300 Ext: 1430
CA	San Juan Capistrano	City of San Juan Capistrano	Debbie Evenson	devenson@sanjuancapistrano.org	(949)443-6380
CA	San Marino	City of San Marino	Angie Padilla	apadilla@cityofsanmarino.org	(626)403-2210
CA	Santa Cruz	City of Santa Cruz Parks & Recreation	Clint Bohlen	cbohlen@cityofsantacruz.com	(831)420-5274
CA	Saratoga	City of Saratoga Recreation Department	Lynette Elliott	lelliott@saratoga.ca.us	(408)868-1249
CA	Seal Beach	City of Seal Beach	Tim Kelsey	tkelsey@ci.seal-beach.ca.us	(562)431-2527 Ext: 1341
CA	Seaside	City of Seaside	Nancy Towne	towne.nancy@ci.seaside.ca.us	(831)899-6801
CA	Stanton	City of Stanton	Julie Roman	jroman@ci.stanton.ca.us	(714)890-4271
CA	Sunnyvale	City of Sunnyvale	Helen Kwan	hkwan@sunnyvale.ca.gov	(408)730-7556
CA	Torrance	City of Torrance	Matt Schuck	MSchuck@TorranceCA.gov	(310)618-5982
CA	Taft	West Side Recreation & Park District	Daryl Christensen	mail.vermontsystems@infotechmsp.com	(661)979-8819
CO	Arvada	Apex Park and Recreation District	Don Tuchband	don@tuchband.com	(303)403-2524
CO	Avon	Town of Avon	Jamie Taylor	jtaylor@avon.org	(970)748-4053
CO	Brighton	City of Brighton	Jeromy King	jking@brightonco.gov	(303)655-2394
CO	Centennial	City of Centennial	Carla Coburn	ccoburn@centennialcolorado.com	(303)754-3409
CO	Cortez	City of Cortez	Jim Snow	jsnow@cityofcortez.com	(970)564-4060
CO	Delta	City of Delta Recreation	Renee Ealey	renee@cityofdeltanet.net	(970)874-0923
CO	Denver	University of Denver	Stuart Halsall	stuart.halsall@du.edu	(303)871-3058
CO	Durango	Durango Parks & Recreation	RaNae Bakel	ranae.bakel@durangogov.org	(970)375-7327
CO	Colorado Springs	El Paso County Parks & Leisure	Patti Bennett	pattibennett@elpasoco.com	(719)520-6339
CO	Englewood	City of Englewood	Shannon Rhoades	srhoades@englewoodgov.org	(303)782-2673
CO	Fort Collins	City of Fort Collins - CPRE	Jared Soares	jsoares@fcgov.com	(970)221-6271
CO	Winter Park	Fraser Valley Recreation District	Michelle Lawrence	michelle@fraservalleyrec.org	(970)726-8968 Ext: 106
CO	Frisco	Town of Frisco	Diane McBride	dianem@townoffrisco.com	(970)668-2559
CO	Fruita	Fruita Parks and Recreation	Ture Nycum	ture@fruita.org	
CO	Black Hawk	Gilpin County Pks & Rec	Kathi Lambert	klambert@co.gilpin.co.us	(303)582-1453
CO	Glenwood Springs	City of Glenwood Springs	Cristi Newton	cristi.newton@cogs.us	(970)384-6316
CO	Golden	Golden Community Center	Dan Krehbiel	dkrehbiel@cityofgolden.net	(303)215-8890
CO	Greeley	City of Greeley	Wayne Leighton, PGA	wayne.leighton@greeleygov.com	(970)330-7327
CO	Highlands Ranch	Highlands Ranch Community Association	Leslie Buckingham	LBuckingham@hrcaonline.org	(303)471-8811
CO	Highlands Ranch	Highlands Ranch Metro. District	Carolyn Peters	cpeters@highlandsranch.org	(720)240-5931
CO	Federal Heights	Hyland Hills Parks & Rec Dist	Mike Tilger	mtilger@hylandhills.org	(303)650-7509
CO	Lafayette	Bob L. Burger Recreation Center	Leslie Mathis	leslem@cityoflafayette.com	(303)665-0469
CO	Lakewood	Lakewood Parks & Rec Dept	Terry Rees	TerRee@lakewood.org	(303)987-7688
CO	Longmont	City of Longmont Parks & Recreation	Russ Bell		(303)774-4529
CO	Louisville	City of Louisville	Julie Seydel	julies@louisvilleco.gov	(303)335-4910
CO	Loveland	City of Loveland	Tina Charland	tina.charland@cityofloveland.org	(970)962-2334

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State	City	Organization Name	Contact Name	Email Address	Telephone
CO	Westminster	The Meadows Neighborhood Company	Michele Ray-Brethower	mray-brethower@meadowslink.com	(303)814-9736
CO	Montrose	Montrose Recreation Dept.	Tracie Rief	tracie@montroserec.com	(970)249-7705
CO	Salida	City of Salida	Maggie Murdoch	maggie.murdoch@cityofsalida.com	(719)539-5703
CO	Silverthorne	Silverthorne Recreation Ctr.	Mindy Nicholds	nicholds@silverthorne.org	(970)262-7375
CO	Snowmass Village	Town of Snowmass Village	Andy Worline, CPRP	aworline@tosv.com	(970)922-2245
CO	Ignacio	Sun Ute Community Center	Kristi Gamanez		(970)563-0214 Ext: 2650
CO	Superior	Town of Superior	Lydia Yecke	lydiay@superiorcolorado.gov	(303)499-3675 Ext: 166
CO	Thornton	City of Thornton	Jan Kiehl	jan.kiehl@cityofthornton.net	
CO	Greeley	University of Northern Colorado	Vince Carter	vincent.carter@unco.edu	(970)351-2068
CO	Westminster	City of Westminster	Mike Hinrichs	MHinrich@CityofWestminster.us	(303)658-2221
CO	Wheat Ridge	Wheat Ridge Parks & Recreation	Susan Anderson	sanderson@ci.wheatridge.co.us	(303)231-1313
CO	Windsor	Windsor Parks & Recreation	Matt Kraus	mkraus@windsorgov.com	(970)674-3511
CT	Berlin	Town of Berlin	Debbie Dennis	ddennis@town.berlin.ct.us	(860)828-7056 Ext: 7056
CT	Branford	Branford Parks & Recreation	Dale Izzo	dizzo@branford-ct.gov	(203)488-8304 Ext: 314
CT	Cheshire	Town of Cheshire	Sandy Petela	spetela@cheshirect.org	(203)272-2743
CT	East Hartford	East Hartford CT Parks and Recreation	Jim Uhrig	juhrig@easthartfordct.gov	(860)291-7164
CT	Niantic	East Lyme Parks & Recreation	Dave Putnam	dputnam@eltownhall.com	(860)739-5828
CT	Easton	Easton Community Center	Joel Silkoff	j.silkoff@eastoncc.com	(203)459-9700 Ext: 110
CT	Farmington	Town of Farmington	Geoffrey Porter	PorterG@farmington-ct.org	(860)675-2540
CT	Glastonbury	Glastonbury Parks & Rec. Dept.	Bill Engle	bill.ingle@glastonbury-ct.gov	(860)652-7682
CT	Greenwich	Greenwich Parks & Recreation	Tom Greco	tgrecoco@greenwichct.org	(203)622-6480
CT	Groton	Groton Parks & Recreation	Jerry Lokken	jlokken@groton-ct.gov	(860)536-5682
CT	Guilford	Guilford Parks and Recreation	Tony Santarcangelo	santat@ci.guilford.ct.us	(203)453-8466
CT	Hebron	Town of Hebron	Richard Calarco	rcalarco@hebronct.com	(860)530-1281
CT	Madison	Madison Beach & Recreation	Scot Erskine	erskinesa@madisonct.org	(203)245-5623
CT	Manchester	Manchester Recreation	Robert Topliff, Jr	rtopliff@manchesterct.gov	(860)647-3084
CT	Meriden	Meriden Parks & Recreation	Mark Mason	mmason@meridenct.gov	(203)630-7964
CT	Middlebury	Town of Middlebury	Betty Proulx	bproulx@middlebury-ct.org	(203)758-2520 Ext: 701
CT	Middletown	City of Middletown Pks/Rec.	Debbie Stanley	debbie.stanley@middletownct.gov	(860)343-6620 Ext: 101
CT	Uncasville	Montville Recreation	Pete Bushway	pbushway@montville-ct.org	(860)848-3030 Ext: 721
CT	New Britain	New Britain Parks & Recreation	Erik Barbieri	EBarbieri@ch.ci.new-britain.ct.us	(860)826-3453
CT	New Canaan	Town of New Canaan	Bill Kapp	bill.kapp@newcanaancct.gov	(203)594-3604
CT	New Fairfield	New Fairfield Parks & Recreati	Linda Lull	llull@newfairfield.org	(203)312-5633
CT	New Haven	City of New Haven	William Dixon	wdixon@newhavenct.net	(203)946-6071
CT	Newington	Newington Parks & Recreation	Scott Hoagland	shoagland@newingtonct.gov	(860)665-8756
CT	Newtown	Newtown Parks & Recreation Dep	Newtown Technology	technology.gis@newtown-ct.gov	(203)270-4270
CT	North Branford	North Branford Senior Center	Rosanne Krajewski	recreationsecretary@townofnorthbranfordct.com	(203)484-6017
CT	Norwalk	City of Norwalk	Mike Moccia	mmocciae@norwalkct.org	(203)854-7725
CT	Norwich	City of Norwich	Vicki Daniels	vdaniels@cityofnorwich.org	(860)823-3791
CT	Orange	Orange Parks & Recreation Dept	Dan Lynch	dlynch@orange-ct.gov	(203)891-4764
CT	Redding	Redding Parks & Recreation	Rob Blick	rbllick@townofreddingct.org	(203)938-2551 Ext: 6
CT	Ridgefield	Ridgefield Recreation Dept.	Beth McKnight	refacilities@ridgefieldct.org	(203)431-2755 Ext: 117
CT	Southbury	Town of Southbury	Ron Kalban	parkrec@southbury-ct.gov	(203)262-0633
CT	New Haven	South Central CT Regional Water Auth.	Ed Carboni	ecarboni@rwater.com	
CT	Stratford	Town of Stratford	Pat Patusky	ppatusky@townofstratford.com	(203)385-4052

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State	City	Organization Name	Contact Name	Email Address	Telephone
CT	Trumbull	Town of Trumbull	Stuart McCarthy	smccarthy@trumbull-ct.gov	
CT	Waterford	Town of Waterford Recreation	Brian Flaherty	Bflaherty@waterfordct.org	(860)444-5881
CT	West Hartford	West Hartford Dept Leisure Services	Jeffrey Roller	jeff.roller@westhartfordct.gov	(860)561-7588
CT	Weston	Weston School District	David Ungar	dungar@westonct.gov	(203)222-2584
CT	Wethersfield	Wethersfield Recreation Dept.	Sal Cucia	sal.cucia@wethersfieldct.gov	(860)721-2890
CT	Willimantic	Windham Recreation	Brian Hathaway	bhathaway@windhamct.com	(860)465-3052
CT	Woodbridge	Town of Woodbridge	Karen Crosby	kcrosby@ci.woodbridge.ct.us	(203)389-3482
DE	Milford	City of Milford	Wes Banasan	wbanasan@milford-de.gov	(302)422-1099
FL	Altamonte Springs	Altamonte Springs	Jason Marsick	JDMarsick@Altamonte.org	(407)571-8754
FL	Aventura	City of Aventura	Robert Sherman	shermanr@cityofaventura.com	(305)466-8930
FL	Boca Raton	City of Boca Raton	Sandra Stevens	sstevens@myboca.us	(561)393-7700
FL	Boynton Beach	City of Boynton Beach	Sherri Claude	claudes@bbfl.us	(561)742-6224
FL	Viera	Brevard County Recreation	Marsha Cantrell	marsha.cantrell@brevardcounty.us	(321)633-2046
FL	Oakland Park	Broward County Parks & Rec	Adrian Anghel	CANGHEL@broward.org	(954)357-7852
FL	Cape Coral	City of Cape Coral	Donnie Ward	dward@capecoral.net	(239)573-3114
FL	Clearwater	City of Clearwater	Jason Herman	jason.herman@myclearwater.com	(727)582-4668
FL	Coconut Creek	Coconut Creek Parks & Recreation	Linda Weiderspan	lwiederspan@creekgov.net	(954)545-6676
FL	Cooper City	Cooper City	James Bowman		(954)434-2300
FL	Coral Springs	City of Coral Springs	Christine Beneby	iscmb@coralsprings.org	(954)344-1073
FL	Davie	Town of Davie	Courtney Tennyson	ctennyson@davie-fl.gov	(954)797-1153 Ext: 3941
FL	Deerfield Beach	City of Deerfield Beach	Brian Wood	bwood@deerfield-beach.com	(954)480-4426
FL	Delray Beach	City of Delray Beach	Christine Lisi	lisi@mydelraybeach.com	(561)243-7142
FL	Destin	City of Destin	Webb Warren	wwarren@cityofdestin.com	(850)837-4242
FL	Dunedin	City of Dunedin	Leslie Robbins	LRobbins@dunedinfl.net	(727)812-4538
FL	Boca Raton	Florida Atlantic University	Joanna Prociuk	jprociuk@fau.edu	(561)297-3223
FL	Greenacres	City of Greenacres Leisure Ser	Phong Nguyen	pnguyen@ci.greenacres.fl.us	(561)642-2033
FL	Hallandale Beach	City of Hallandale Beach	Louise Sphar	lsphar@cohb.org	(954)457-1447
FL	Tampa	Hillsborough County Parks, Rec	Edith Ramirez	Ramireze@hillsboroughcounty.org	(813)307-3605
FL	Jacksonville	City of Jacksonville Parks, Recreation &	Kelley Boree	kboree@coj.net	(904)255-7908
FL	Jupiter	Jupiter Parks and Recreation	Kristin George	kristing@jupiter.fl.us	(561)741-2328
FL	Kissimmee	City of Kissimmee	Tina Phillips	tphillip@kissimmee.org	(407)870-7702
FL	Lake Mary	City of Lake Mary	Lance Bryant	lbryant@lakemaryfl.com	(407)585-1411
FL	Largo	City of Largo	Lara Khoury	lkhoury@largo.com	(727)587-6720 Ext: 5012
FL	Fort Lauderdale	City of Fort Lauderdale	Fernando Ayrosa	fayrosa@fortlauderdale.gov	(954)828-6039
FL	Lauderdale Lakes	Lauderdale Lakes Parks & Recreation	Vanessa Sauveur	vanessas@lauderdalelakes.org	(954)535-2826
FL	Fort Myers	Lee County Parks & Rec	Kristie Valone	kvalone@leegov.com	(239)822-6618
FL	Leesburg	City of Leesburg	Tino Anthony	Tino.Anthony@leesburgflorida.gov	(352)728-9703
FL	Melbourne	City of Melbourne	Jennifer Meshberger	jmeshberger@melbourneflorida.org	(321)608-7730
FL	Miami Shores	Miami Shores Village	Angela Dorney	DorneyA@miamishoresvillage.com	(305)758-8103
FL	Miami Springs	City of Miami Springs	Omar Luna	lunao@miamisprings-fl.gov	(305)805-5075
FL	Miramar	City of Miramar	Ricardo Simonis	rmsimonis@miramarfl.gov	(954)602-3108
FL	New Port Richey	New Port Richey	Bryan Weed	weedb@cityofnewportrichey.org	(727)853-1250
FL	North Lauderdale	City of North Lauderdale	Mike Sargis	msargis@nlauderdale.org	(954)722-0900
FL	North Miami Beach	North Miami Beach Parks & Recreation	Jackie Shakespeare	jackie.shakespeare@citynmb.com	
FL	North Port	City of North Port	Wade Gore	wgore@cityofnorthport.com	(941)429-7238

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State	City	Organization Name	Contact Name	Email Address	Telephone
FL	North Palm Beach	Village of North Palm Beach	Nancy Hensler	nhensler@village-npb.org	(561)841-3386
FL	Ocoee	City of Ocoee	Mark Johnson	mark.johnson@ocoee.org	(407)905-3100
FL	Oldsmar	Oldsmar Parks & Recreation Dep	Lynn Rives	lrives@ci.oldsmar.fl.us	(813)749-1261
FL	Orlando	Orange County Parks & Recreation	Kyle Kent	kyle.kent@ocfl.net	(407)836-6209
FL	Lake Worth	Palm Beach County	Sonja Powers	spowers@pbcgov.org	(561)963-6711
FL	Palm Beach Gardens	City of Palm Beach Gardens	Ann Schilling	ASchilling@pbgfl.com	(561)630-1104
FL	Palm Springs	Village of Palm Springs	Bill Golson	bgolson@vpsfl.org	(561)964-8820
FL	Panama City Beach	Panama City Beach P&R	Melissa Deese	mbdeese@pcb.gov	(850)233-5040
FL	Parkland	City of Parkland	Ned Franklin	nfranklin@cityofparkland.org	(954)757-4141
FL	Pensacola	City of Pensacola Parks & Recreation	Linda Cooper	lcooper@ci.pensacola.fl.us	(850)436-5621
FL	Miami	Village of Pinecrest	Angela Cancio	cancio@pinecrest-fl.gov	(305)234-2121
FL	Pinellas Park	City of Pinellas Park	Dan Speaker	dspeaker@pinellas-park.com	(727)541-0840
FL	Plantation	Plantation Dept of Parks & Rec	Shannon Ryan	sryan@plantation.org	(954)452-2516
FL	Bartow	Polk County	Mike Callender	mikecallender@polk-county.net	(863)499-2613
FL	Pompano Beach	City of Pompano Beach	Diana Badillo	diana.badillo@copbfl.com	(954)786-4528
FL	Port Saint Lucie	City of Port Saint Lucie	Kelly Tiger	ktiger@cityofpstl.com	(772)807-4467
FL	Royal Palm Beach	Royal Palm Beach Recreation	Marina Quintero	mquintero@royalpalmbeach.com	(561)791-7078
FL	Safety Harbor	City of Safety Harbor	James Burke	jburke@cityofsafetyharbor.com	(727)724-1555 Ext: 1269
FL	Sanibel	City of Sanibel	Jai Earle	Jai.Earle@mysanibel.com	(239)472-0345
FL	Sarasota	Sarasota County	Carissa Potts	cpotts@scgov.net	(941)861-5413
FL	Seminole	City of Seminole	Jim Sheets	jsheets@ci.seminole.fl.us	(727)391-8345
FL	St. Cloud	City of St. Cloud	Flo Fisher	ffisher@stcloud.org	(407)957-7325
FL	Fort Pierce	St. Lucie County Dept of Leisure Service	Jennifer Garrity	garrityj@stlucieco.org	(772)462-1517
FL	St. Pete Beach	City of St. Pete Beach	Jennifer McMahon	rddirector@stpetebeach.org	(727)363-9245
FL	Sunrise	City of Sunrise	Karen Gallagher	KGallagher@cityofsunrise.org	(954)747-4600
FL	Surfside	Town of Surfside	Tim Milian	tmilian@townofsurfsidefl.gov	(305)866-3635
FL	Tamarac	City of Tamarac	James Twigger	jamest@tamarac.org	(954)597-3900
FL	Tampa	City of Tampa Parks and Recreation Dept.	Deanna Johnson	deanna.johnson@ci.tampa.fl.us	(813)274-1296
FL	Tarpon	Tarpon Springs Recreation Dept	Duffy Smith	dsmith@ctsfll.us	(727)942-2605 Ext: 1#
FL	West Palm Beach	City of West Palm Beach	Leah Rockwell	lrockwell@wpb.org	(561)804-4900
FL	Wellington	Village of Wellington	Barbara Crawford	bcrawford@wellingtonfl.gov	(561)791-4748
FL	Wilton Manors	Wilton Manors	Mary Jo Rutledge	mrutledge@wiltonmanors.com	(954)630-3118
FL	Winter Garden	City of Winter Garden Rec. Dep	Jackie Mathis	jmathis@wintergarden-fl.gov	(407)656-4155
FL	Winter Park	City of Winter Park	Brenda Moody	Bmoody@cityofwinterpark.org	(407)599-3525
FL	Winter Haven	Winter Haven Dept. of Leisure Services	Megan Leary	mleary@mywinterhaven.com	(863)291-5656
GA	Atlanta	Department of Public Health			
GA	Evans	Columbia County Board of Comm	Larry Hobbs	lhobbs@columbiacountyga.gov	(706)312-7335
GA	Decatur	City of Decatur	Greg White	greg.white@decaturga.com	(404)377-0494
GA	Cumming	Forsyth County	Wendy Frazier	wfrazier@forsythco.com	(770)205-4674
GA	Gainesville	Gainesville Parks & Recreation	Shannon Jones	sjones@gainesville.org	(770)297-5450
GA	Statesboro	Georgia Southern University	Gene Sherry	Gsherry@georgiasouthern.edu	(912)478-0705
GA	Jonesboro	Clayton County Parks & Recreation	Detrick Stanford	detrick.stanford@co.clayton.ga.us	(770)477-3769
GA	Dallas	Paulding County Parks & Recreation	Michael Justus	mjustus@paulding.gov	(770)445-8065
GA	Roswell	Roswell Recreation & Parks Dept.	Jimmy Yanulavich	jyanulavich@roswellgov.com	(770)641-3705
HI	Lihue Kauai	County of Kauai	Nyree Norman	nnorman@kauai.gov	(808)241-4409

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State	City	Organization Name	Contact Name	Email Address	Telephone
HI	Mililani	Mililani Town Association	Michael Kan	mkan@mililanitown.org	(808)623-7300
IA	Ames	City of Ames	Katie Kole	kkole@city.ames.ia.us	(515)239-5351
IA	Cedar Rapids	City of Cedar Rapids Parks and Rec	Renee Aswegan	r.aswegan@cedar-rapids.org	(319)286-5731
IA	Clive	City of Clive	Brock Haley	bhaley@cityofclive.com	(515)867-5087
IA	Ames	Iowa State University	Scott White	sswhite@iastate.edu	(515)294-0995
IA	Jefferson	Jefferson Park & Recreation	Vicky Lautner	pakrecvi@netlins.net	(515)386-3412
IA	Davenport	Scott County Conservation Board	Roger Kean	roger.kean@scottcountyiowa.com	(563)328-3280 Ext: 1
IA	Sioux City	Sioux City - WCICC	Betty Fischer	bfischer@sioux-city.org	(712)279-6126
IA	Cedar Falls	University of Northern Iowa	Tim Klatt	Timothy.Klatt@uni.edu	(319)273-7120
ID	Boise	City of Boise	Debbie Garcia	dgarcia@cityofboise.org	(208)972-8061
ID	Boise	Boise State University	Lisa Stuppy	lstuppy@boisestate.edu	(208)426-1592
ID	Moscow	University of Idaho	Brian Mahoney	brianm@uidaho.edu	(208)885-6064
IL	Alsip	South West Special Recreation Assoc	Lori Chesna	lachesna@swsra.com	(708)389-9423
IL	Alsip	Alsip Park District	Cathy Krydynski	cathyk@alsiparks.org	(708)653-3648
IL	Barrington	Barrington Park District	Carla Smothers	csmothers@barringtonparkdistrict.org	(847)304-5286
IL	Bartlett	Bartlett Park District	Dale Erdman	derdman@bartlettparks.org	(630)540-4884
IL	Batavia	Batavia Park District	Max Cech	max@novixinc.com	(630)389-2007
IL	Belvidere	Belvidere Park District	Debbie Kent	dkent@belviderepark.org	(815)547-5711 Ext: 24
IL	Bensenville	Bensenville Park District	Evelyn Struck	evelyn@bensenvilleparkdistrict.org	(630)238-4923
IL	Bensenville	Village of Bensenville	Amit Thakkar	athakkar@bensenville.il.us	(630)350-3497
IL	Berwyn	Berwyn Park District	Jeffrey Janda	jjanda@berwynparks.org	(708)788-1701
IL	Bloomington	Bloomington Park District	Andrea Pindak	andrea@bloomingtonparks.org	(630)529-3650 Ext: 23
IL	Blue Island	Blue Island Park District	Bob Manthei	rmanthei@blueislandparks.org	(708)385-3304
IL	Bolingbrook	Bolingbrook Park District	Debbie Chase	dchase@bolingbrookparks.org	(630)783-6514
IL	Peoria	Bradley University	Cheryl Lohnes	cheryl@fsmail.bradley.edu	(309)677-2677
IL	Broadview	Broadview Park District			
IL	Buffalo Grove	Buffalo Grove Park District	Greg Ney	gney@bgparks.org	(847)850-2127
IL	Burbank	Burbank Park District	Scott Piwowarczyk	spiwowarczyk@burbankparkdistrict.org	(708)599-2070
IL	Byron	Byron Park District	Cyndi Elsbury	celsbury@byronparkdistrict.com	(815)234-6277
IL	Byron	Byron Forest Preserve	Michelle Gerke	michellegerke@byronforestpreserve.com	(815)234-8535 Ext: 224
IL	Champaign	Champaign Park District	Tom Gilbert	tom.gilbert@cparkdistrict.com	(217)819-3830
IL	Cicero	Town of Cicero	Jim Terracino	jimterracino@thetownofcicero.com	(708)477-6875
IL	Clarendon Hills	Clarendon Hills Park District	Donald Scheltens	dons@clarendonhillsparkdistrict.org	(630)323-2626
IL	Collinsville	Collinsville Area Rec. Dept.			
IL	Crystal Lake	Crystal Lake Park District	Debra Oldham	doldham@crystallakeparks.org	(815)459-0680 Ext: 1206
IL	Darien	Darien Park District	Della Deldin	ddeldin@darienparks.com	(630)789-6666 Ext: 113
IL	Decatur	Decatur Park District	Rodney Buhr	rodney@decparcs.com	(217)422-5911
IL	Deerfield	Deerfield Park District	John Meredith	jpm@dfpd.org	(847)572-2606
IL	Des Plaines	Des Plaines Park District	Donald Miletic	dm@desplainesparks.org	(847)391-5080
IL	Downers Grove	Downers Grove Park District	Stacy Landis	slandis@dgparks.org	(630)960-7250
IL	Carpentersville	Dundee Township Park District	Greg Gannon	ggannon@dtpd.org	(847)844-7085
IL	Elk Grove Village	Elk Grove Park District	Kevin Sanabrais	ksanabrais@elkgroveparks.org	(847)228-7912
IL	Elmhurst	Elmhurst Park District	Andrea Hampton	ahampton@epd.org	(630)993-8182
IL	Evanston	City of Evanston Rec. Dept.	Sean Owens	sowens@cityofevanston.org	(847)448-8066
IL	Rochele	Flagg-Rochelle Community Park District	Sarah Kilmer	skilmer@rochelellparkdistrict.org	(815)562-7813 Ext: 107

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State	City	Organization Name	Contact Name	Email Address	Telephone
IL	Aurora	Fox Valley Park District	Jeremy Andersen	jandersen@fvpd.net	(630)966-4566
IL	Frankfort	Frankfort Square Park District	Deb Cancialosi	dcancialosi@fspd.org	(815)469-3524 Ext: 25
IL	Freeport	Freeport Park District	Jack Carey	jcarey@freeportparkdistrict.org	(815)235-6114
IL	Geneseo	Geneseo Community Park District	Andy Thurman	athurman@geneseoparkdistrict.org	(309)944-5695 Ext: 129
IL	Glencoe	Glencoe Park District	Carol Mensinger	cmensinger@glencoeParkDistrict.com	(847)835-3030
IL	Glendale Heights	Glendale Heights Park and Recreation Dep	Tracy Geils	tgeils@glendaleheights.org	(630)909-5124
IL	Glenview	Glenview Park District	Nicole Hopkins	Nicole.Hopkins@GlenviewParkDist.org	(847)657-3218
IL	Grayslake	Grayslake Park District	Daniela Partipilo	dpartipilo@glpd.com	(847)223-7529
IL	Grayslake	Village of Grayslake	Mike May	mmay@villageofgrayslake.com	(847)986-3239
IL	Gurnee	Gurnee Park District	Victoria Paddock	gpd@gurneeparkdistrict.com	(847)623-7788
IL	Hampshire	Hampshire Park District	Stephanie Barone	stephanie@hampshireparkdistrict.org	(847)883-2690 Ext: 202
IL	Hanover Park	Hanover Park Park District	Gina Mastro-Strickler	g.mastro_strick@hpparks.org	(630)837-2468 Ext: 121
IL	Highland	City of Highland	Laura Wilken	lwilken@highlandil.gov	(618)651-1386 Ext: 278
IL	Highland	Park District of Highland Park	Stephanie Rendler	srendler@pdhp.org	(847)579-3133
IL	Hinsdale	Village of Hinsdale	Linda Copp	lcopp@villageofhinsdale.org	(630)789-7090
IL	Hodgkins	Hodgkins Park District	Eileen Tucker	tuckerthpd@comcast.net	(708)354-6563 Ext: 3
IL	Hoffman Estates	Hoffman Estates Park District	Lynne Cotshott	Lcotshott@heparks.org	(847)310-3605
IL	Flossmoor	Homewood Flossmoor Park District	Debbie Kopas	dkopas@hfparks.com	(708)957-0300
IL	Huntley	Sun City Huntley	Tom Kazda	Tom.Kazda@sccah.org	(847)507-7562
IL	Huntley	Huntley Park District	Thom Palmer	tpalmer@huntleyparks.org	(847)669-3180
IL	Normal	Illinois State University	Dawn Sanner	dsanner@ilstu.edu	(309)438-3701
IL	Itasca	Itasca Park District	Beth Rodriguez	bethr@itascaparkdistrict.com	(630)773-2257
IL	Justice	Justice Park District	Tony Slezak	slezak@topnotch-tees.com	(708)458-1370
IL	Kankakee	Kankakee Valley Park District	Jeremy Ramirez	jramirez@enteralogix.com	(630)658-7025
IL	La Grange Park	Community Park Dist. of La Grange Park	Ronald Lorenzo	parkedp@aol.com	(708)354-4580
IL	La Grange	Park District of La Grange	Dean Bissias	deanbissias@pdlg.org	(708)588-2204
IL	Lake Forest	City of Lake Forest Parks & Recreation	Joe Gabanski	gabanskij@cityoflakeforest.com	(847)810-3591
IL	Lake Zurich	Lake Zurich	Michael Duebner	michael.duebner@takezurich.org	(847)540-1690
IL	Lansing	Lan Oak Park District	John Wilson	jwilson@lanoakparkdistrict.org	(708)474-5020
IL	Lemont	Lemont Park & Rec District	Karen Perkey	karen-perkey@lemontparkdistrict.org	(630)257-6787 Ext: 3004
IL	Lincolnwood	Village of Lincolnwood	Chris Stachewicz	cstachewicz@lwd.org	(708)259-2242
IL	Lindenhurst	Lindenhurst Park District	Kristi Murray	kmurray@lindenhurstparks.org	(847)356-6011 Ext: 101
IL	Lockport	Lockport Township High School	Sue Kleffman	skleffman@lths.org	(815)588-8411
IL	Lombard	Lombard Park District	Lori Bartels	lbartels@lombardparks.com	(630)620-7322
IL	Chicago	Loyola University-Chicago	Mark Williams	mwilliams10@luc.edu	(773)508-2612
IL	Decatur	Macon County Conservation District	Pam Smith	psmith@maconcountyconservation.org	(217)423-7708
IL	Marengo	Marengo Park District	Sandra Collier	sandra@marengoparkdistrict.com	(815)568-5126
IL	Matteson	Matteson Parks & Recreation	Jennifer Perry	jperry@villageofmatteson.org	(708)996-4083
IL	McCook	McCook Athletic & Exposition Center	Ross Bruni	rossb@max-mccook.com	(708)485-9900
IL	McHenry	City of McHenry	Kathy Quick	KQuick@ci.mchenry.il.us	(815)363-2167
IL	Hillside	Memorial Park District	Brian Thomas	bthomas@mempark.org	(708)547-5400 Ext: 1004
IL	Moline	Moline Parks and Recreation	Yvonne Brolander	ybrolander@moline.il.us	(309)524-2424
IL	Morton Grove	Morton Grove Park District	Jeffrey Wait, CPRP	jwait@mgparks.com	(847)965-0383
IL	New Lenox	New Lenox Community Park Dist	Jacque Tuma	jtuma@newlenoxparks.org	(815)485-3584 Ext: 106
IL	Niles	Niles Park District	Tom Elenz	tome@niles-parks.org	(847)583-2722

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State	City	Organization Name	Contact Name	Email Address	Telephone
IL	Normal	Town of Normal	John Cherry	normalit@normal.org	(309)454-9606
IL	Berwyn	North Berwyn Park District	Nancy Woods	nwoods@nbpdp4fun.org	(708)749-4900 Ext: 11
IL	Northfield	Northfield Park District	Jennifer Sweeney	JSweeney@northfieldparks.org	(847)446-4428
IL	North Riverside	Village of North Riverside	Nina Lechowicz	ninal@northriverside-il.org	(708)442-5515
IL	Northbrook	Northern Suburban Special Rec	Mel Robson	mrobson@nssra.org	(847)509-9400
IL	Oakbrook Terrace	Oakbrook Terrace Park District	Mike Giantasio	mike@obtpd.org	(630)317-5090
IL	Oak Lawn	Oak Lawn Park District	Tom Hartwig	thartwig@olparks.com	(708)398-6290
IL	Oak Park	Park District of Oak Park	Michael Papa	Michael.Papa@pdop.org	(708)725-2107
IL	Olympia Fields	Olympia Fields Park District	Denise Will	denise@ofparks.org	(708)481-7313 Ext: 225
IL	Oregon	Oregon Park District	Dan Griffin	dan@oregonpark.org	(815)732-3101
IL	Palatine	Palatine Park District	Tina Becke	tbecke@palatineparks.org	(847)496-6233
IL	Palos Heights	City of Palos Heights	Mike Leonard	mike@palosheights.org	(708)480-3050
IL	Plainfield	Plainfield Township Park District	Maureen Nugent	Nugent@plainfieldparkdistrict.com	(815)436-8812 Ext: 23
IL	River Forest	River Forest Community Center	Richard Chappel	dchappel@rfcc.info	(708)771-6159 Ext: 202
IL	Riverside	Riverside Parks & Rec	Ron Malchiodi	malchiodi@riverside.il.us	(708)442-7025
IL	Roselle	Roselle Park District	Lynn Mcateer	lmcateer@rparks.org	(630)894-1027
IL	Palatine	Salt Creek Rural Park District	Diane Hilgers	dhilgers@saltcreekpd.com	(847)259-6890
IL	Sandwich	Sandwich Park District	Sue Swithin	sue.swithin@comcast.net	(815)786-8044
IL	Downers Grove	South East Assoc. for P & R (SEASPAR)	Susan Friend	sbfriend@seaspar.org	(630)960-7600
IL	Carbondale	Southern Illinois University Student Rec	Corne Prozesky	cproz@siu.edu	(618)453-1260
IL	Skokie	Skokie Park District	Bill Schmidt	wgschmidt@skokieparks.org	(847)933-4356
IL	Tinley Park	South Suburban Spec. Rec Assoc	Janet Porter	janet@sssra.org	(815)806-0384
IL	South Elgin	Village of South Elgin Parks & Rec	Kim Wascher	kwascher@southeelgin.com	(847)930-6046
IL	Streamwood	Streamwood Park District	Kurt Reckamp	kreckamp@spdcare.com	(630)483-3091
IL	Sugar Grove	Sugar Grove Park District	Greg Repede	grepede@sgparks.org	
IL	Summit	Summit Park District	Frank Wendling	fwendling@summitparks.org	(708)496-1012 Ext: 103
IL	Tinley Park	Tinley Park-Park District	Mary Ann Troc	MaryAnn.Troc@tinleyparkdistrict.org	(708)342-4200 Ext: 203
IL	Romeoville	Northern Will Cty Special Rec Assoc	Cathy Davis	cdavis@tricountysra.org	(815)407-1819 Ext: 204
IL	Vernon Hills	Vernon Hills Park District	Cathy Marcangelo	cathym@vhparkdistrict.org	(847)996-6803
IL	Buffalo Grove	Vernon Township	Todd Gedville	tgedville@vermontownship.com	(847)634-1542
IL	Northlake	Veterans Park District	Donna Pelusa	dpeluso@veteransparkdistrict.org	(708)343-5270
IL	Lake in the Hills	Village of Lake in the Hills	Megan Melendez	mmelendez@lith.org	(847)960-7462
IL	Crestwood	Village of Crestwood	Joe Sadowski	crestwoodjoe@sbcglobal.net	(708)371-4810
IL	Villa Park	Villa Park Recreation	Gina Racanelli	gracanelli@invillapark.com	(630)834-8970 Ext: 113
IL	Warrenville	Warrenville Recreation	Diane Dittow	dianed@warrenvilleparks.org	(630)393-7279 Ext: 304
IL	Gumee	Warren Township	Sue Cusimano	scusimano@warrentownship.net	(847)244-1101 Ext: 502
IL	Waukegan	Waukegan Park District	Joseph Georges	joe@waukeganparks.org	(847)380-4714
IL	Carol Stream	Western Dupage Special Rec	Steve Eckelberry	stevee@wdsra.com	(630)681-0962
IL	Westchester	Westchester Park District	Gary A. Kasanders	gkasanders@wpdparks.org	(708)865-8200 Ext: 12
IL	West Chicago	West Chicago Park District	Melissa Medeiros	mmedeiros@we-goparks.org	(630)231-9474 Ext: 100
IL	Westmont	Westmont Park District	Joel Hymen	jhymen@westmontparks.org	(630)963-5252 Ext: 216
IL	Western Springs	Village of Western Springs	Rita Bartelt	rbartelt@wsprings.com	(708)246-9070 Ext: 426
IL	Wheeling	Wheeling Park District	Jeremy Ramirez	qramirez@ispera.com	(630)658-7025
IL	Wilmette	Wilmette Park District	Steve Wilson	Swilson@wilpark.org	(847)256-9617
IL	Winnetka	Winnetka Park District	Edna Alvord	ealvord@winpark.org	(847)501-2064

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State	City	Organization Name	Contact Name	Email Address	Telephone
IL	Woodstock	Woodstock Recreation Dept.	Dave Zinnen	dzinnen@woodstockil.gov	(815)338-4363
IL	Worth	Worth Park District	Bob Russo	brusso@worthparkdistrict.org	(708)448-7080 Ext: 109
IL	Franklin Park	West Suburban Special Recreation Assoc.	Bob Foster	Bobf@wssra.net	(847)455-2100
IL	Yorkville	Yorkville Parks & Rec.	Barb Reisinger	breisinger@yorkville.il.us	(630)553-4357 Ext: 13
IL	Zion	Zion Park District	Christine Wertman	cwertman@zionparkdistrict.org	(847)746-5500
IN	Bloomington	Bloomington Parks & Rec. Dept.	Eric Morrow	morrowe@bloomington.in.gov	(812)349-3442
IN	Brownsburg	Brownsburg Pk& REC	Melanie Myers		(317)852-0595
IN	Clarksville	Clarksville Parks	Brian Kaluzny	bkaluzny@clarksvilleparks.com	(812)283-5313
IN	Columbus	Columbus Parks & Recreation	Cindy Brummett	cbrummett@columbus.in.gov	(812)376-2548
IN	Fishers	City of Fishers	Amber Mink	minka@fishers.in.us	(317)595-3157
IN	New Albany	Floyd County Parks & Recreation	Roger Jeffers	RJeffers@floydcounty.in.gov	(812)948-5360
IN	Franklin	Franklin Parks & Recreation	Sharon Hood	shhood@franklin.in.gov	(317)346-1192
IN	Fort Wayne	Fort Wayne Parks & Rec	Garry Morr	garry.morr@ci.ft-wayne.in.us	(260)427-6060
IN	Goshen	Goshen Park& Rec	Tanya Heyde	tanyaheyde@goshencity.com	(574)534-2901
IN	Greenwood	Greenwood Parks & Recreation	Molly Shields	shieldsm@greenwood.in.gov	(317)881-4545
IN	Highland	Highland Parks & Recreation	Alex Brown	abrown@highland.in.gov	(219)838-0114
IN	Bloomington	Indiana University	Jeff Yoder	jayoder@indiana.edu	(812)855-9617
IN	Merrillville	Merrillville Park Department	Jan Ortich	jortich@merrillville.in.gov	(219)980-5911
IN	New Haven	New Haven/Adams Township Park Board	Mike Clendenen	mclendenen@newhavenin.org	(260)749-2212
IN	Noblesville	Noblesville Parks & Rec Dept.	Brandon Bennett	bbennett@noblesville.in.us	(317)776-6350
IN	Plainfield	Plainfield Parks & Recreation	Rhonda Yeflich	ryeflich@town.plainfield.in.us	(317)839-7665 Ext: 544
IN	West Lafayette	Purdue University	Mitch Nettesheim	mitchn@purdue.edu	(765)496-3612
IN	Shelbyville	Shelbyville Parks & Recreation	Jill Camp	jcamp@cityofshelbyvillein.com	(317)392-5128
IN	South Bend	South Bend Recreation Dept	Susan O'Connor	soconnor@southbendin.gov	(574)299-4765
IN	Valparaiso	City of Valparaiso Parks & Rec	Dan McGuire	DMcGuire@valpo.us	(219)462-5144 Ext: 6312
IN	Terre Haute	Vigo County Parks & Recreation	Kara Kish	kara.kish@vigocounty.in.gov	(812)462-3392
IN	West Lafayette	City of W. Lafayette Parks & R	Christine Foley	cfoley@westlafayette.in.gov	(765)775-5110
IN	Highland	Wicker Memorial Park	Denver Broderick	denver.broderick@gmail.com	(219)688-5800
KS	Overland Park	Blue Valley Recreation Commission	Sherry Grandon	sgrandon@bluevalleyrec.org	(913)685-6013
KS	Fort Scott	Fort Scott Parks & Receation	Dustin McClure	dmcclure@fscity.org	(620)223-0550
KS	Great Bend	Great Bend Recreation Commissi	Diann Henderson	dhenderson@gbrc.kscoxmail.com	(620)793-3755 Ext: 8
KS	Hays	Hays Recreation	Roger Bixenman	roger@haysrec.org	(785)623-2650
KS	Lawrence	City of Lawrence Parks & Rec	Tim Laurent	tlaurent@lawrenceks.org	(785)832-3452
KS	Leawood	City of Leawood Parks & Recreation	Kim Curran	kimc@leawood.org	(913)663-9159
KS	Lenexa	City of Lenexa	Gary Ristow	gristow@lenexa.com	(913)477-7110
KS	Liberal	Liberal Recreation	William Weber	william.weber@cityofliberal.org	(620)626-0133
KS	Manhattan	Manhattan Parks and Recreation	Thomas Lockwood	lockwood@cityofmhk.com	(785)587-2494
KS	Merriam	Merriam Parks & Recreation	Dave Smothers	daves@merriam.org	(913)322-5550
KS	Pittsburg	Pittsburg Parks & Recreation	Alison Dudley	alison.dudley@pittks.org	(620)230-5524
KS	Shawnee	Shawnee Parks & Recreation	Tonya Lecuru	tlecuru@ci.shawnee.ks.us	(913)742-6402
KS	Kansas City	Unified Gov. of Wyandotte Cnty	Mary Chesser		(913)268-3320 Ext: 2210
KY	Burlington	Boone County Parks	David Whitehouse	dwhitehouse@boonecountyky.org	(859)334-2133
KY	Bowling Green	Warren County Parks & Recreation	Chris Kummer	chris.kummer@ky.gov	(270)842-5302
KY	Bowling Green	City of Bowling Green	Emilee Woods	Emilee.woods@bgky.org	(270)393-3708
KY	Florence	Florence Park & Rec	Steve Mullins	smullins@gbs-inc.com	(859)647-5444

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State	City	Organization Name	Contact Name	Email Address	Telephone
KY	Owensboro	Owensboro Parks & Recreation	Amanda Rogers	RogersAA@owensboro.org	
KY	Paducah	City of Paducah Parks Depart	Amie Clark	aclark@paducahky.gov	(270)444-8677
KY	Shelbyville	Shelby County Parks & Recreation	Beth Simmons	bsimmons@shelbycountyparks.com	(502)633-5059 Ext: 219
KY	Versailles	Versailles-Woodford Parks & Recreation	Richard Pictor	rpictor@fallingsprings.net	(859)873-5948
LA	Bossier City	City of Bossier City	Bill Bell	bbell@bossiercity.org	(318)741-8819
LA	Baton Rouge	BREC	Karen Toney	ktoney@brec.org	(225)272-9200 Ext: 137
LA	New Orleans	City of New Orleans	Mark Groszek	mgroszek@nola.gov	(504)658-3057
LA	New Orleans	Tulane University	Tex Bruce	tbruce@tulane.edu	(504)247-1982
MA	Amherst	Town of Amherst-Leisure Serv.	Donna Roy	royd@amherstma.gov	(413)259-3285
MA	Arlington	Arlington Boys & Girls Club	Gina Duddy	gduddy@abgclub.org	(781)648-1617 Ext: 214
MA	Hyannis	Barnstable Recreation Dept.	Trisha Otto	Patricia.otto@town.barnstable.ma.us	(508)790-6345 Ext: 102
MA	Hyannis	Barnstable Senior Center	Lawrie Peirson	lawrie.peirson@town.barnstable.ma.us	(508)862-4634
MA	N. Billerica	Billerica Recreation	Judy Dunn	jdunn@town.billerica.ma.us	(978)667-5204
MA	Boston	Boston University	Shaun Bossio	sbossio@bu.edu	(617)353-1855
MA	Chestnut Hill	Brookline Recreation	Gary Vogler	gvogler@brooklinema.gov	(617)264-6454
MA	Burlington	Town of Burlington Recreation	Brendan Egan	began@burlington.org	(781)270-1917
MA	Cambridge	City of Cambridge Recreation Department	Richard Slater	rslater@cambridgema.gov	(617)349-6201
MA	Concord	Concord Recreation Dept.	Christine Kelleher	ckelleher@concordma.gov	(978)287-1005
MA	Danvers	Danvers Recreation	David Mountain	dmountain@mail.danvers-ma.org	(978)777-0001 Ext: 3026
MA	Southborough	Fay School	Bob Rojee	rojee@fayschool.org	(508)490-8247
MA	Greenfield	Greenfield Recreation Dept.	Christy Moore	christym@greenfield-ma.gov	(413)772-1553
MA	Lexington	J.W. Hayden Centre, Inc.	Liz Festa	lfesta@whayden.org	(781)862-8480
MA	Milford	John Smith Sports Center	Felicity Day	johnsmithacademy@comcast.net	(508)834-8080
MA	Littleton	Littleton Park & Rec & Comm Education	Alicia Day	aday@littletonma.org	(978)540-2490
MA	Marblehead	Marblehead Parks & Rec	Travis Farley	farleyt@marblehead.org	(781)631-3350
MA	Northampton	Northampton Recreation Depart	Anne-Marie Moggio	amoggio@northamptonma.gov	(413)587-1040
MA	Shrewsbury	Shrewsbury Parks & Recreation	Angela Snell	asnell@th.ci.shrewsbury.ma.us	(508)841-8503
MA	West Springfield	W.Springfield Recreation Dept.	Victoria Connor	vconnor@west-springfield.ma.us	(413)263-3284
MA	Wellesley	Town of Wellesley	Matt Chin	mchin@wellesleyma.gov	(781)235-2370
MA	Weston	Weston Recreation Department	Chris Fitzgerald	fitzgerald.c@westonmass.org	(781)529-0203
MD	Prince Frederick	Calvert County Parks & Recreation	Mary Lou Johnson	johnsom@co.cal.md.us	(410)535-1600 Ext: 2224
MD	Port Tobacco	Charles County Community Government	Jamie Taylor	Taylorj@charlescountymd.gov	(301)934-0132
MD	Greenbelt	City of Greenbelt	Karen Haseley	khaseley@greenbeltrmd.gov	(240)542-2054
MD	Ocean City	Ocean City Recreation Dept.	Tammy Beres	tberes@oceancitymd.gov	(410)250-0125 Ext: 5172
MD	Centreville	Queen Anne's County Pks& Public Landings	Derek Russ	druss@qac.org	(443)262-4658
MD	Leonardtwn	St. Mary's County Rec. & Parks	Melissa Hawkins	melissa.hawkins@stmarysmd.com	(301)475-4200 Ext: 1801
MD	Easton	Talbot County Dept. of Parks & Rec	Preston Peper	ppeper@talbgov.org	(410)770-8050
MD	Hagerstown	Washington Cnty Commissioners	Dyanne Sharrar	dsharrar@washco-md.net	(240)313-2805
ME	Brunswick	Brunswick Parks & Recreation	Tom Farrell	tfarrell@brunswickme.org	(207)725-6656
ME	Farmington	University of Maine at Farmington	Leah Brackett	leah.brackett@maine.edu	(207)778-7138
ME	Scarborough	Town of Scarborough	Bruce Gullifer	bgullifi@ci.scarborough.me.us	
ME	Orono	University of Maine Orono	Jeff Hunt	jeff_hunt@umit.maine.edu	(207)581-3054
MI	Auburn Hills	Auburn Hills Recreation Dept	Brian Marzolf	bmarzolf@auburnhills.org	(248)370-9353
MI	Charlevoix	Charlevoix Area Community Pool	Peggy DeNio	peggy@charlevoixpool.org	(231)547-0982
MI	Clinton Township	Chippewa Valley Schools			

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State	City	Organization Name	Contact Name	Email Address	Telephone
MI	Clinton Township	Clinton Township Parks/Rec	Kathy Edwards	k.edwards@clintontownship-mi.gov	(586)286-9336
MI	Dearborn	City of Dearborn Rec. Dept.	Eric Peterson	epeterson@ci.dearborn.mi.us	(313)943-2411
MI	East Grand Rapids	City of East Grand Rapids	Fred Bunn	fbunn@eastgr.org	(616)949-1750
MI	East Lansing	City of East Lansing	Jane Stone	jstone@cityofeastlansing.com	(517)319-6809
MI	Farmington Hills	City of Farmington Hills	Harry Yee	hyee@fhgov.com	(248)871-2428
MI	Flint	Genesee County Parks & Rec.	Garry Pringle	gpringle@gcpcparks.org	(810)249-3859
MI	Grand Rapids	Grand Rapids Rec. Dept.	MaryAnne Fuentes		(616)456-3356
MI	Grand Rapids	Grand Rapids Christian High School	Jason Heerema	JHeerema@GRCS.ORG	(616)574-5820
MI	Holland	Holland Recreation Dept.	Gray Gogolin		(616)355-1130
MI	Huntington Woods	Huntington Woods Park & Recreation	Tony Lehmann	tlehmann@hwmi.org	(248)581-2640
MI	Jackson	City of Jackson P & R	Kelli Hoover	khoover@cityofjackson.org	(517)788-4040
MI	Kalamazoo	Kalamazoo County Parks & Expo Center	David Rachowicz	dmrachs@kalcounty.com	(269)383-8778
MI	Kentwood	Kentwood Recreation Dept	Bob Coe	coeb@ci.kentwood.mi.us	(616)656-5316
MI	Lansing	City of Lansing Pks/Recreation	Carol Munroe	carol.munroe@lansingmi.gov	(517)483-4276
MI	Macomb	Macomb Township Parks& Rec	Salvatore Di Caro	dicaros@macomb-mi.gov	(586)992-2900
MI	Ann Arbor	University of Michigan - MHealthy	Jackie LaNew		(734)647-9852
MI	Midland	Greater Midland Community Center	Melissa Crower	MCrower@mymcc.org	(989)832-7937 Ext: 2262
MI	Mount Pleasant	Mt. Pleasant Parks & Recreation	Lisa Way	lway@mt-pleasant.org	(989)779-5333
MI	Muskegon	Muskegon County Parks Dept	Heath Kaplan	kaplanhe@co.muskegon.mi.us	(231)724-6397
MI	Northville	Northville Parks & Recreation	Lindsey Butzin	lbutzin@ci.northville.mi.us	(248)349-0203 Ext: 2872
MI	Waterford	Oakland County Parks	Aaron Stepp	steppa@oakgov.com	(248)858-4605
MI	Rochester	Oakland University	Todd Welscott	welscott@oakland.edu	(248)370-4533
MI	Plymouth	City of Plymouth	Steve Anderson	sanderson@ci.plymouth.mi.us	(734)455-6620 Ext: 302
MI	Roseville	Rec Authority of Roseville & Eastpointe	Tony Lipinski	alipinski@roseville-mi.com	(810)445-5480
MI	Shelby Township	Shelby Township	Joe Youngblood	jyoungblood@shelbytp.org	
MI	St. Clair Shores	St. Clair Shores Parks and Rec	Greg Corless	greg@scsmi.net	(586)447-3411
MI	Troy	Troy Park & Rec. Dept.	Leda Coughlin	leda@troymi.gov	(248)524-1041
MI	Ann Arbor	University of Michigan - UMOVE	Dwight Hunt	dahuntsr@med.umich.edu	(734)647-9855
MI	Warren	City of Warren	Sheldon Miller	smiller@cityofwarren.org	(586)258-2046
MI	Ann Arbor	Washtenaw County Rec. Dept.	Rhea Dreffs	dreffsr@ewashtenaw.org	(734)971-6355 Ext: 203
MI	Waterford	Charter Township of Waterford	Leigh Huang	lhuang@waterfordmi.gov	(248)618-7539
MI	West Bloomfield	West Bloomfield Parks & Rec	Mike Capyak	m_capyak@westbloomfieldparks.org	(248)451-1913
MI	Westland	City of Westland	Daniel Bourdeau	dbourdeau@cityofwestland.com	(734)467-7952
MI	Wyoming	Wyoming Parks & Recreation	Rebecca Rynbrandt	RynbranB@wyomingmi.gov	(616)261-3520
MI	Ypsilanti	Ypsilanti Township Recreation	Angie Verges	averges@ytown.org	(734)544-3817
MI	Zeeland	Zeeland Recreation	Kris Ferry	kferry@zps.org	(616)748-3229
MN	Bloomington	City of Bloomington	Mike Piram	mpiram@ci.bloomington.mn.us	(952)563-4881
MN	Brooklyn Park	City of Brooklyn Park	Gina Magstadt	gina.magstadt@brooklynpark.org	(763)315-8426
MN	Burnsville	City of Burnsville Rec & Facilities	JJ Ryan	jj.ryan@ci.burnsville.mn.us	(952)895-4617
MN	Apple Valley	Dakota County	Tim Auld	tim.auld@co.dakota.mn.us	(651)438-4282
MN	Eden Prairie	Eden Prairie Community Center	Aditi Salunke	asalunke@edenprairie.org	(952)949-8520
MN	Elk River	City of Elk River Parks & Recreation	Tonya Love	tlove@elkrivermn.gov	(763)635-1154
MN	Fridley	City of Fridley	Sue Johnson	sue.johnson@fridley.mn.gov	(763)572-3573
MN	Golden Valley	LOGIS - New Hope	Ray Jozwiak	rjozwiak@logis.org	(763)543-2651
MN	Golden Valley	LOGIS - Robbinsdale	Ray Jozwiak	rjozwiak@logis.org	(763)543-2651

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State	City	Organization Name	Contact Name	Email Address	Telephone
MN	Golden Valley	LOGIS - St Louis Park	Ray Jozwiak	rjozwiak@logis.org	(763)543-2651
MN	Plymouth	Plymouth Parks & Recreation	Diane Evans	devans@plymouthmn.gov	(763)509-5220
MN	Rochester	City of Rochester Parks & Recreation	Ben Boldt	bboldt@rochestermn.gov	(507)328-2528
MN	Savage	Savage Parks & Rec Dept.	Chris Dill	cdill@ci.savage.mn.us	(952)224-3421
MN	Shoreview	Shoreview Parks and Recreation	Dick Crumb	rcrumb@shoreviewmn.gov	(651)490-4628
MN	South St. Paul	LOGIS - South St Paul Pks & Rec	Chris Esser	chris.esser@southstpaul.org	(651)306-3692
MN	Plymouth	Three Rivers Park District	Susan Koch	skoch@threeriversparkdistrict.org	(763)559-6716
MN	Duluth	University of Minnesota Duluth	Mick McComber	mmccombe@d.umn.edu	(218)726-8868
MN	Woodbury	City of Woodbury Parks & Rec.	Polly Blom	pblom@ci.woodbury.mn.us	(651)714-3585
MO	Ballwin	City of Ballwin	Linda Bruer	lbru@ballwin.mo.us	(636)227-8950
MO	Bellefontaine Neighbors	Bellefontaine Neighbors	Mark Dickerson	mdickerson@cityofbn.com	(314)867-0700
MO	Belton	Belton Parks & Recreation	Todd Spaulding	todds@beltonparks.org	(816)918-2707
MO	Blue Springs	Blue Springs Parks and Recreation	Marty Bears	mbears@bluespringsgov.com	(816)228-0271
MO	Branson	Branson Park & Rec. Dept.	Cindy Shook	cshook@bransonmo.gov	(417)335-2388
MO	Brentwood	Brentwood Parks Dept.	Brad Barbeau	BBarbeau@brentwoodmo.org	(314)963-8685
MO	Bridgeton	City of Bridgeton Parks & Rec	Joe Campbell	djcmo@bridgetonmo.com	(314)739-5599 Ext: 14
MO	Chesterfield	City of Chesterfield	Kari Johnson	kjohnson@chesterfield.mo.us	(636)812-9504 Ext: 9504
MO	Columbia	Columbia Parks and Recreation	Erika Coffman	elcoffma@gocolumbiamo.com	(573)874-7480
MO	Crestwood	Crestwood Recreation	Lisa Blumer		(314)729-4866
MO	Ferguson	City of Ferguson	Matthew Asikainen		(314)521-4669
MO	Grandview	Grandview Parks & Recreation	Sky Smothers	ssmothers@grandview.org	(816)316-4998
MO	Harrisonville	Harrisonville Parks and Recreation	Wendy Hershberger	whershberger@ci.harrisonville.mo.us	(816)380-8986
MO	Independence	Independence Parks & Recreation	Janie Sanchez	jsanchez@indepmo.org	(816)325-7862
MO	Blue Springs	Jackson County Parks & Recreation	Dianne Kimzey	dkimzey@jacksongov.org	(816)503-4825
MO	Jefferson City	Jefferson City Parks & Rec Dep	Amy Schroeder	aschroeder@jeffcitymo.org	(573)634-6577
MO	Joplin	Joplin Parks & Recreation	Paul Bloomberg		(417)623-3254
MO	Kansas City	Kansas City Parks & Recreation	Alan Schmelzle	alan.schmelzle@kcmo.org	(816)513-7657
MO	Kirkwood	Kirkwood Parks & Recreation	Louise Marcolla	marcollc@kirkwoodmo.org	(314)822-5855
MO	Lee's Summit	Lee's Summit Parks & Recreation	Teresa Wright	teresa.wright@cityofls.net	(816)969-1251
MO	Liberty	City of Liberty	Tony Sage	tsage@ci.liberty.mo.us	(816)439-4551
MO	Linn	State Technical College of Missouri	Aaron Grefrath	aaron.grefrath@statetechmo.edu	(573)897-5290
MO	Maryland Heights	City of Maryland Heights	Kim Hedgpeth	khedgpeth@marylandheights.com	(314)738-2599
MO	Nixa	City of Nixa	Matt Crouse	mcrouse@nixa.com	(417)725-5486
MO	North Kansas City	North Kansas City Parks & Rec	Shirley Land	sland@nkc.org	(816)412-7813
MO	O'Fallon	Renaud Spirit Center - City of O'Fallon	April Croquart	acroquart@ofallon.mo.us	(636)474-8100
MO	Olivette	Olivette Parks & Recreation	Beverly Tucker	btuckerknight@olivettemo.com	(314)994-2400
MO	Raymore	Raymore Parks & Recreation	Pat Kelly	pkelly@raymore.com	(816)892-3001
MO	Republic	City of Republic	Jared Keeling	jkeeling@republicmo.com	(417)732-3500
MO	Richmond Heights	Richmond Heights Parks & Recreation	Teresa Proebsting	tproebsting@richmondheights.org	(314)645-1476
MO	Rolla	City of Rolla	Bree Joynt	Bjoynt@rollacity.org	(573)341-2386 Ext: 6921
MO	Shrewsbury	Shrewsbury Parks and Recreation	Chris Buck	cbuck@cityofshrewsbury.com	
MO	St. Ann	St. Ann Parks and Recreation	Tim Younker	tyounker@stannmo.org	(314)429-4545
MO	St. Charles	City of St. Charles Pks/Rec.	Monica McCarthy	monica.mccarthy@stcharlesparks.com	(636)949-3375
MO	St. Charles	Lindenwood University	Caroline Cruse	ccruse@lindenwood.edu	(636)949-4584
MO	St. Joseph	City of St. Joseph	Lori Frederick	lfrederick@ci.st-joseph.mo.us	(816)271-5500

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State	City	Organization Name	Contact Name	Email Address	Telephone
MO	University City	University City Parks & Recreation	Lynda Euell-Taylor	letaylor@ucitymo.org	(314)505-8525
MO	Kansas City	University of MO-Kansas City	Marsha Pirtle	pirtlem@umkc.edu	(816)235-1513
MO	Webster Groves	City of Webster Groves	Miki McKee Koelsch	mckeeem@webstergroves.org	(314)963-5656
MO	Wentzville	Wentzville Parks & Recreation	Brandon Griffin	brandon.griffin@wentzvillemo.org	(636)639-2063
MT	Billings	City of Billings	Kory Thomson	Thomsonk@ci.billings.mt.us	(406)657-8376
MT	Great Falls	Great Falls Park & Recreation	Matt Nowak	mnowak@greatfallsmt.net	(406)455-8487
NC	Asheville	City of Asheville	Christen McNamara	cmcnamara@ashevillenc.gov	(828)259-5536
NC	Beech Mountain	Town of Beech Mountain	Jordan Steady	jsteady@townofbeechmountain.com	(828)387-3003
NC	Chapel Hill	Town of Chapel Hill	Andrea Judge	ajudge@townofchapelhill.org	(919)968-2836
NC	Pittsboro	Chatham County Parks and Rec.	Cacie Langley	cacie.langley@chathamnc.org	(919)545-8480
NC	Currituck	County of Currituck	Tina Scanlon	tina.scanlon@currituckcountync.gov	(252)232-2964
NC	Fayetteville	Fayetteville Parks & Rec	Adrienne Thomas	adthomas@ci.fay.nc.us	(910)433-1699
NC	Greensboro	Greensboro Parks & Recreation	Bemadette White	bemadette.white@greensboro-nc.gov	(336)373-2577
NC	Greensboro	Guilford County	Michael Johnson	MJOHNSO1@co.guilford.nc.us	(336)641-3172
NC	Jacksonville	Jacksonville Recreation & Park	Melody Strickland	mstrickland@ci.jacksonville.nc.us	(910)938-2538
NC	Lenoir	Lenoir Parks & Recreation	Burl Sprouse	bsprouse@ci.lenoir.nc.us	(828)750-0370
NC	Morrisville	Town of Morrisville Parks&Rec	Matt Leaver	mleaver@townofmorrisville.org	(919)463-7112
NC	Mount Airy	Mount Airy	Debbie Post	DPost@mountairy.org	(336)719-7551
NC	Wilmington	New Hanover County Parks	Latashia Smith	lasmith@nhcgov.com	(910)798-7198
NC	Hillsborough	Orange County Rec & Parks	Hardik Patel	hpatel@orangecountync.gov	(919)245-2291
NC	Raleigh	North Carolina State University	Edna Williams	e_williams@ncsu.edu	(919)513-3887
NC	Charlotte	University of North Carolina Charlotte	Zach Rutledge	zach.rutledge@uncc.edu	(704)687-1097
NC	Wilmington	University of North Carolina Wilmington	Tim McNeilly	mcneillyt@uncw.edu	(910)962-7443
NC	Boone	Watauga County Parks & Rec	Stephen Poulos	stephen.poulos@watgov.org	(828)264-9511
NC	Waynesville	Waynesville Recreation Ctr.	Sabrina Caldwell	scaldwell@waynesvillenc.gov	(828)456-2030
NC	Wilmington	Wilmington Recreation Dept.	Marian Doherty	marian.doherty@wilmingtonnc.gov	(910)341-3237
NC	Wilson	City of Wilson	Jenny Cawthon	jcawthon@wilsonnc.org	(252)399-2155
ND	Devil's Lake	Devils Lake Park District	Kale Stromme		(701)662-8243
ND	Dickinson	Dickinson Parks & Recreation	Amber Mathieson	amathieson@dickinsonparks.org	(701)456-2074 Ext: 131
ND	Jamestown	Jamestown Parks & Recreation	Ann Haut	office@jamestownparksandrec.com	(701)252-3982
ND	Fargo	North Dakota State University	Jobey Lichtblau	jobey.lichtblau@ndsu.edu	(701)231-7672
ND	Watford	Watford City Park District	Keith Larson	jerred43@yahoo.com	
ND	Williston	Williston Parks & Recreation	Darin Krueger	darin@wprd.us	(701)577-5141
NE	Kearney	City of Kearney	Robyn Bowman	rbowman@kearneygov.org	(308)237-4644
NE	Omaha	Omaha Parks & Recreation	Tracy Stratman	tstratman@ci.omaha.ne.us	(402)444-5930
NE	Lincoln	University of Nebraska-Lincoln	Todd Lanham	tlanham2@unl.edu	(402)472-0260
NL	St. John's	WORKS, The	Craig Neil	cneil@mun.ca	(709)737-3809
NH	Barrington	Barrington Recreation	Tara Barker	barecdir@metrocast.net	(603)664-5224
NH	Lebanon	Carter Community Bldg. Assoc.	Baar Graf	baar.graf@joinccba.org	(603)448-6477 Ext: 112
NH	Concord	City of Concord	David Gill	DGill@ConcordNH.gov	(603)225-8690 Ext: 4
NH	North Conway	Conway Scenic Railroads	Russ Seybold	russ@conwayscenic.com	(800)232-5251
NH	Dover	Dover Parks and Recreation	Gary Bannon	g.bannon@dover.nh.gov	(603)516-6401
NH	Exeter	Exeter Parks & Recreation Dept	Mike Favreau	mfavreau@exeternh.gov	(603)773-6151
NH	Grantham	Eastman Community Association	Leslie Moses	leslie@eastmannh.org	(603)863-6772
NH	Hampton	Hampton Recreation & Parks	Dyana Martin	dmartin@town.hampton.nh.us	(603)926-3932

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State	City	Organization Name	Contact Name	Email Address	Telephone
NH	Lebanon	Recreation Dept Lebanon	Paul Coats	Paul.Coats@lebcity.com	(603)448-5121
NH	Jackson	Nestlenook Estates & Resorts	Curt Towle	bctowle@msn.com	(603)383-0845
NH	Meredith	Town of Meredith	Vint Choinere	vchoiniere@meredithnh.org	(603)279-8197
NH	Newmarket	Town of Newmarket	Jim Hilton	jhilton@newmarketnh.gov	(603)659-8581
NH	Pelham	Town of Pelham	Kathy Carr	Kcarr@pelhamweb.com	(603)635-2721 Ext: 3083
NH	Rye	Rye Parks and Recreation	Lee Arthur	larthur@town.rye.nh.us	(603)964-6281
NJ	Basking Ridge	Bernards Township	Jennifer Gander	jpgander@bernards.org	(908)204-3159
NJ	Hackensack	Bergen County Dept. of Parks	Valentina Esteves	vesteves@co.bergen.nj.us	(201)336-7285
NJ	Stanhope	Byram Township	Janet Meisner	jmeisner@byramtwp.org	(973)347-2500 Ext: 160
NJ	East Brunswick	Township of East Brunswick	Erica Greenstone	erica.greenstone@eastbrunswick.org	(732)390-6797
NJ	Newark	Essex County Dept of Parks	Frank Gesumaria	fgesumaria@parks.essexcountynj.org	(973)268-3500 Ext: 254
NJ	Freehold	Township of Freehold Parks & Recreation	Holly Manis	hmanis@twp.freehold.nj.us	(732)294-2032
NJ	Hazlet	Hazlet Township Swim Club	Kathy Devaney	hazletswim@hazlettwp.org	(732)739-0662
NJ	New Brunswick	Middlesex County Parks Department	Jackie Neill	Jackie.neill@co.middlesex.nj.us	(732)745-3936
NJ	Monroe Township	Township of Monroe	Jeanne Crawley	jcrawley@monroerec.com	(732)723-5015
NJ	Morrisstown	Morris County Park Commission	Kristin Biase	kbiase@morrisparks.net	(973)829-8257
NJ	North Brunswick	North Brunswick Township Parks	Greg Kikelhan	Gkikelhan@northbrunswickonline.com	(732)247-0922 Ext: 264
NJ	Paramus	Paramus Recreation	Tony IT		(201)364-6559
NJ	North Branch	Somerset County Park Comm.	Alex Mathew	amathew@scparcs.org	(908)722-1200 Ext: 249
NJ	South River	Borough of South River P&R			
NJ	Sparta	Sparta Recreation Dept.	Janice Williams	Janice.williams@spartanj.org	(973)729-2383
NJ	Elizabeth	Union County Parks & Renewal	Kathleen Villaggio	kvillaggio@ucnj.org	(908)527-4814
NJ	Wayne	Wayne Township	Scott Pasternak	pasternaks@waynetownship.com	(973)633-3576
NJ	Thorofare	West Deptford Township Riverwind			
NM	Farmington	City of Farmington	Shay Jacquez	sjacquez@fmitn.org	(505)599-1140
NM	Los Alamos	Los Alamos County	Alfred Lopez	alfred.lopez@lacnm.us	(505)863-1998
NS	Halifax	Halifax Regional Municipality	Janine Campbell	campjan@canadagamescentre.ca	(902)490-2243
NV	Las Vegas	Clark County Parks & Recreation	Joseph House	House.J@ClarkCountyNV.gov	(702)455-8877
NV	Henderson	City of Henderson	Jennifer Rosenbusch	jennifer.rosenbusch@cityofhenderson.com	(702)267-4330
NV	Incline Village	Incline Village Gen Improv Dist.	Denise Springsteel	dms@ivgid.org	(775)832-1343
NV	Las Vegas	City of Las Vegas	Marc Walters	mwalters@lasvegasnevada.gov	(702)229-6722
NV	Sparks	City of Sparks	Andre Stigall	astigall@cityofsparks.us	(775)353-7857
NV	Las Vegas	Summerlin Council	Ruth White	ruth.white@summerlincouncil.com	(702)379-6352
NV	Las Vegas	University of Nevada-Las Vegas	Erin Farrar	Erin.Farrar@unlv.edu	(702)774-7124
NY	North Babylon	Town of Babylon	Andrew Baranowski	abaranowski@townofbabylon.com	(631)957-3135
NY	Bedford Hills	Town of Bedford Parks & Rec.	Sue De Fonce	sdefonce@bedfordny.info	(914)666-7004
NY	Delmar	Bethlehem Parks and Rec	Jeff Dammeyer	jdammeyer@townofbethlehem.org	(518)439-4955 Ext: 1120
NY	Briarcliff Manor	Village of Briarcliff Manor	Henry Jamin	hjamin@briarcliffmanor.org	(914)941-6560
NY	Bronx	The Bronx House	Corina Pintor	corina@bronxhouse.org	(718)792-1800 Ext: 220
NY	Coram	Town of Brookhaven	Kurt Leuffen	kleuffen@brookhaven.org	(631)451-6132
NY	New City	Town of Clarkstown Parks & Recreation	Larry Berkowitz	L.berkowitz@clarkstown.org	(845)639-6200
NY	Croton-on-Hudson	Croton Recreation Dept.	Debra Lopano	dlopano@crotononhudson-ny.gov	(914)271-3006
NY	Dover Plains	Town of Dover	Andrew Blaney	ablaney@townofdoverny.us	(845)832-6111 Ext: 101
NY	Eastchester	Town of Eastchester	Lucy Vafea	lvafea@eastchester.org	(914)961-3453 Ext: 200
NY	Great Neck	Great Neck Park District	Patrick Blaha	greatneckparks@gmail.com	(516)482-0355

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State	City	Organization Name	Contact Name	Email Address	Telephone
NY	Great Neck	Great Neck Public Schools	Anne Hartel	ahartel@greatneck.k12.ny.us	(516)441-4045
NY	Garnerville	Town of Haverstraw	Amanda McGannon	bowlinepark1@yahoo.com	(845)429-4099
NY	Huntington	Town of Huntington	Steve Gordon	SGordon@huntingtonny.gov	(631)351-3011
NY	Rochester	Town of Irondequoit	Nancy Carroll	ncarroll@irondequoit.org	(585)336-7266
NY	Islip	Town of Islip	Marguerite Coddington	m.coddington@townofislip-ny.gov	(631)224-5419
NY	Ithaca	Cornell University	Jen Gudaz	jag245@cornell.edu	(607)254-4748
NY	South Salem	Town of Lewisboro Park & Rec.	Laura Stone	parks@lewisborogov.com	(914)232-6162
NY	Mamaroneck	Town of Mamaroneck Rec	Jill Fisher	jfisher@townofmamaroneckny.org	(914)381-7866
NY	Valhalla	Town Mount Pleasant P & R	Jackie Abate		(914)742-2336
NY	Mount Kisco	Mt Kisco Recreation Dept	Gail Hall	recreation@mountkisco.org	(914)866-3059
NY	E. Meadow	Nassau County New York	Robert McClean	Rmcclean@nassaucountyny.gov	(516)571-6607
NY	Newburgh	Town of Newburgh	Donna Burgess	recreation@hvc.ny.com	(845)564-7815
NY	New Rochelle	New Rochelle Parks & Rec	William Zimmerman	wzimmerm@newrochelleny.com	(914)654-2092
NY	New Windsor	Town of New Windsor	John McDonald	jmcdonald@town.new-windsor.ny.us	(845)563-4602
NY	Armonk	North Castle Recreation & Park	Matt Trainor	mtrainor@northcastleny.com	(914)273-3325 Ext: 6
NY	Manhasset	Town of North Hempstead	Tommy Brinkley	brinkleyt@northhempsteadny.gov	(516)869-7726
NY	New York	NYS Parks-Riverbank	Robert Grigsby		(212)894-3811
NY	Oceanside	Oceanside Dept. of Community Activities	Maria Bavaro	mbavaro@oceansideschools.org	(516)594-2336
NY	Spencerport	Town of Ogden	Andrea Hansen	ParksRecDirector@ogdenny.com	(585)617-6174
NY	Goshen	Orange County Dept. Pks Rec	Sue Parisi	sparisi@co.orange.ny.us	(845)615-3766
NY	Pleasantville	Pace University	Michael Winn	mwinn@pace.edu	(914)760-5569
NY	Peekskill	Peekskill Parks & Recreation	Fran Brunelle		(914)734-7275
NY	Penfield	Penfield Parks & Recreation	Steve Orsini	orsini@penfield.org	(585)340-8660
NY	Fairport	Town of Perinton	Jim Donahue	jdonahue@perinton.org	(585)223-5050
NY	Pittsford	Town of Pittsford	Jessie Hollenbeck	jhollenbeck@townofpittsford.org	(585)248-6284
NY	Pound Ridge	Town of Pound Ridge Pks & Rec	David Goldberg	dgoldberg@townofpoundridge.com	(914)764-3987
NY	Queensbury	Town of Queensbury Parks & Rec	Steve Lovering	stevell@queensbury.net	(518)761-8215
NY	Suffern	Town of Ramapo Parks & Rec.	Dawn Trusewicz	Trusewiczd@ramapo.org	(845)357-6100 Ext: 104
NY	West Sayville	Suffolk County Parks Dept	John Randolph	John.Randolph@suffolkcountyny.gov	(631)853-5073
NY	Tonawanda	Town of Tonawanda Youth/Parks/Recreation	Nathan MacVittie	n.macvittie@tonawanda.ny.us	(716)831-1001 Ext: 2225
NY	Endwell	Town of Union Parks & Rec.	Barbara Hawley	bhawley@townofunion.com	(607)786-2970
NY	Watertown	City of Watertown	Sally Dockstader	sdockstader@watertown-ny.gov	(315)785-7792
NY	Webster	Town of Webster Park & Recreation	Mark Yaeger	myaeger@ci.webster.ny.us	
NY	Ardsley	Westchester County Parks, Rec, Cons	Angelo Palladino	aap5@westchestergov.com	(914)231-4515
NY	White Plains	City of White Plains	Gregory Rivera	grivera@whiteplainsny.gov	(914)422-5116
NY	Yorktown Hgts	Yorktown Parks and Recreation	Brian Gray	brian@yorktownny.org	(914)245-4650 Ext: 25
OH	Cincinnati	Anderson Park District	Sheila Fehn	sfehn@andersonparks.com	(513)388-4511
OH	Bowling Green	Bowling Green State University	Thad C. Long	longtha@bgsu.edu	(419)372-7479
OH	Bowling Green	City of Bowling Green Parks & Recreation	Deb Knuth	deb.knuth@bgoio.org	(419)354-6223
OH	Brecksville	City of Brecksville	Carolyn Jatsek (Toensing)	cjatsek@brecksville.oh.us	(440)546-2307
OH	Broadview Heights	Broadview Heights Parks & Recreation	Paula Horner	phorner@broadview-heights.org	(440)717-4018
OH	Brunswick	Brunswick Parks & Recreation	John Piepsny	piepsny@brunswick.oh.us	(330)273-8000
OH	Cincinnati	Cincinnati Recreation Commission	Jim Hemmings	jim.hemmings@cincinnati-oh.gov	(513)352-4812
OH	Coshocton	Kids America	Sue Renner	renner@kids-america.org	(740)622-6657
OH	Cuyahoga Falls	Cuyahoga Falls	Jason Pullin	PullinJA@cityofcf.com	(330)971-8228

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State	City	Organization Name	Contact Name	Email Address	Telephone
OH	Dayton	City of Dayton	Kenton Curtis	kenton.curtis@daytonohio.gov	(937)333-7060
OH	Dublin	City of Dublin	Terrye Rabalais	trabalais@dublin.oh.us	(614)410-4591
OH	Gahanna	City of Gahanna Parks & Rec	Mike Musser	mike.musser@gahanna.gov	(614)342-4254
OH	Granville	Granville Recreation District	Lesa Miller	lesamiller@granvillerec.org	(740)587-2017
OH	Xenia	Greene County Parks & Trails	Kathy Womble	kwomble@co.greene.oh.us	(937)562-6473
OH	Grove City	City of Grove City	Kevin Litman	klitman@grovecityohio.gov	(614)277-3005
OH	Groveport	Groveport Recreation	Kyle Lund	klund@groveport.org	(614)836-1000
OH	Hilliard	City of Hilliard	Geoff Dew	gdew@hilliardohio.gov	(614)876-7361 Ext: 116
OH	Kent	Kent State University	Gautam Gupta	ggupta@kent.edu	(330)672-2526
OH	Kettering	City of Kettering	Sonja Rom	sonja.rom@ketteringoh.org	(937)296-3278
OH	Miamisburg	Kettering Health Network	Valerie Parker-Haley	valerie.parker-haley@khnetwork.org	(937)558-3973
OH	Mason	Mason Community Center	Jennifer Heft	jheft@masonoh.org	(513)229-8530
OH	Milford	Miami Township	Brenda Wilson	Brenda.Wilson@miamitwpoh.gov	(513)965-6742
OH	Miamisburg	City of Miamisburg	Deborah McLaughlin	debbie.mclaughlin@cityofmiamisburg.com	(937)847-6475
OH	Mount Vernon	City of Mount Vernon	Terry Scott	mtvauditor@mountvernonohio.org	(740)393-9521
OH	New Albany	New Albany Plain Local Joint Park Dist	Dave Wharton	dwharton@naparks.org	(614)939-7275 Ext: 12
OH	North Olmsted	North Olmsted	Betsy Drenski	drenskib@north-olmsted.com	(440)734-8200 Ext: 4336
OH	Norwalk	Norwalk Parks & Recreation	Lynden Ramsey	lramsey@norwalkrec.com	(419)663-6775 Ext: 25
OH	New Albany	Plain Township Aquatic Center	Bonnie Reife	breife@plaintownship.org	(614)855-7770
OH	Columbus	Prairie Township	James Gant	kgant@prairietownship.org	(614)878-3317 Ext: 115
OH	Sharonville	City of Sharonville	Zach Morvik	zmm@lanrm.com	(513)490-0073
OH	Dublin	Sports Ohio	Steve Matyas	smatyas@sportsohio.org	(614)374-4435
OH	Springdale	City of Springdale	Janet Rudemiller	jrudemiller@springdale.org	(513)346-3911
OH	Tallmadge	City of Tallmadge	Jessica Simons	jsimons@tallmadge-ohio.org	(330)634-2349 Ext: 1255
OH	Tipp City	City of Tipp City	Doug Arnold	arnoldd@tippcity.net	(937)506-3182
OH	Upper Arlington	City of Upper Arlington	Nasser Arman	nasser@uaoh.net	(614)583-5207
OH	Dayton	City of Vandalia Parks & Recreation	Sharon Hamby	shamby@vandaliaohio.org	(937)415-2331
OH	Dayton	Washington Township	John Lewis	jlewis@washingtontwp.org	(937)432-2753
OH	Westerville	City of Westerville	Nancy Keister	nancy.keister@westerville.org	(614)901-6688
OH	Westlake	City of Westlake Recreation	Ann Hollows	ahollows@cityofwestlake.org	(440)617-4421
OH	Wyoming	City of Wyoming	Rachel Leininger	rleininger@wyomingohio.gov	(513)842-1359
OH	Youngstown	Youngstown State University	Matt Morrone	mjmorrone@ysu.edu	(330)941-3369
OK	Broken Arrow	City of Broken Arrow	Annie Stevens	astevens@brokenarrowok.gov	(918)259-7007 Ext: 7440
OK	Claremore	Claremore Recreation Center	Sandy Deffenbaugh	sdeffenbaugh@claremorecity.com	(918)283-8221
OK	Midwest City	City of Midwest City	Paula Montgomery	pmontgomery@midwestcityok.org	(405)739-1294
OK	Pauls Valley	City of Pauls Valley	Jennifer Samford	jsamford@cityofpaulsvalley.com	(405)238-1307 Ext: 115
OK	Stillwater	City of Stillwater	Marni Moody		(405)372-3399
OK	Yukon	City of Yukon	Gary Cooper	gcooper@cityofyukonok.gov	(405)350-8949
ON	Barrie	Georgian College	Grant Strasser	gstrasser@georglanc.on.ca	(705)728-1968 Ext: 1193
ON	Sudbury	Cambrian College	Harinder Bhangu-Nijjar	harinder.bhangunijjar@cambriancollege.ca	(705)566-8101 Ext: 6875
OR	Astoria	City of Astoria	Angela Cosby	acosby@astoria.or.us	(503)298-2460
OR	Bend	Bend Park & Recreation District	Audrey Robeson	AudreyR@bendparksandrec.org	(541)706-6133
OR	Madras	Madras Aquatic Center	Greg Markwardt	gmarkwardt@macaquatic.com	(541)475-4253
OR	Monmouth	Western Oregon University	Harold (Rip) Horsey	horseyh@mail.wou.edu	(503)838-9535
OR	Newport	Newport Parks & Recreation Dep	Jim Protiva	j.protiva@newportoregon.gov	(541)265-7783

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State	City	Organization Name	Contact Name	Email Address	Telephone
OR	Corvallis	Oregon State University	Bill Callender	bill.callender@oregonstate.edu	(541)737-7525
OR	Portland	Portland State University	Todd Bauch	bauchtm@pdx.edu	(503)725-2999
OR	Sisters	Sisters Parks & Recreation District	Liam Hughes	Liam@sistersrecreation.com	(541)549-2091
PA	Bethlehem	Township of Bethlehem	Jackie Gilligan	Jfrey@bethlehemtp.com	(610)332-1514
PA	Downingtown	Downingtown Area Recreation	Bea Yorczk	beay@kennett.net	(610)269-9260
PA	Harrisburg	Harrisburg Community College	Trevor Stynes	TJSTYNES@hacc.edu	(717)780-11
PA	Lancaster	Lancaster Recreation Commission	Susan Landes	slandes@lancasterrec.org	(717)392-2115 Ext: 125
PA	Lancaster	Manheim Township	Lorri Haney	lhaney@manheimtownship.org	(717)290-7180 Ext: 3102
PA	Monroeville	Monroeville Recreation, Parks	Tina Mular	mular@monroeville.pa.us	(412)856-3409
PA	Monroeville	Monroeville Senior Center	Tara Gresock	gresoc@monroeville.pa.us	(412)856-7825
PA	Plymouth Meeting	Plymouth Township, Montgomery Co	Karen Franck	kfranck@plymouthtownship.org	(610)277-4312 Ext: 125
RI	Burrillville	Town of Burrillville	Ed Pienkos	epienkos@burrillville.org	(401)568-4300 Ext: 129
SC	Aiken	City of Aiken	Amy Swarouth	aswarouth@cityofaikensc.gov	(803)643-4779
SC	Charleston	City of Charleston	Laurie Yarbrough		(843)720-3894
SC	Columbia	City of Columbia	Pearl Osborne	peosborne@columbiasc.net	(803)545-3078
SC	Taylors	Greenville County Recreation District	Lisa Pressley	lpressley@greenvillecounty.org	(864)288-6470 Ext: 114
SC	Conway	Horry County Parks & Rec.	Christopher Williams	william@horrycounty.org	(860)248-1864
SC	Columbia	Imo Chapin Recreation Comm	Kelli Stoddard	kstoddard@icrc.net	(803)213-2011
SC	Isle of Palms	Isle of Palms	Karie Ferrell	kferrell@iop.net	(843)886-8294
SC	Fort Mill	Leroy Springs Recreation Comp	Genie Zakrzewski	gzakrewski@leroyssprings.com	(803)547-1200
SC	Mt. Pleasant	Mount Pleasant Recreation Dept.	Sarah Garner	sgarner@tompsc.com	(843)856-2174 Ext: 132
SC	North Myrtle Beach	City of North Myrtle Beach	Jim Grainger	jegrainger@nmb.us	(843)280-5571
SC	Spartanburg	City of Spartanburg	Sandra Simpson	ssimpson@cityofspartanburg.org	(864)596-2154
SC	Sumter	Sumter County Parks and Rec	Larry Home	lhome@sumtercountysc.org	(803)436-2321
SD	Aberdeen	Aberdeen Parks, Rec. & Forestry	David Eckert	david.eckert@aberdeen.sd.us	(605)626-7083
SD	Brookings	South Dakota State University	Shari Landmark	shari.landmark@sdstate.edu	(605)688-5386
SD	Sioux Falls	City of Sioux Falls	Matt Williams	mwilliams@siouxfalls.org	(605)367-8804
SK	Saskatoon	City of Saskatoon- Community Services De	Greg Ives	greg.ives@saskatoon.ca	(306)975-3319
TN	Chattanooga	City of Chattanooga	Peggy Grall	pgrall@chattanooga.gov	(423)697-1385
TN	Covington	City of Covington	Karen Griffin	kgriffin@covingtontn.com	(901)476-3734
TN	Manchester	Manchester Parks & Recreation	Tennie Smotherman	tsmotherman@cityofmanchestertn.com	(931)461-3515 Ext: 1902
TN	McMinnville	McMinnville Parks & Recreation	Dawn Hitchcock	dhitchcock@mcminnville Tenn.com	(931)473-1212
TN	Memphis	University of Memphis	Jim Vest	jvest@memphis.edu	(901)878-2990
TX	Austin	City of Austin Parks & Recreation	Steve Hammond	steve.hammond@austintexas.gov	(512)444-0999
TX	Baytown	Baytown Parks & Recreation	Mike Flinn	michael.flinn@baytown.org	(281)422-1151
TX	Brenham	City of Brenham	Kevin Boggus	kboggus@cityofbrenham.org	(979)337-7257
TX	Round Rock	Brushy Creek Municipal Utility District	Betsy Schultz	B.Schultz@bcmud.org	(512)255-7871 Ext: 226
TX	Bryan	City of Bryan Parks & Recreation	Ashley Bennett	abennett@bryanbx.gov	(979)209-5526
TX	Burleson	Burleson Parks & Recreation	Ashley Newhart		(817)426-9106
TX	Carrollton	City of Carrollton	Scott Whitaker	scott.whitaker@cityofcarrollton.com	(972)466-3077
TX	College Station	City of College Station	Courtney Carroll	Ccarroll@cstx.gov	(979)764-6393
TX	Crowley	City of Crowley	Ryan Solomon	rsolomon@ci.crowley.tx.us	(817)297-2201 Ext: 7090
TX	Dallas	City of Dallas	Liz Whittle	elizabeth.whittle@dallascityhall.com	(214)870-1802
TX	Euless	City of Euless	Ray McDonald	rmcdonald@ci.euless.tx.us	(817)885-1669
TX	Friendswood	City of Friendswood	James Toney	jtoney@ci.friendswood.tx.us	

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State	City	Organization Name	Contact Name	Email Address	Telephone
TX	Grapevine	City of Grapevine Parks & Rec	Alysia Perales	aperales@grapevinetexas.gov	(817)410-3313
TX	Harlingen	City of Harlingen	Sergio Mujica	SMujica@myharlingen.us	(956)216-5033
TX	Hurst	City of Hurst	Paige Lutz	plutz@hurstx.gov	(817)788-7322
TX	Kerrville	City of Kerrville	Ashlea Boyle	ashlea.boyle@kerrvilletx.gov	(830)258-1153
TX	Lake Jackson	City of Lake Jackson	Trisha Huffman	thuffman@lakejacksontx.gov	(979)415-2446
TX	LaPorte	City of LaPorte	James Janoch	janochj@laportetx.gov	(281)470-5031
TX	League City	City of League City	Kenneth Baker	kenneth.baker@leaguecity.com	(281)554-1388
TX	Lewisville	Lewisville Parks & Recreation	Deborah Sick	dsick@cityoflewisville.com	(972)219-3550
TX	McAllen	City of McAllen	Shane Stockton	sstockton@mcallen.net	(956)881-3333
TX	McKinney	City of McKinney	Ryan Mullins	rmullins@mckinneytexas.org	(972)547-7482
TX	Houston	Memorial Park Conservancy	Cara Rudelson	crudelson@memorialparkconservancy.org	(713)863-8403 Ext: 5
TX	Murphy	City of Murphy	Caitlyn Mullins	cmullins@murphytx.org	(972)468-4067
TX	New Braunfels	City of New Braunfels	Mr. Dario Sassenhagen	dsassenhagen@nbtexas.org	(830)608-2174
TX	Odessa	City of Odessa	Scott Anderson	sanderso@odessa-tx.gov	(915)368-3556
TX	San Antonio	Palo Alto College	Adrian Montoya	amontoya12@alamo.edu	(210)324-2403
TX	Rowlett	City of Rowlett	Angela Smith	asmith@rowlett.com	(972)412-6147
TX	Sugar Land	New Territory Home Owners Assoc	Mike Walker	mjwalker@newterritory.org	
TX	Temple	Temple Parks & Recreation	Mercedes Deaton	mdeaton@ci.temple.tx.us	(254)298-5203
TX	The Colony	The Colony Parks & Rec. Dept.	Amber Downing	adowning@thecolonytx.gov	(972)624-3955
TX	Texas City	Texas City Recreation & Tourism	James O'Brien	jobrien@texas-city-tx.org	(409)643-5853
TX	Tyler	City of Tyler	Benny Yazdanpanahi	BYazdanpanahi@tylertexas.com	(903)531-1122
TX	Dallas	City of University Park	Amber Lively	alively@uptexas.org	(214)987-5491
TX	Waco	City of Waco P & R	Jeff Goodman	jgoodman@ci.waco.tx.us	(254)750-8056
TX	Weatherford	City of Weatherford Parks and Recreation	Tyler Sievert	tsievert@weatherfordtx.gov	(817)598-4125
TX	Houston	City of West University Place	Susan White	swhite@westutx.gov	(713)662-5367
UT	Farmington	Farmington Parks and Recreation	Louise Odysseus	lodysseus@farmington.utah.gov	(801)451-0853
UT	Park City	Park City Recreation	Jessica Moran	jmoran@parkcity.org	(435)615-5414
VA	Alexandria	City of Alexandria Parks & Recreation	Yolanda Boyd	yolanda.boyd@alexandriava.gov	(703)746-3008
VA	Arlington	Arlington County Parks & Recreation	Michael Carrera	mcarr@arlingtonva.us	(703)228-3398
VA	Verona	Augusta County Recreation Dept	Nichole Dimeo	ndimeo@co.augusta.va.us	(540)245-5727
VA	Blacksburg	Town of Blacksburg	Dean Crane	Dcrane@blacksburg.gov	(540)961-1132
VA	Falls Church	Ballet Nova Center for Dance	Caroline Warren	cwarren@BalletNova.org	(703)778-3008
VA	Charlottesville	City of Charlottesville	Will Bassett	bassett@charlottesville.org	(434)970-3298
VA	Falls Church	City of Falls Church Pks/Rec	Daniel Schlitt	dschlitt@fallschurchva.gov	(703)248-5138
VA	Winchester	Frederick County Parks & Rec.	Kim DeHaven	kdehaven@fcva.us	(540)865-5678 Ext: 8302
VA	Gloucester	Gloucester Parks and Recreatio	Jen White	jwhite@gloucesterva.info	(804)693-3069
VA	Harrisonburg	Harrisonburg Parks & Rec	David Wigginton	davidw@ci.harrisonburg.va.us	(540)433-9168
VA	Collinsville	Henry County Pks & Rec	Roger Adams	radams@co.henry.va.us	(276)634-4640
VA	Herndon	Herndon Parks & Recreation	Kevin Breza	kevin.breza@herndon-va.gov	(703)435-6800 Ext: 2112
VA	Hopewell	City of Hopewell	Ariethia Dearing	adearing@hopewellva.gov	(804)541-2353 Ext: 207
VA	Leesburg	Ida Lee Recreation Center - Leesburg	David Evans	devans@leesburgva.gov	(703)737-7153
VA	Williamsburg	James City County Parks & Rec.	Kathy Irby	kathy.irby@jamescitycountyva.gov	(757)259-5374
VA	Ashburn	Loudoun County Pks/Rec	Noah Coberly	noah.coberly@loudoun.gov	(703)737-8835
VA	New Kent	New Kent County Pks & REC	Kim Turner	kcturner@newkent-va.us	(804)966-8501
VA	Norfolk	City of Norfolk	Edward Matthews	edward.mathews@norfolk.gov	(757)441-2400 Ext: 233

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State	City	Organization Name	Contact Name	Email Address	Telephone
VA	Manassas	Prince William County Dept Parks & Rec	Tammy Della Puca	tdella@pwcgov.org	(703)792-4296
VA	Richmond	City of Richmond Recreation and Parks	Norman Merrifield	norman.merrifield@richmondgov.com	(804)646-5717
VA	Harrisonburg	Rockingham County	Mike Krone	mkrone@rockinghamcountyva.gov	(540)564-3105
VA	Mechanicville	Sheltering Arms Physical	Alison Clarke	aclarke@shelteringarms.com	(804)320-7711
VA	Woodstock	Shenandoah County	Jered Hoover	jhoover@shenandoahcountyva.us	(540)459-6777
VA	Suffolk	City of Suffolk	Lakita Frazier	lfrazier@suffolkva.us	
VA	Vienna	Town of Vienna Parks	Tony Mull	tmull@viennava.gov	(703)255-6364
VA	Winchester	Winchester P & R	Bradley Veach	bveach@ci.winchester.va.us	(540)667-1573
VA	Yorktown	York County Parks & Recreation	Brian Fuller	bfuller@yorkcounty.gov	(757)890-3504
VT	Bristol	Bristol Park, Arts & Recreation	Daria Senecal	darla@gmavt.net	(802)453-5885
VT	Colchester	Colchester Recreation Dept.	Glen Cuttitta	gcuttitta@colchestervt.gov	(802)264-5641
VT	St. Albans	Collins Perley Sports & Fitness	Debbie LeBlanc		(802)527-1202
VT	Essex Jct	Essex Jct Recreation & Parks	Brad Luck	bluck@ccsvt.org	(802)878-1375
VT	Essex	Town of Essex Recreation Dept.	Ally Vile	avile@essex.org	(802)878-1342
VT	Essex	Tree Farm Recreational Facility	Eric Senn	ericsenn@us.ibm.com	(802)769-6749
VT	Middlebury	Middlebury Parks & Recreation	Kathleen Ramsay	kramsay@TownOfMiddlebury.org	(802)388-8100 Ext: 201
VT	Milton	Town of Milton	Kym Duchesneau	kduchesneau@town.milton.vt.us	(802)893-4922
VT	Montpelier	Montpelier Recreation Dept.	Ame McMullen	ame@mpsvt.org	(802)223-5141
VT	Rutland	Rutland Recreation & Parks	Cindi Wight	cindiw@rutlandrec.com	(802)282-1092 Ext: 13
VT	South Burlington	South Burlington Parks & Recreation	Betsy Terry	bterry@sburll.com	(802)846-4121
VT	Shelburne	Shelburne Recreation	Betsy Cieplicki	bcieplicki@shelburnevt.org	(802)985-9551
VT	Stowe	Town of Stowe	Nicole Adams	recreation@townofstowevermont.org	(802)253-6138
VT	Burlington	University of Vermont	Gregg Bates	Gregg.Bates@uvm.edu	(802)656-7705
WA	Bainbridge Island	Bainbridge Island Parks&Rec	Amy Swenson	amy@biparks.org	(206)842-2306 Ext: 123
WA	Camas	City of Camas	Sherry Coulter	scoulter@cityofcamas.us	(360)817-1550
WA	Lacey	City of Lacey	Cindy Zielinski	czielins@ci.lacey.wa.us	(360)438-2627
WI	Fond du Lac	Agnesian HealthCare	Janelle Baldwin		(920)387-7988
WI	Appleton	Appleton Parks & Rec	Dean Gazza	dean.gazza@appleton.org	(920)832-5572
WI	Ashwaubenon	Village of Ashwaubenon Parks & Rec	Jeremy Moeller	jmoeller@ashwaubenon.com	(920)593-4422
WI	Brookfield	Brookfield Parks & Recreation	Bill Kolstad	kolstad@ci.brookfield.wi.us	(262)796-6875
WI	Green Bay	Brown County Park Dept.	Matt Kriese	kriese_MM@co.brown.wi.us	(920)448-4464
WI	Cedarburg	City of Cedarburg	Mikko Hiltvo	mhitvo@ci.cedarburg.wi.us	(262)375-7611
WI	Fond du Lac	City of Fond du Lac	Dave Zittlow	dzittlow@fdl.wi.gov	(920)322-3605
WI	Germantown	Germantown Parks & Recreation	Patti Heinen	pheinen@village.germantown.wi.us	(262)250-4714
WI	Greenfield	City of Greenfield Parks & Rec	Dennis McDonald	dennis.mcdonald@gfpd.org	(414)545-7946 Ext: 120
WI	Green Bay	City of Green Bay	Mike Hronek	mikehr@greenbaywi.gov	(920)448-3033
WI	Greendale	Greendale Park & Recreation	Jackie Schweitzer	Jackie.schweitzer@greendale.k12.wi.us	(414)423-2790
WI	La Crosse	LaCrosse Parks & Recreation	Steven Carlyon	carlyons@cityoflacrosse.org	(608)789-7559
WI	Madison	City of Madison	Sharon Kauffeld	skauffeld@cityofmadison.com	(608)266-4857
WI	Marinette	Marinette Recreation Dept	Kent Kostelecky	kkostelecky@marinette.wi.us	(715)732-5224
WI	Mayville	Mayville Recreation Dept.	Mike Kurutz	mkurutz@mayvillecity.com	(920)387-7900
WI	Neenah	Town of Menasha	Micheal Kading	mkading@town-menasha.com	
WI	Mequon	Mequon-Thiensville School Dist	Ryan Mangan	mangan@mtsd.k12.wi.us	(262)238-5834
WI	Milwaukee	Milwaukee Public Schools Recreation Dept	Troy Clarke	clarketb@milwaukee.k12.wi.us	(414)475-8814
WI	Neenah	City of Neenah	Joe Wenninger	jwenninger@ci.neenah.wi.us	(920)886-6174

EXHIBIT A
 Scope of Services
 Page 44 of 145

RecTrac User List

State	City	Organization Name	Contact Name	Email Address	Telephone
WI	Glendale	Nicolet Recreation Dept	Nate Brooks	nate.brooks@nicolet.us	(414)351-7568
WI	Oak Creek	Oak Creek Parks & Recreation	Debbie Lukasik	d Lukasik@oakcreekwi.org	(414)768-6516
WI	Oshkosh	Oshkosh Parks Dept - Aquatics	Trish Marks	marks@ci.oshkosh.wi.us	(920)236-5080
WI	Watertown	Riverbend Resort	Kris Swisher	kj.swisher@hotmail.com	(920)261-7505
WI	Wauwatosa	Hoyt Park and Pool	Kit Slawski	kit.slawski@tosapool.com	(414)302-9160
WI	West Allis	West Allis - West Milwaukee School Dist	Beth Perszyk	persb@wawmsd.org	(414)604-4925
WI	West Bend	West Bend Parks & Recreation	Craig Hoepfner	chwbprf@ci.west-bend.wi.us	(262)335-5081
WI	Whitefish Bay	Whitefish Bay Recreation	Carin Keland	carin.keland@wfbschools.com	(414)963-3888
WY	Gillette	Campbell County Park & Recreation	Daria Cotton	djd77@ccgov.net	(307)682-7406 Ext: 2211
WY	Cheyenne	City of Cheyenne	Jim Wollenburg	jwollenburg@cheyennecity.org	(307)637-6423
WY	Cody	City of Cody Recreation Dept.	Doyle Stout	doyles@cityofcody.com	(307)527-3486
WY	Laramie	Laramie Parks & Recreation	Kat Vialpando	katv@cityoflaramie.org	(307)721-5253
WY	Pinedale	Pinedale Aquatic Center	Ruth Mack	rmack@pinedaleaquatic.com	(307)367-2832 Ext: 6235

EXHIBIT A
 Scope of Services
 Page 45 of 145

CITY OF NORTHGLENN

Cost Proposal

Vermont Systems is proposing our **Hosted RecTrac**, Recreation Tracking Software, as the primary application for the City of Northglenn. Pricing for all proposed Vermont Systems solutions is included in this section. RecTrac software licensing is based on concurrent system users, and we have based the pricing on 15 Users. Additional users may be added at any time to the software license.

The onsite training and installation services quote includes 10 days plus travel expenses for **RecTrac**, **Photo ID**, and **PayTrac**. The **WebTrac** quote includes 5 days for installation and training plus travel expenses. It is always beneficial to budget for sufficient training, as this is a critical component of any successful installation.

We have included the following detailed quotes:

Summary Pricing Page

RecTrac and Progress OpenEdge software consisting of Activity Registrations, Facility Reservations, Pass Management, Point of Sale/Inventory Control, POS Theater/Venue Ticketing, League Scheduling, Personal Trainer Scheduling, along with the required Systems Administration module. The Incident Processing and Reporting module is included at no charge. The quote includes 15 concurrent users, all of which will have full access to all modules based on the user-defined menu system that determines the level of access provided to each user. The quote also includes an estimated 10 days of on site training plus travel expenses. The General Ledger and Activity Registration Brochure Interfaces have been included. We have included VSI hosting services at the Silver level. Please refer to the included hosting level service feature checklist.

Photo ID integrated software and hardware for producing ID cards. We have included 1 camera, 1 printer, 1 barcode reader, and start up supplies. Actual quantities are to be determined.

WebTrac and Progress OpenEdge software for internet Activity Registrations, Facility Reservations, Pass Registrations/Renewals, Point of Sale, Venue Ticketing, League Scheduling, Personal Trainer Scheduling, Mobile RecTrac and Mobile WebTrac. This quote includes 5 days training and expenses along with the standard splash page and first stylesheet service.

PayTrac - the standard external redirect interface fee for processing credit cards and accepting payments via the internet has been listed.

Sample Hardware - we have included sample pricing for some hardware items that may be of interest to the City. Actual items and quantities are to be determined.



Please See Detail Breakdown
on Following Pages

Description: **Exhibit B - VSI Software & POS Peripherals**
 Prepared For: **City of Northglenn, Northglenn, CO**
 Contact Name: **Dana Kester, Parks Project Coordinator**
 Contact Email: **dkester@northglenn.org**
 Approved By: **Robert Willey (bobw@vermontsystems.com)**

Phone Number: **(303)540-8838**
 Fax Number:
 Quote Date: **08/10/2016**

Description	Purchase Price	Annual Maint/Svs	Estimated Shipping*	Total Price
<u>RecTrac - Workgroup Multi-User Software</u>				
Application Software	\$17,250.00	\$3,360.00	\$0.00	\$20,610.00
Progress OpenEdge Software	\$3,450.00	\$672.00	\$0.00	\$4,122.00
VSI-Add ons	\$3,000.00	\$600.00	\$0.00	\$3,600.00
Support Services - Training & Expenses	\$15,410.00	\$0.00	\$0.00	\$15,410.00
Total RecTrac:	\$39,110.00	\$4,632.00	\$0.00	\$43,742.00
<u>ID Systems - Workgroup Multi-User Software</u>				
Application Software	\$1,080.00	\$190.00	\$0.00	\$1,270.00
Progress OpenEdge Software	\$216.00	\$38.00	\$0.00	\$254.00
Total ID Systems:	\$1,296.00	\$228.00	\$0.00	\$1,524.00
<u>WebTrac - Basic Edition</u>				
Application Software	\$12,200.00	\$2,440.00	\$0.00	\$14,640.00
Progress OpenEdge Software	\$2,440.00	\$488.00	\$0.00	\$2,928.00
Support Services - Training & Expenses	\$7,305.00	\$0.00	\$0.00	\$7,305.00
Total WebTrac:	\$21,945.00	\$2,928.00	\$0.00	\$24,873.00
<u>PayTrac - Workgroup Multi-User Software</u>				
Application Software	\$3,000.00	\$600.00	\$0.00	\$3,600.00
Total PayTrac:	\$3,000.00	\$600.00	\$0.00	\$3,600.00
<u>Hardware - (VSI Qualified)</u>				
Printers Receipt	\$825.00	\$0.00	\$48.00	\$873.00
Cash Drawers	\$525.00	\$0.00	\$72.00	\$597.00
Payment Card Readers	\$4,950.00	\$0.00	\$96.00	\$5,046.00
Total Hardware:	\$6,300.00	\$0.00	\$216.00	\$6,516.00



Please See Detail Breakdown
on Following Pages

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 Contact Email: **dkester@northglenn.org**
 Approved By: **Robert Willey (bobw@vermontsystems.com)**

Phone Number: **(303)540-8838**
 Fax Number:
 Quote Date: **08/10/2016**

Description	Purchase Price	Annual Maint/Svs	Estimated Shipping*	Total Price
VSI TOTALS				
Application Software	\$33,530.00	\$6,590.00	\$0.00	\$40,120.00
Printers Receipt	\$825.00	\$0.00	\$48.00	\$873.00
Progress OpenEdge Software	\$6,106.00	\$1,198.00	\$0.00	\$7,304.00
Cash Drawers	\$525.00	\$0.00	\$72.00	\$597.00
Payment Card Readers	\$4,950.00	\$0.00	\$96.00	\$5,046.00
VSI-Add ons	\$3,000.00	\$600.00	\$0.00	\$3,600.00
Support Services - Training & Expenses	\$22,715.00	\$0.00	\$0.00	\$22,715.00
Grand Totals:	\$71,651.00	\$8,388.00	\$216.00	\$80,255.00

* NOTE: Shipping is FOB - Origin (Plus Tax Where Applicable / Includes Shipping FOB - Origin)



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Contact Name: **Dana Kester, Parks Project Coordinator**
Contact Email: **dkester@northglenn.org**
Approved By: **Robert Willey (bobw@vermontsystems.com)**

Phone Number: **(303)540-8838**
Fax Number:
Quote Date: **08/10/2016**

Qty	Unit	Description	Unit Price	Extended Price	Annual Maint/Svs
<u>Application Software</u>					
1	Each	Activity Registration (V-RT-MU-AR)	\$2,750.00	\$2,750.00	\$490.00
1	Each	Facility Reservations (V-RT-MU-FR)	\$2,750.00	\$2,750.00	\$490.00
1	Each	Pass Management (V-RT-MU-PM)	\$2,750.00	\$2,750.00	\$490.00 1
1	Each	Point-of-Sale/Inventory Control/Tickets (V-RT-MU-PS)	\$2,750.00	\$2,750.00	\$490.00 2
1	Each	POS Theatre/Venue Ticketing (V-RT-MU-PV)	\$1,950.00	\$1,950.00	\$350.00
1	Each	Incident Processing and Reporting (V-RT-MU-IC)	\$0.00	\$0.00	\$0.00
1	Each	Systems Administration (required) (V-RT-MU-SA)	\$400.00	\$400.00	\$400.00 3
13	Each	Additional Users Over 2 (concurrent) Total 15 Users (V-RT-MU-AU)	\$300.00	\$3,900.00	\$650.00
Total Application Software:				\$17,250.00	\$3,360.00
<u>Progress OpenEdge Software</u>					
1	Each	OpenEdge Workgroup Appl Server & RDBMS (T-PG-MU-OE)	\$3,450.00	\$3,450.00	\$672.00 4
Total Progress OpenEdge Software:				\$3,450.00	\$672.00
<u>VSI-Add ons</u>					
1	Each	RecTrac General Ledger Interface (V-RT-IN-GL)	\$1,500.00	\$1,500.00	\$300.00 5
1	Each	Activity Registration Custom Brochure Interface (V-RT-IN-AR)	\$1,500.00	\$1,500.00	\$300.00
Total VSI-Add ons:				\$3,000.00	\$600.00
<u>Support Services - Training & Expenses</u>					
10	Day(s)	Installation/Training, Municipal, On-Site/Day (X-S-TNG-01)	\$750.00	\$7,500.00	\$0.00
2	Day(s)	Travel Time (X-S-TNG-09)	\$375.00	\$750.00	\$0.00
12	Each	Travel Expenses - per day (estimated) (X-X-EXP)	\$330.00	\$3,960.00	\$0.00 6
2	Each	Expense Airfare (estimated-pay actual only) (X-X-AIR)	\$1,200.00	\$2,400.00	\$0.00
8	Hour(s)	Phone/Webex Setup or Training/Hr. (Min 15 Min/\$25) (X-S-TNP-01)	\$100.00	\$800.00	\$0.00 7
Total Support Services - Training & Expenses:				\$15,410.00	\$0.00
Total Software, Hardware and Support Services				\$39,110.00	\$4,632.00
Grand Total - RecTrac:				\$43,742.00	
* NOTE: Shipping is FOB - Origin (Plus Tax Where Applicable / Includes Shipping FOB - Origin)					



ID Systems Workgroup Multi-User Software
Pass Management Photo/Plastic Photo ID Card System
VSI Quote Number: 58303

Please Review Notes on Last Page
Software Pricing Is Valid For 120 Days
Hardware Pricing Is Subject to Change

Description: **Exhibit B - VSI Software & POS Peripherals**
 Prepared For: **City of Northglenn, Northglenn, CO**
 Contact Name: **Dana Kester, Parks Project Coordinator**
 Contact Email: **dkester@northglenn.org**
 Approved By: **Robert Willey (bobw@vermontsystems.com)**

Phone Number: **(303)540-8838**
 Fax Number:
 Quote Date: **08/10/2016**

Qty	Unit	Description	Unit Price	Extended Price	Estimated Shipping*	Annual Maint/Svs
Application Software						
1	Each	Pass Mgmt ID Integration - Photo ID Card/Biometric (V-RT-MU-PMI)	\$1,080.00	\$1,080.00	\$0.00	\$190.00
Total Application Software:				\$1,080.00	\$0.00	\$190.00
Progress OpenEdge Software						
1	Each	OpenEdge Workgroup Appl Server & RDBMS (T-PG-MU-OE)	\$216.00	\$216.00	\$0.00	\$38.00 4
Total Progress OpenEdge Software:				\$216.00	\$0.00	\$38.00
Total Software, Hardware and Support Services				\$1,296.00	\$0.00	\$228.00
Grand Total - ID Systems:					\$1,524.00	

* NOTE: Shipping is FOB - Origin

(Plus Tax Where Applicable / Includes Shipping FOB - Origin)



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Contact Name: **Dana Kester, Parks Project Coordinator**
Contact Email: **dkester@northglenn.org**
Approved By: **Robert Willey (bobw@vermontsystems.com)**

Phone Number: **(303)540-8838**
Fax Number:
Quote Date: **08/10/2016**

Qty	Unit	Description	Unit Price	Extended Price	Annual Maint/Svs
<u>Application Software</u>					
1	Each	WebTrac Internet Software, 6-15 RecTrac Users (V-WT-SU-IS-6)	\$3,750.00	\$3,750.00	\$750.00 8
1	Each	WebTrac Activity Registrations (V-WT-SU-AR)	\$950.00	\$950.00	\$190.00 9
1	Each	WebTrac Facility Reservations (V-WT-SU-FR)	\$950.00	\$950.00	\$190.00 9
1	Each	WebTrac Pass Management (V-WT-SU-PM)	\$950.00	\$950.00	\$190.00 9
1	Each	WebTrac Point of Sale/Tickets (V-WT-SU-PS)	\$950.00	\$950.00	\$190.00 9
1	Each	WebTrac POS Venue Ticketing (V-WT-SU-PV)	\$750.00	\$750.00	\$150.00 9
1	Each	Mobile RecTrac (V-WT-SU-MRT)	\$1,950.00	\$1,950.00	\$390.00 10
1	Each	Mobile WebTrac (V-WT-SU-MWT)	\$1,950.00	\$1,950.00	\$390.00 11
Total Application Software:				\$12,200.00	\$2,440.00
<u>Progress OpenEdge Software</u>					
1	Each	OpenEdge Application Server & RDBMS (T-PG-SU-WB)	\$2,440.00	\$2,440.00	\$488.00 4
Total Progress OpenEdge Software:				\$2,440.00	\$488.00
<u>Support Services - Training & Expenses</u>					
5	Day(s)	Installation/Training, Municipal, On-Site/Day (X-S-TNG-01)	\$750.00	\$3,750.00	\$0.00
1	Day(s)	Travel Time (X-S-TNG-09)	\$375.00	\$375.00	\$0.00
6	Each	Travel Expenses - per day (estimated) (X-X-EXP)	\$330.00	\$1,980.00	\$0.00 6
1	Each	Expense Airfare (estimated-pay actual only) (X-X-AIR)	\$1,200.00	\$1,200.00	\$0.00
Total Support Services - Training & Expenses:				\$7,305.00	\$0.00
Total Software, Hardware and Support Services				\$21,945.00	\$2,928.00
Grand Total - WebTrac:				\$24,873.00	

* NOTE: Shipping is FOB - Origin

(Plus Tax Where Applicable / Includes Shipping FOB - Origin)



Description: **Exhibit B - VSI Software & POS Peripherals**
 Prepared For: **City of Northglenn, Northglenn, CO**
 Contact Name: **Dana Kester, Parks Project Coordinator**
 Contact Email: **dkester@northglenn.org**
 Approved By: **Robert Willey (bobw@vermontsystems.com)**

Phone Number: **(303)540-8838**
 Fax Number:
 Quote Date: **08/10/2016**

Qty	Unit	Description	Unit Price	Extended Price	Estimated Shipping*	Annual Maint/Svs
Application Software						
1	Each	VSI Workgroup ERI Credit Card Interface (V-PT-MU-ERI)	\$3,000.00	\$3,000.00	\$0.00	\$600.00 12
Total Application Software:				\$3,000.00	\$0.00	\$600.00
Total Software, Hardware and Support Services				\$3,000.00	\$0.00	\$600.00
Grand Total - PayTrac:					\$3,600.00	
* NOTE: Shipping is FOB - Origin				(Plus Tax Where Applicable / Includes Shipping FOB - Origin)		



Description: **Exhibit B - VSI Software & POS Peripherals**
 Prepared For: **City of Northglenn, Northglenn, CO**
 Contact Name: **Dana Kester, Parks Project Coordinator**
 Contact Email: **dkester@northglenn.org**
 Approved By: **Robert Willey (bobw@vermontsystems.com)**

Phone Number: **(303)540-8838**
 Fax Number:
 Quote Date: **08/10/2016**

Qty	Unit	Description	Unit Price	Extended Price	Estimated Shipping*	Annual Maint/Svs
<u>Printers Receipt</u>						
3	Each	Star TSP143UII, 40 col Thermal, USB, Cutter (H-PRT-ST-05-U-B)	\$265.00	\$795.00	\$39.00	\$0.00 13
3	Each	Drawer 1 Cable for Epson & Star Printer (H-DRW-MM-X-CB1-EPST)	\$10.00	\$30.00	\$9.00	\$0.00
Total Printers Receipt:				\$825.00	\$48.00	\$0.00
<u>Cash Drawers</u>						
3	Each	MMF Advantage 17.4Wx18.7D Dumb Drw Paint Front Blk (H-DRW-MM-11-D-BK)	\$175.00	\$525.00	\$72.00	\$0.00
Total Cash Drawers:				\$525.00	\$72.00	\$0.00
<u>Payment Card Readers</u>						
6	Each	Cardconnect Ingenico ISC250 Pinpad Reader, SigCap (H-PIN-IG-250)	\$825.00	\$4,950.00	\$96.00	\$0.00 14
Total Payment Card Readers:				\$4,950.00	\$96.00	\$0.00
Total Software, Hardware and Support Services				\$6,300.00	\$216.00	\$0.00
Grand Total - Hardware:					\$6,516.00	
* NOTE: Shipping is FOB - Origin				(Plus Tax Where Applicable / Includes Shipping FOB - Origin)		

Description: **Exhibit B - VSI Software & POS Peripherals**
Prepared For: **City of Northglenn, Northglenn, CO**
Contact Name: **Dana Kester, Parks Project Coordinator**
Contact Email: **dkester@northglenn.org**
Approved By: **Robert Willey (bobw@vermontsystems.com)**

Phone Number: **(303)540-8838**
Fax Number:
Quote Date: **08/10/2016**

- 1 Standard PMP software enables (optional) capture of photo image during registration, and display of photo during Visit Check-In. You can also add the PMP ID software interface to print multi-color plastic photo ID cards.
- 2 In order to use the graphical touch screen option in other modules, you must also license the POS Inventory module.
- 3 The Workgroup System is quoted for those organizations with 2-39 concurrent users. The pricing for the actual number of licensed concurrent users is found on the RecTrac quote page under the Application Software section. Two concurrent users are included with the purchase of the first RecTrac module. Additional concurrent users are priced as Additional Users Over 2 (concurrent).
- 4 VSI uses Progress OpenEdge software to develop and deploy its' software applications, and also embeds the required Progress OpenEdge Enterprise or Workgroup RDBMS (Relational Database Management Software) with its' applications.
- 5 You can select any of the current nearly 100 standard GL interfaces and 4 AP interfaces at this price. If a custom interface is needed, VSI will provide a quote, after reviewing the requirements. The implementation procedures for all interfaces are as follows: The VSI trainer will select (default) the appropriate vendor interface in RecTrac/GolfTrac and show customer how to generate the batch export file that contains the summary or detailed transactions for the day (or any date range). At this point, it is the customer's responsibility to contact the financial software vendor to arrange for assistance to import the batch file for posting to the cash receipts or general ledger system.
- 6 The included expenses are ESTIMATED for airfare, lodging, meals, parking, tolls, and rental vehicle (for non-flying trips, car rental can be more due to tolls and gasoline usage). Actual expenses are billed after each trip. For states with Cashless Tolls, there may be a delay in billing these charges as we sometimes don't get these bills from the car rental companies until weeks after a trip is complete.
- 7 Time quoted is estimated. Actual time used will be billed.
- 8 WebTrac enables your customers to process RecTrac transactions real-time using a browser via the internet.

The WebTrac module does NOT include hosting services, which are priced separately. However, if needed VSI does offer two types of hosting services: Web Server Only or Web Server & Database. If you need Web Server Only hosting and your IT department or your off-premise web hosting vendor doesn't allow third party software to be installed on its servers, then VSI can offer Web Server Only hosting with a monthly fee, which is billed on annual basis. If you need full Web Server & Database hosting services, VSI will provide by installing your software on its servers at its TechVault data center with monthly billing.
- 9 WebTrac modules require respective RecTrac licensed modules in order to process web transactions.
- 10 Mobile RecTrac provides access to select staff functions using a smart phone mobile browser. The Mobile RecTrac browser is device/operating system independent. Functions such as Visit Check-In, League Scores Postings, Roster Print, Tee Sheets, and Household Inquiries are a few of the functions that are available to the staff using a smart phone. All current and future Mobile RecTrac staff related functions developed for all RecTrac modules by VSI are included in this one-time license fee, providing that the annual maintenance and support fees are paid.

Mobile Hardware Options:

1. Honeywell Captuvo SL22 iPod Sled, SL42 iPhone Sled, SL62 iPad Mini Sled

There are several models available for the iPod, iPhone, iPad Mini including one with magstripe reader only, one with bar code imager only, and one with both bar code imager and magstripe reader. Options for both include holsters, wrist lanyards, and battery packs. VSI is a Honeywell dealer and offers the Captuvo at prices ranging from \$270 to \$720 each. The iPod, iPhone, iPad Mini are fully integrated with the SL22, SL42, SL62 Sleds. Each Sled also requires the DryRain browser software at \$99 that is required to enable the units to communicate with RecTrac.

2. Motorola CS3050-SR10007WW with 1D Bluetooth bar code scanner - customers can purchase this unit from VSI or from another source. This unit can be linked to most smart phone devices that support Bluetooth connections.



Please See Detail Breakdown
on Following Pages

Description: **Exhibit B - VSI Software & POS Peripherals**
Prepared For: **City of Northglenn, Northglenn, CO**
Contact Name: **Dana Kester, Parks Project Coordinator**
Contact Email: **dkester@northglenn.org**
Approved By: **Robert Willey (bobw@vermontsystems.com)**

Phone Number: **(303)540-8838**
Fax Number:
Quote Date: **08/10/2016**

11 Mobile WebTrac provides patron access to select functions using a smart phone mobile browser. Since Mobile WebTrac is browser based, it is device/operating system independent. Functions such as booking a tee time, enrolling in a class, viewing a calendar of events, making a payment, and displaying their pass barcode are a few of the operations that patrons will be able to access on their phone. All patron related functions that are developed for Mobile WebTrac will be available under this one license fee. In summary, Mobile WebTrac encompasses all of the functions that have been developed across all WebTrac modules.

Mobile Hardware Options: any modern smart phone with or without a bar code scanner, depending on the the application.

12 The VSI ERI (External Redirect Interface) fee applies to any of the credit card vendor options.

13 Includes power supply, power cord, auto cutter and cable. Wall mountable.

14 Ingenico ISC250 Credit Card/Pinpad Debit Card Reader, PCI 4.X, 4.3" Color Display, 32-bit ARM 9 Processor, 64 SD/128 Flash, Stylus, PCT PTS 3.0 and 4.0, EMV Level 1, Triple DES, SRED, Speaker, Trk123 Magstripe Reader, Smart Card Reader, Signature Capture, CTLS (Contactless) Reader, USB/Ethernet, Remote Inject Encryption, Telium 2 Application, 1-Year Depot Warranty.



Please See Detail Breakdown
on Following Pages

Description: **RFP Pricing**
Prepared For: **City of Northglenn, Northglenn, CO**
Contact Name: **Brian Magnett** Phone Number: **(303)450-8899**
Contact Email: **bmagnett@northglenn.org** Fax Number:
Approved By: **Michelle Berthiaume, Sales Admin (michelleb@vermontsystems.com)** Quote Date: **05/31/2016**

23 The specific credit card EMV (Chip and Pin) device delivered depends on the PayTrac solution you select. This line item is used as a placeholder for budgeting purposes. The different devices range in price from \$500-\$750.

EXHIBIT A
 Scope of Services
 ATTACHMENT 1
 RFP 2016 -22

VENDOR INFORMATION & TECHNICAL REQUIREMENTS RESPONSE FORM

Vendors must indicate their ability to meet each request/requirement listed on this form by coding each with one of the following in the "Code" column, and providing any additional information/amplification necessary to clarify/complete their response in the "Comments" column:

- Y** Vendor's software fully meets the described requirement.
- N** Vendor's software does not meet the described requirement.
- C** Vendor can make the software meet the requirement for an additional cost (include cost in total proposed cost).
- F** Vendor will be providing the capability in the future at no cost (state the date the capability is to become available in the comments).
- E** Vendor notes an exception to the requirement (if the Vendor's software has a similar, but not exact, function, such exception shall be noted and explained in detail in the comments).

1.0 VENDOR INFORMATION

	City of Northglenn Requests and Requirements	Code	Comments
1.1	Vendor must demonstrate commitment to market, long-term viability (10 plus years), knowledge of industry needs, proven product sustainability and innovation in product and technology advances.	Y	
1.2	The Vendor's development and quality assurance departments are distinct and separate to ensure thorough testing (i.e. consultants do not develop the product or test it – they are only involved in implementation and training).	Y	
1.3	The Vendor will review new developments in the industry and product and provide a forum for customers to relay their input with shaping the future of the software.	Y	

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1.4	The Vendor conducts annual customer satisfaction surveys. Must provide access to summary of prior year surveys.		Surveys are conducted with customers after each training trip.
1.5	Live support is available for any issues from 8:00am – 9:00pm (MST) Monday – Friday.	N	Toll Free customer support is available Monday-Friday 8am - 8pm EST.
1.6	Live support is available for system down and payment processing issues 24 hours a day, 7 days a week.	Y	Hosting issues only.
1.7	24 hour a day incident reporting and tracking is available. Please list the reporting method and average response time.	Y	
1.8	All support calls and incidents are tracked and documented. Please explain method.	Y	Please see the details included with the VSI Sales and Support Policies in the Additional Information section of our response.
1.9	Option to import all current data for current customers to the new registration system to maintain customer history (registrations, rentals, memberships, accounting transactions)		As a standard VSI can convert or import households, family members, and pass memberships. We don't convert facility, activity, or any other "master" table records because the costs for these types of conversion programs can cost more than the software and it also perpetuates potentially "old" data. RecTrac has a number of tools that allow for bulk creation of records and this is where we focus much of our dev efforts.

2.0 GENERAL SYSTEM SPECIFICATIONS – GENERAL REQUIREMENTS

All sections entitled "General System Specifications" should apply to all modules. Please note when an exception is needed for a specific requirement.

	CITY OF NORTHGLENN Requests and Requirements	Code	Comments
2.1	Software allows the System Administrator to create, edit and delete administrative user "profiles".	Y	
2.2	System must include a comprehensive method for controlling employee access for <i>each</i> user profile. Each user can be given read/write-only access to functions where applicable. Security must be to the level of each individual menu choice.	Y	

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2.3	Software must be designed as a multi-user system, and allow for an unlimited number of users. If limited, indicate the maximum number and cost for additional users. If possible please determine the minimum and maximum number of users.	Y	There is no limit to the number of users the City can license. However, pricing is based on concurrent users. We have based our proposal on 15 concurrent users.
2.4	More than one operator may update the database at the same time, in the same module. A record locking feature must prevent the loss of data when two or more users are updating the same record.	Y	
2.5	System allows for creation of user-defined menus, enabling each operator to have custom menus.	Y	
2.6	Software allows each user to identify "Favorites" or an equivalent. In this area, users can create their own customized list of favorite task areas that is unique only to them. Upon initial login to the application, all Favorites are presented to the user.	Y	
2.8	System provides the option to enforce strong passwords for administrative users. System allows for a variety of user-defined requirements (i.e. must contain 1 number and 1 character, must be 8 characters long)	Y	Passwords are fully encrypted and password strength is defined by the City.
2.9	Operators are required to log-in only once without having to launch and then minimize separate screens for different functional areas. Upon login, the user has access to all specific areas of the system, based on their access and security rights.	Y	
2.10	System allows for real-time access directly to the central recreation database for all users, administratively and online. Transactions are complete in one operation, with rosters, financials, schedules, demographics, and financial status reports automatically updated.	Y	
2.11	The system works such that when the Registration and Reservation modules are utilized, the hosted system automatically accepts and processes facility reservations at the time new activities are created, without requiring any duplicate or additional data entry.	Y	

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2.12	System allows unlimited combinations of transactions from multiple modules on a single receipt and without having to launch and minimize or close separate modules. I.E. a customer can process multiple Registrations (new registrations, refunds, transfers all on one), reserve a Facility and buy a membership all on a single receipt.	Y	
2.13	The system provides optional receipt printing. System must be able to send receipts to customers via e-mail with no additional steps and provide a confirmation screen.	Y	
2.14	System must have ability to supply customers with itemized receipts that include all transactions.	Y	
2.15	Text to include on Receipts, Vouchers, and Wait List confirmations is user definable.	Y	

3.0 GENERAL REQUIREMENTS - CUSTOMER ACCOUNT MANAGEMENT

	CITY OF NORTHGLENN Requests and Requirements	Code	Comments
3.1	Customer accounts can store all of the following data fields:		
3.1.1	<ul style="list-style-type: none"> • Member Name or Company Name if company is the payer (Contact name if "Company is Payer") 	Y	
3.1.2	<ul style="list-style-type: none"> • ID number, which can be assigned automatically or manually (unique only). 	Y	
3.1.3	<ul style="list-style-type: none"> • Primary guardian name, address, minimum of two (2) telephone numbers, and e-mail address Secondary guardian name, address, telephone number, and e-mail address 	Y	
3.1.4	<ul style="list-style-type: none"> • Gender 	Y	
3.1.5	<ul style="list-style-type: none"> • School Grade 	Y	

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3.1.6	<ul style="list-style-type: none"> • Birth Date (age is automatically calculated within system) Option to override birthdate with adult if participant does not want to provide birthdate 	Y
3.1.7	<ul style="list-style-type: none"> • Email address 	Y
3.1.8	<ul style="list-style-type: none"> • Emergency contact name, address, phone number (unlimited), including order of contact, and e-mail 	Y
3.1.9	<ul style="list-style-type: none"> • Resident/non-resident status (system automatically computes status based on address). Also, option for employee/corporate status. 	Y
3.1.10	<ul style="list-style-type: none"> • Current pass/membership status (system automatically computes status based on membership information) 	Y
3.1.11	<ul style="list-style-type: none"> • Customer/Household discount table (allow for unlimited, user-defined tables) 	Y
3.1.12	<ul style="list-style-type: none"> • Restricted payment types (e.g. allow to pay cash only) 	Y
3.1.13	<ul style="list-style-type: none"> • Available scholarship and/or voucher credit, with expiration date with flexibility to change percentage of discount. 	Y
3.1.14	<ul style="list-style-type: none"> • Status (active, inactive) 	Y
3.1.15	<ul style="list-style-type: none"> • Tracks date customer added to the database 	Y
3.1.16	<ul style="list-style-type: none"> • Tracks last date that customer had any activity with the City (for marketing and reporting purposes) 	Y
3.1.17	<ul style="list-style-type: none"> • Track waiver signatures 	Y
3.1.18	<ul style="list-style-type: none"> • Unlimited miscellaneous comments 	Y
3.1.19	<ul style="list-style-type: none"> • Allow alert comments on accounts. 	Y
3.1.20	<ul style="list-style-type: none"> • Allow for special needs tracking (with needs review dates, assessment dates, etc tracked) 	Y
3.1.21	<ul style="list-style-type: none"> • Allow for unlimited user-defined, additional fields to be created to track customer information 	Y

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3.2	All modules share and have available all customer data files such as names, addresses and companies.		
3.3	System must allow tracking of all family/household activity and can provide administration reports that flag accounts that have no activity for a defined period of time.	Y	
3.4	Customer must have access to all account transactions (from all modules) and ability to print this history.	Y	
3.5	Software offers the ability to search for a customer as follows:		
3.5.1	<ul style="list-style-type: none"> Perform a search on customers and companies. For instance, enter "Thompson" and system would return all customers named "Thompson", "Tompson" and "Thomson". 	Y	
3.5.2	<ul style="list-style-type: none"> By customer ID and by telephone number. Telephone number can be identified without use of wildcard characters (-, .) 	Y	
3.6	System offers ability to have people attached to more than one household and/or company (i.e. divorced households) while maintaining one set of transaction history per person.	Y	
3.7	System offers ability to split households or reassign individuals to a new household while maintaining individual transaction history.	Y	
3.8	System will alert user (admin and online) when they are attempting to create a duplicate account. An alert will display without requiring user to enter all account information first. Explain methodology.		The online user or staff member is informed immediately after a duplicate field is entered. Staff receives a popup showing the duplicate record and has the option to continue or switch to recode where duplicate data resides. Online user would be required to enter new data or can have an email sent to them with a password reset link.
3.9	System has automatic search for duplicate account functionality, whereby duplicate accounts can be quickly, easily and automatically merged without losing transactional information. Explain methodology.	Y	

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3.10	System provides integrated CRM capability, where the display and layout of the Customer View is fully customizable, including ability to choose which "widgets" are desired to filter desired customer information.	Y	
3.11	Notes or comments placed in accounts would automatically display whenever the household was accessed in any module (administratively or online). The title and type should be customizable. Administration should have the ability to set as a pop up alert or only display on the account.	Y	Alerts are pop up messages
3.12	System allows creation of future alerts/notes/reminders that can be applied to (a) individual customer, or (b) batch of customers	Y	
3.13	System allows users to set valid start dates and valid expiry dates for notes/alerts/reminders; the system will automatically post and remove the note/alert upon reaching those dates.	Y	

4.0 GENERAL SYSTEM SPECIFICATIONS – IT REQUIREMENTS

	CITY OF NORTHGLENN Requests and Requirements	Code	Comments
4.1	The Recreation Management System (hereafter referred to as 'RMS') must be cloud-based and fully web integrated.		VIC, or Vermont Integration Client, is a component installed on Windows workstations that runs as a service or executable listening for commands from the RecTrac application. VIC provides a means for our browser based application to communicate with the workstation's local resources as needed. Examples include sending print jobs, opening cash drawers, interacting with Credit Card or biometric readers, and any other application functions that require communication with resources on the local computer.
4.1.1	<ul style="list-style-type: none"> All operational, management and reporting functions must be accessible via a web interface, including all POS system operation, membership card printing, guest check in, etc. 	Y	

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4.1.2	<ul style="list-style-type: none"> The RMS must be able to function without need for any dedicated servers or processing hardware present on the City's network. 		
4.2	Software allows staff to access the organization's data from anywhere at any time with just a browser, internet connection and user ID and password.	Y	
4.3	The RMS must enforce browser-based SSL encryption for all staff interactions with the system.	Y	
4.4	The City does not have facilities to process credit cards directly, so all credit card transactions must be handled by third-party processors and be fully PCI-compliant.	Y	<p>VSI uses an External Redirect Interface (ERI) for processing credit card payments. The ERI interfaces, VSI does not capture, store, and transmit card data within our applications. Therefore PCI compliance is left to the processors.</p> <p>Please refer to the PayTrac Payment Processing Options Document included with section 2 of our response, entitled Proposal.</p>
4.4.1	<ul style="list-style-type: none"> The RMS must be easily upgradable to and fully compliant with the EMV (Chip and PIN) credit card processing standards 		
4.5	The Vendor must have facilities to provide responsive technical support for the entire product, including all software and hardware via a toll-free telephone number during City of Northglenn Recreation facility hours (5:30am to 9pm, seven days a week).	N	VSI standard business hours are 8a - 8p EST. 24 hour support is available for hosting issues only.
4.6	The RMS must have online help available on all pages of the web application.		
4.6.1	<ul style="list-style-type: none"> The online help is available from all software screens. 	Y	
4.6.2	<ul style="list-style-type: none"> The online help must provide field-level definitions and explanations specific to each page. 	Y	
4.6.3	<ul style="list-style-type: none"> The online help must provide report samples for all standard system reports. 	Y	

5.0 GENERAL SYSTEM SPECIFICATIONS – PAYMENT COLLECTION, FINANCIALS AND FISCAL REPORTING

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	CITY OF NORTHGLENN Requests and Requirements	Code	Comments
5.1	System must allow for:		
5.1.1	• Full payment	Y	
5.1.2	• Partial payment	Y	
5.1.3	• Payment from customer credit/voucher	Y	
5.1.4	• Payment reversals	Y	
5.1.6	• Credit balance refunds	Y	
5.1.7	• Deposit refunds	Y	
5.1.8	• Scheduled payments	Y	
5.2	System must allow for multiple user-defined payment methods to be used both administratively and online by customer, including but not limited to (list all forms of payments acceptable):		
5.2.1	• Coupons	Y	
5.2.2	• Gift cards	Y	
5.2.3	• Scholarships	Y	
5.2.4	• Account Credits/vouchers	Y	
5.2.5	• Credit Card: card entries must have the ability to input 3 digit security code and be PCI compliant	Y	3 digit security code may be processor-specific.
5.2.6	• Electronic Check	Y	
5.2.7	• Cash (in person only)	Y	
5.2.8	• Paper Check (in person only)	Y	

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5.3	The system can accommodate multiple persons paying for a single enrollment transaction and on a single receipt. For example, a divorced set of parents can each pay ½ of the total enrollment fee(s) for a child using two separate checks.	Y	
5.4	System must be able to process the following (but not limited to) types of discounts, both administratively and online by customer (with the ability to turn on and off):		
5.4.1	• Sibling discounts (see below for specifics)	Y	
5.4.2	• "Pre-fill" conditions can be assigned to each activity fee or discount (i.e. automatic member discounts based on member status, senior pricing automatically adjusts based on age listed on account)	Y	
5.4.3	• Percentage Discounts	Y	
5.4.4	• Coupon or Code Discounts	Y	
5.4.5	• Amount discounts (i.e. \$10 off)	Y	
5.5	Software offers the ability to process multi-child discounts and charges. Each activity can be setup with a minimum and maximum child range. The system will check for multiple children on the current receipt and then will select or unselect the multi-child charge accordingly.	Y	
5.6	System must allow for unlimited split payments among multiple payment methods.	Y	
5.7	If an incomplete payment is received in any module, online or administratively, software will allow and create a payment plan for the customer. Payment plans can be calculated and created based on weekly, bi-weekly, or monthly payments.	N	No automatic plan, but can manually pay any amount.
5.8	Ability to have EFT payments through checking or credit cards	Y	
5.9	The software provides the following options for whether payments for outstanding balances are required:		

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5.9.1	<ul style="list-style-type: none"> outstanding balance payments are required 	Y	
5.9.2	<ul style="list-style-type: none"> outstanding balance payments are required 	Y	
5.10.3	<ul style="list-style-type: none"> outstanding balance payments are required for outstanding balances of '\$X' (the City defines 'X') 		Reports can be run by X and an invoice can be sent out.
5.10.4	<ul style="list-style-type: none"> outstanding balance payments are required if the outstanding balance has been due for a certain number of days as determined by the City 		Reports can be run by X number of days a balance has been due and invoices can be sent out.
5.11	System allows for deposit to be placed including a partial payment at the time of reservation, creation of invoices and statements for outstanding payments due, and collection of the remaining balance later.	Y	
5.12	Software has the ability to calculate and track customer balances, provide reports for all payments coming due, and accept customer payments on account.	Y	
5.13	If there are any payment plan payments on a transaction, additional text is added to the receipt, providing the receipt number and the payment plan balance is listed for each payment plan that the customer paid on.	Y/N	The only payment plan option is for auto debit of a predetermined amount. If there is a balance due, that amount will appear on all receipts.
5.14	Software has the ability for administration to post adjustments to the customer's account balance.	Y	
5.15	System must have the ability to cancel any transaction(s) with the following options:		
5.15.1	<ul style="list-style-type: none"> Apply credit to the household balance 	Y	
5.15.2	<ul style="list-style-type: none"> Apply surcharge fees 		
5.15.3	<ul style="list-style-type: none"> Apply split refund payment types (i.e., ability to process a refund with portions applied to multiple refund payment methods by original payment type) 		
5.15.4	<ul style="list-style-type: none"> Refund "from cash drawer now" to be limited to credit card payments and same day cash or check transactions only. Ability to require supervisor authorization. 	Y	

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5.15.5	<ul style="list-style-type: none"> Refund later from system to be limited to credit card payment types. Ability to require supervisor authorization. 	Y	
5.15.6	<ul style="list-style-type: none"> Refund later from finance department to be limited to cash or check payment types. 	Y	
5.15.7	<ul style="list-style-type: none"> System creates a refund voucher on account. 	N	A refund receipt is created
5.15.8	<ul style="list-style-type: none"> Ability to track NSF checks 	Y	
5.16	Software will permit refunds without withdrawing from an activity. For example, the enrollee may be given a pro-rated refund without having to withdraw them from the activity. System can also automatically withdraw a participant upon refund. Both must be user defined and adjustable per activity.	Y	
5.17	Refunds must be appropriately accounted for in daily cash reports and do not cause incorrect/unbalanced cash reports.	Y	
5.18	When System refunds fees on a permit, it can also simultaneously cancel the permit, any associated payment plans and removes the reservation from the facility schedule.	Y	
5.19	For mass refund transactions (refunding fees for multiple customers), you can refund:		
5.19.1	<ul style="list-style-type: none"> the entire activity fee 	Y	
5.19.2	<ul style="list-style-type: none"> only part of the fee 	Y	
5.19.3	<ul style="list-style-type: none"> refund and withdraw selected customers 	Y	
5.19.4	<ul style="list-style-type: none"> refund and leave selected customers registered. 	Y	
5.20	System must allow for customer/household credit balances, with the ability to apply multiple ways.	Y	
5.21	System must allow a household with a credit balance in any module, to use that credit in any other module, <i>automatically</i> .	Y/N	Credits on accounts do not have to automatically be included in transactions

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5.22	System can require payment reference information to be entered during transaction processing. Example: Customer check number required for tracking purposes.	Y	
5.23	System must allow the ability to balance (cash out) by user/employee, assigned cash drawer, location, for any date range, any time range, by function, general ledger account number, cost center, payment method, or for the entire system.	Y	
5.24	System supports both cash=revenue and modified accrual accounting methods of revenue recognition; system is configured accordingly during the initial implementation stages.	Y	
5.25	System supports deferred revenue accounts for revenues collected, but not recognized until future periods and provides a report that states the deferred amount and date for when it will be deferred to.	Y	
5.26	System must have the ability to sell and redeem gift cards.		
5.26.1	<ul style="list-style-type: none"> Maintain gift card balance and all transaction history associated with each card. 	Y	
5.26.2	<ul style="list-style-type: none"> Gift cards must be able to be used and reloaded administratively and online by customers. 	Y	
5.26.3	<ul style="list-style-type: none"> Searching capabilities by card number, date of purchase, or amount must be included. 	Y	
5.27	System can hold credit card information for future use by customer and administratively while remaining PCI compliant.		Only limited data can be held, although a "token" is kept on file that is an encrypted match with RecTrac and the credit card information that is stored on the PCI compliant credit card processors server.
5.28	Payment information cannot be punctuation sensitive (currently, punctuation causes errors and duplicate charges with names such as O'Donnell).	Y	No issue with punctuation

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5.29	All "system" and "global" information such as G/L accounts, centers, seasons, etc. are managed and maintained within the same software solution. For example all G/L accounts can be inputted and edited/maintained in just one area without requiring duplication.	Y	
5.30	Software allows the user to group G/L accounts by department and then generate reports to track G/L account information by department.	Y	
5.31	Software allows the user to define G/L accounts by site. Users can then choose to just view the G/L account information for their site when setting up activities and generating reports.	Y	
5.32	System must provide for linking revenue to chart of account (general ledger account) codes. GL accounts are at least 16 characters long.	Y	
5.33	Daily credit card settlements must be deposited directly into City accounts using the existing credit card processor.	Y	Please refer to Electronic Payment Solutions document for review of exiting gateways.
5.34	Software uses SSL technology to ensure the security of the public's credit card transactions.	Y	
5.35	Proposed software application meets the PCI/CISP credit card industry Payment Applicator Best Practices specifications and is PCI/DSS compliant. Proposed software applications must be compliant and maintain the most current PCI/DSS compliance throughout the contract of the service.		VSI uses an External Redirect Interface (ERI) for processing credit card payments. The ERI interfaces, VSI does not capture, store, and transmit card data within our applications. Therefore PCI compliance is left to the processors. Please refer to the PayTrac Payment Processing Options Y Document included with section 2 of our response, entitled Proposal.

6.0 GENERAL SYSTEM REQUIREMENTS - REPORTING

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	CITY OF NORTHGLENN Requests and Requirements	Code	Comments
6.1	All reports have the ability to be viewed on screen or output (with graph options) as Excel Spreadsheet, HTML, or PDF files. List number of standard system reports.	Y	We have hundreds of standard RecTrac reports and are happy to show you some of these during a software demonstration.
6.2	System must provide ability to export financial reports and daily cash reports to municipal financial package (Springbrook)	Y	We have included the GL interface in our proposal.
6.3	Selection screens allow the user to narrow the report specification by choosing only relevant data, such as reporting just for a single Center, for a single or group of facilities, dates, times, etc. Report selections of this type may be made either individually, or in combinations.	Y	
6.4	Software provides and ADHOC reporting tool that allows standard reports to be customized to meet user needs or for new reports to be created from scratch.	Y	ODBC connection for third party access to reporting database for custom reporting is only available at Platinum level of hosting. All standard reports have multiple selection criteria and print options for customization.
6.5	Software will produce all of the following "Daily Close" reports:		
6.5.1	<ul style="list-style-type: none"> • Cash Receipt Report, listing all receipts processed, payment type, and totals 	Y	
6.5.2	<ul style="list-style-type: none"> • Cash Distribution summary, showing all payment distributions 	Y	
6.5.3	<ul style="list-style-type: none"> • Account transfer report, showing funds flow among revenue accounts 	Y	
6.6	Daily, Monthly, and Yearly reports can be specified by date range, starting and ending receipt numbers, and starting and ending voucher numbers.	Y	
6.7	Demonstrate/explain how year-end reporting appears.		There are several reports that can be run at year end as most reports are date driven.
6.8	Software produces Net Revenue reports, including in a summary or detail format, and with sorting options for each module (i.e. Activity Registration sorted by Activity, Season, Category, or Revenue Account, etc.)	Y	

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6.9	Software produces a Refund report, showing all refunds for a specified date range/GL Accounts/User/Class	Y	
6.10	Software produces reports of all charges and payments coming due.	Y	
6.11	Software produces reports, by Activity, for Net Revenue.	Y	
6.12	Software produces all of the following Activity reports:		
6.12.1	<ul style="list-style-type: none"> • Master report listing all activities, description, dates, times, etc. 	Y	
6.12.2	<ul style="list-style-type: none"> • Report listing all activities and all Text descriptions, notes, etc. 	Y	
6.12.3	<ul style="list-style-type: none"> • Under minimum enrollment report 	Y	
6.12.4	<ul style="list-style-type: none"> • Under maximum report 	Y	
6.12.5	<ul style="list-style-type: none"> • Full activity report 	Y	
6.12.6	<ul style="list-style-type: none"> • Activity totals and statistics 	Y	
6.13	Software produces Attendance Sheets, which include actual session meeting dates(s) and a spot for sign-in and sign-out.	Y	
6.14	Software produces customizable rosters, including all of the following options and data elements:		
6.14.1	<ul style="list-style-type: none"> • All rosters for a site, category, instructor, or supervisor 	Y	
6.14.2	<ul style="list-style-type: none"> • All rosters for activities starting within a specific date range 	Y	
6.14.3	<ul style="list-style-type: none"> • "Brief" or "Expanded" roster formats with ability for administrator to customize the data that is included on the roster (i.e. participant name only, participant name, email, phone number and emergency contact, etc.) 	Y	
6.14.4	<ul style="list-style-type: none"> • Printed rosters, or mailing labels for participants on a roster 	Y	

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6.14.5	<ul style="list-style-type: none"> Rosters by enrollment type, such as waitlist, early-bird registration, refunded entries, etc. 	Y	
6.15	Software allows rosters to be sorted by a variety of filters including chronological entry order, alphabetical, team name, age, etc.	Y	
6.16	System uses easily exportable rosters (to Excel especially) directly from the proposed application. Can email directly from system or in exported file.	Y	
6.17	Must be able to e-mail the listed instructor/coach reports (such as rosters or attendance worksheets) directly for the proposed application.	Y	
6.17.1	<ul style="list-style-type: none"> Can send rosters to any recipient, not just listed instructor 		
6.18	Software produces the following membership reports:		
6.18.1	<ul style="list-style-type: none"> membership rosters of various membership packages 	Y	
6.18.2	<ul style="list-style-type: none"> renewal and non-renewal reports 	Y	
6.18.3	<ul style="list-style-type: none"> membership usage reports by period set by staff 	Y	
6.19	Software has ability track visits for programs, rentals, and memberships.	Y	
6.20	Software produces daily activity report.	Y	

7.0 MARKETING AND COMMUNICATION

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	CITY OF NORTHGLENN Requests and Requirements	Code	Comments
7.1	Marketing and Communication is built into the system and automatically included.	Y	
7.2	One central database across all modules tracks customer information, with one view of customers across all sites in the organization(s).	Y	
7..3	All system modules have a built in capability to create unlimited number of customized attributes/criteria termed Demographics. These attributes can be assigned to customers for the marketing sorts, mailings (email and physical), reporting/analysis, and labels using multiple selection criteria such as: beginning and ending name range, last active date, zip code range, age range, grade range, gender, resident status, program enrollments, facilities reserved, membership types held, items purchased, etc.	Y	
7.4	System allows an unlimited number of customers lists (market segments) to be identified and created based on the criteria above (i.e. all female participants ages 5 to 12, all members with expirations in March)	Y	
7.5	Mailing labels can be produced using any combination of filters including but not limited to population database, registration information, membership information, reservations, etc.	Y	
7.6	System allows email to be sent directly from within the system to one or many individuals, accounts, companies, etc. Email campaigns can be sent in text or HTML and system allows for attachments to be included. Users have option to opt out of texts and email.	Y	
7.7	Ability to personalize emails with individuals' names	Y	
7.8	Ability to save and reuse Email Marketing Campaigns	Y	

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7.9	Ability to designate specific customers and companies as "non-mail customers" so customers will not receive unwanted communications.	Y	
7.10	System provides Interest Lists, whereby customers are automatically grouped together by area of interest for email or letter notifications. Interest lists would be used for marketing new offerings to our customer base and would be maintained as a master list, where individual lists can be attached to specific activities, facilities, membership types, daycare programs, etc.	Y	
7.11	Further to above, Interest Lists do not require the customer to sign up to be on the list. The Interest List should operate that persons registering for specific programs would be grouped together naturally and users can assign interest lists to programs in order to track customer preferences based on registration patterns.	Y	
7.12	System provides ability to set up Subscription Lists, whereby customers elect to subscribe to particular mailing or communication groups that are used to send regular email or postal mail communications to customers.	Y	
7.13	System allows both staff and customers to manage Subscription Lists.	Y/N	Only staff, not customers
7.14	Ability to run transaction comparison reports including number of transactions and revenues to monitor the effectiveness of marketing campaigns.	Y	
7.15	System provides ability to create unlimited number of "Custom Questions" that can be asked either globally or during a transaction in order to gather additional demographic or transaction specific information (i.e. What is the participant's jersey size; do you require facility set-up with rental, explain?).	Y	
7.16	System is able to create reports on any one or many Custom Questions and their associated answers. Custom Questions and reports must be available in all modules.	Y	

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7.17	System provides integral Marketing Report capabilities, allow staff to print reports, labels and generate email lists based upon multiple selection scenarios, such as zip code, gender, area, membership renewal and age range.	Y	
7.18	Brochure Download: Ability to export activity information including times, facilities, descriptions and pricing for use in brochure/catalog creation using Ascii files (CSV), In-Design or camera ready files (RTF)	Y	We have included the Custom Activity Brochure Interface in our proposal.
7.20	Ability to send SMS or TEXT messages to mobile devices through a designed group of recipients via the system.	Y	
7.21	Ability to provide and process surveys/questionnaires online and during registration process	Y/N	Online survey function is for class evaluations.
7.22	Ability to provide and process applications for booth and vendor merchants.	Y	

8.0 ACTIVITY REGISTRATION

	CITY OF NORTHGLENN Requests and Requirements	Code	Comments
8.1	Participant data fields include all of the following:		
8.1.1	• First and Last Name, Street Address, City, State, and Zip Code	Y	
8.1.2	• Home, work, emergency, and cell phone numbers	Y	
8.1.3	• E-mail address, Birth date, Age, Sex	Y	
8.1.4	• Notation if resident or non-resident; member or non-member	Y	
8.1.5	• Participant ID number, Family ID number	Y	
8.1.6	• Customer balance, Customer Type, Company Text Notes	Y	

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8.2	<p>Activity data fields must track ALL of the following elements with the ability to be turned on and off.</p> <ul style="list-style-type: none"> 8.2.1 • Activity Number, Activity Name 8.2.2 • Activity pricing options (resident/non-resident; member/non-member) 8.2.3 • Season, Category, Instructor, Location 8.2.4 • Staff Supervisor 8.2.5 • Activity status (open, closed, tentative, on-hold, etc.) 8.2.6 • Gender 8.2.6 • Beginning and End date and Time 8.2.8 • Days of the week activity meets with exception dates 8.2.9 • Date that registrations will be first allowed 8.2.10 • Date information should show online 8.2.11 • Minimum and maximum age or school grade 8.2.12 • Minimum and maximum roster capacity 8.2.13 • Prerequisite activity/skill requirements 8.2.14 • Calculation and storage of all session dates and times 8.2.15 • Enrollment statistics 8.2.16 • Denotation of the mailing lists suitable for each activity 	Y	
8.3	<p>Software allows capability to set priority registration dates for each activity, allowing defined participants (i.e. returning participants) to register ahead of new participants. System will allow the specification of the dates and times for priority registration depending on multiple filters (i.e. resident status). This can be turned on and off.</p>	Y	

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8.4	Text may be entered for activities, including a catalog description with text to appear in a class catalog or activity guide, "Notes" to appear on the customer's receipt, and "Notes" which are for internal staff use only.	Y	
8.5	Software will export activity information to a data file for use with a desktop publishing program.	Y	
8.6	Software must allow an unlimited number of activity fees to be assigned and entered for each individual activity without having to create a new activity (i.e. Boom shares the same class description and information but cost \$50 in May and \$37.50 in April). A separate revenue account should be able to be assigned to each fee.	Y	
8.7	Software allows entry of beginning date, beginning and ending time, and selection of which days of the week it will meet. Software will automatically calculate all session meeting dates, providing a complete list of all dates, number of total session meetings, session exceptions and total session hours.	Y	
8.8	The Activity Registration will allow facilities to be scheduled and reserved at the same time that activities are entered or modified. Scheduling/reservations are to be performed without requiring duplicate data entry or requiring switching between programs.	Y	
8.9	Activities may be designated on an individual basis as to whether any special notes or information must be captured at the time of enrollment (i.e. jersey size).	Y	
8.10	Activities can be designated a "team sport", such as soccer. When identified as a team sport activity, the software will automatically track player and team names during the enrollment process, will automatically assign players to teams if desired by the staff, and will produce activity rosters (as defined in Reports section).	Y/N	RecTrac does not automatically track player and team names during the enrollment process.

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8.11	Activities can be coded as either "Open" for activities which are in the current season, or "Closed", for activities which may only be offered in other seasons. Software will allow new enrollments into all "Open" activities, and not allow enrollment into "Closed" activities.	Y	
8.12	Software does not require one session to be closed before starting another.	Y	
8.13	Registrations made throughout the session have the ability to charge pro-rated amounts. This feature must be able to turn on or off as desired by administration.	Y	
8.14	Software will allow registration of participants into activities offered in multiple sessions at the same time, such as registration in both late Summer and early Fall programs.	Y	
8.15	The system allows activities to be copied from one season to another and may then be updated with new dates, times, etc. for the following season/year processing (using the same number). Retired data/rosters are stored permanently in a historical file and accessible for marketing purposes.	Y	
8.16	Software allows multiple prerequisite activities to be included together in individual groups so that any match within the group will be considered to meet the prerequisites for that group.	Y	
8.17	Allows staff to enter Pass/Fail marks and add/edit/delete skill level comments of participants of activities.	Y	
8.18	Software allows the "appropriate" mail lists for an activity to be identified at the same time that the activity is created. When so identified, participants will be automatically added onto the appropriate mailing lists when they are enrolled into the activity, without requiring a separate screen or any data entry at the time of enrollment.	Y	

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8.19	One or multiple mailing lists can be identified as being appropriate for individual activities at the time the activity is created. If a mailing list is identified in this manner, all participants who enroll for this activity will be automatically entered onto these mailing list(s) without requiring additional data entry.	Y	
8.20	Software allows staff to change the stored parameters of any activity while in the registration software program, and without requiring the need to open or "launch" a separate maintenance program. Examples of such changes to activities include increasing the maximum class size allowed, or adding, deleting, or changing the activity fees.	Y	
8.21	System allows New Enrollment, Refunds, Transfers, Deposits, Wait List entries, and Voids with the ability to control user access.	Y	
8.22	Software allows staff to register participants through their workstations at the same time that customers can register themselves through the Internet. Both must operate in Real Time mode.	Y	
8.23	During enrollment for a minor participant, the parent or family name does not need to be entered first.	Y	
8.24	During a registration, the system should:		
8.24.1	<ul style="list-style-type: none"> • Warn the operator if a registration does not meet the age, grade, gender, or other requirements for the activity 	Y	
8.24.2	<ul style="list-style-type: none"> • Warn the operator if the participant is already enrolled in the same activity 	Y	
8.24.3	<ul style="list-style-type: none"> • Warn the operator if they attempt to register prior to the registration opening 	Y	
8.24.4	<ul style="list-style-type: none"> • Check enrollments of selected individual for time conflicts with existing program registrations and provide them with the ability to confirm the registration and allow the conflict 	Y	
8.24.5	<ul style="list-style-type: none"> • Allow the operator to select an individual by name, guardian name, ID number, or telephone numbers 	Y	

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8.24.6	<ul style="list-style-type: none"> Allow a participant to be enrolled into multiple activities without having to re-select or re-input the participant name each time. 	Y	
8.24.7	<ul style="list-style-type: none"> Allow multiple participants to be enrolled into the same activity without having to re-input or re-select the activity name each time 	Y	
8.24.8	<ul style="list-style-type: none"> Allow for the automatic calculation of multiple child/participant discounts based on enrollments into the same type or session of a program(s). 	Y	
8.25	System allows for overrides of age, grade, gender, and/or max counts requirements. Overrides must be adjustable by the users clearance (i.e. front desk staff may not override)	Y	
8.26	When there is an age restriction for an activity, the system automatically calculates the age of the enrollee as of the first and/or last session date, and not as of the date of enrollment. Age can also be calculated from an activity specific date entered by the user that overrides the first session date.	Y	
8.27	Any type of non-enrollment transaction can be processed both before and after entering an enrollment without having to launch or switch between different programs or screens. An example is to sell a customer a membership and then enroll them into an activity all in one step, or enroll them first and then sell them a membership all in one step, etc.	Y	
8.28	Participants can be "transferred" from one activity to another using a "transfer" capability in the software and all in one step that does not require one step for deletion and a second step to re-enroll. A single consolidated receipt can be printed that includes what the participant transferred out of, and what they transferred into.	Y	
8.29	Transfers will automatically calculate cost difference and credit/refund the customer when necessary while financially crediting or debiting the appropriate ledger accounts.	Y	

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8.30	The enrollment process allows “keyword” selection of activities by activity name or activity number. Using a “keyword” is the normal method for selecting an activity.	Y	
8.31	If an activity keyword is entered, (i.e. “Dance”), the system will find all activities that have the word Dance in the Activity Description, regardless of whether Dance is the first word in the description or is embedded in the Activity Description.	Y	
8.32	Software allows for more advanced searches than what is possible with a keyword. (i.e. viewing all activities for a selected location or category, such as all “Aquatic” activities). Ability to sort by 2 levels or more such as all aquatic activities for 6 year olds at the indoor pool.	Y	
8.33	When an activity is full, the system allows customers to “register” as a waitlist enrollee. The waitlist function must be able to:		
8.33.1	<ul style="list-style-type: none"> • Turn on or off for individual activities 	Y	
8.33.2	<ul style="list-style-type: none"> • Display the number of registrants currently on the waiting list (online and administratively) 	Y	
8.33.3	<ul style="list-style-type: none"> • Allow for a maximum number of waitlist entries per program-session 	Y	
8.33.4	<ul style="list-style-type: none"> • Charge enrollee the registration fee at time of waitlist registration or after the waitlisted registrant is successfully enrolled in the class. Must be able able to turn this feature on and off 	Y	
8.33.5	<ul style="list-style-type: none"> • Sort waitlisted enrollees by the date and time in which they register (enrollment on waitlist should be first come first serve) 	Y/N	You have the ability to enroll anyone off the waitlist regardless of the order.
8.33.6	<ul style="list-style-type: none"> • Easily move individual wait list entries either up or down in priority 	N	You have the ability to enroll anyone off the waitlist regardless of the order.
8.33.7	<ul style="list-style-type: none"> • Allow customer inquiry into position on waitlist. Must have the ability to turn this feature on or off 	N	This information can come from staff only.
8.33.8	<ul style="list-style-type: none"> • Confirm the participants are in the correct age/grade level and identify when an enrollee is on the incorrect waitlist 		Restriction can prohibit incorrect age/grade enrollment.

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8.33.9	<ul style="list-style-type: none"> • Store contact information 	Y	
8.33.10	<ul style="list-style-type: none"> • Produce and print Wait List confirmations. 	Y	
8.34	Software has a Team Management function that allows users to add and remove enrollees from teams.	Y	

9.0 INSTRUCTOR/PERSONAL TRAINING MANAGEMENT

	CITY OF NORTHGLENN Requests and Requirements	Code	Comments
9.1	Software will allow customer to purchase training sessions online with the option to immediately schedule Personal Training sessions online. The ability to schedule online can be turned on or off by the user.	Y	
9.2	System tracks all of the following instructor information:		
9.2.1	<ul style="list-style-type: none"> • Instructor Name 	Y	
9.2.2	<ul style="list-style-type: none"> • Indication of whether phone numbers can be released to customers 	N	
9.2.3	<ul style="list-style-type: none"> • Instructor shift availability – can set up to a minimum of 3 months in advance with ability to change availability 	Y	With the Personal Trainer or Facility Reservation Module
9.2.4	<ul style="list-style-type: none"> • “Search” keywords for retrieval of instructors with similar skills 	Y	
9.2.5	<ul style="list-style-type: none"> • Notes capability for instructor certifications, awards, skills, etc. and expired certifications such as 1st Aid/CPR/AED 	Y	

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9.3	Software allows user to automatically produce and print weekly instructor schedules.	Y	
9.4	System allows customers to complete and store required documentation in their accounts (i.e. PT application, information/emergency contact sheets, etc.). These documents must be accessible made accessible to staff.	Y	
9.5	System allows customer to choose session dates and times based on the instructor availability. The amount of time in advance that a customer can select dates must be customizable (i.e. can only schedule up to 1 month in advance)	Y	
9.6	System allows the customer to review, edit and confirm selected sessions in calendar view (day, week, month).	N	
9.7	System allows customer to register for classes that may not require a fee (i.e. included fitness classes that need a reservation for limited equipment such as spin class)	Y	
9.8	System provides instructor with confirmation of scheduled sessions that can be reviewed in calendar view (day, week, month, year)	N	Calendar view currently not available.
9.9	Approval Stages: Software has a Request function that allows tentative scheduling that requires approval by a supervisor(s).	Y	

10. FACILITY RESERVATIONS

	CITY OF NORTHGLENN Requests/ Requirements	Code	Comments
10.1	Facility data fields are to include all of the following elements:		
10.1.1	• Facility Code/ID	Y	
10.1.2	• Facility Name	Y	

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10.1.3	• Center	Y	
10.1.4	• Facility Type	Y	
10.1.5	• Facility Capacity	Y	
10.1.6	• Contact for reservation	Y	
10.1.7	• Opening and closing times for each day of the week	Y	
10.1.8	• Overlapping facilities	Y	
10.1.9	• Set-up Information	Y	
10.1.10	• Text facility notes	Y	
10.1.11	• "View-only" schedule	Y	
10.1.12	• Individual "skip dates" for the specified facility	Y	
10.1.13	• Default permit disclaimer to use	Y	
10.1.14	• Minimum reservation time, in minutes	Y	
10.1.15	• Search keywords (such as a room with a CABLE TV hookup)	Y	
10.1.16	• Denotation of which mailing lists are appropriate for persons who rent this facility.	Y	
10.2	Software will allow entry and management of multiple facilities and facility types. The system will display a list of all facilities, or allow searches for facilities based on any one or any combination of these same parameters.	Y	
10.3	Software will allow entry of rental charge data in a Facility Rental Price List, and thereafter automatically price new reservations, including hourly charges, deposits, and more. New charges will take into account the required deposits, rental fees, customer type, and appropriate facility charges.	Y	
10.4	Software allows setup and automatic application of reservation fees based on numerous filters such as Customer Status, Facility Type, Event Type, Day of Week, Time of Day, etc.	Y	

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10.5	Facility Rental Price List to allow for unique charges down to each individual facility, and allow for variable charges based on customer types (i.e. resident status, profit, non-profit, etc.). Software shall allow entry of an unlimited number of customer types.	Y	
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10.6	Software must:		
10.6.1	<ul style="list-style-type: none"> • Allow users to add reoccurring events (administratively and online) 	Y	
10.6.2	<ul style="list-style-type: none"> • Allow users to add events to multiple resources at one time (administratively and online) 	Y	
10.6.3	<ul style="list-style-type: none"> • Have the ability to link facilities into facility groups to allow for reserving multiple facilities in one step (i.e. can rent Football Field 2 OR rent all Northwest Open Space fields OR rent all of Northwest Open Space). 	Y	
10.6.4	<ul style="list-style-type: none"> • Allow users (administratively and online) to delete/edit events and track appropriate finances 	Y	
10.6.5	<ul style="list-style-type: none"> • Track who entered, deleted or changed events 	Y	
10.6.6	<ul style="list-style-type: none"> • Produces permit contracts receipts 	Y	
10.6.7	<ul style="list-style-type: none"> • Provide customer with detailed records of all reservations 	Y	
10.7	System allows the ability to do on-line internet reservations (which can be turned on or off). These can be specified by location, date, activity or other user-defined filters.	Y	
10.8	Software allows access to individual facilities to be restricted by user, as well as by security profile access.	Y	
10.9	Software will allow reservations to be processed for individuals, companies, or both. If a company is used, Software will allow entry of the agent or contact person.	Y	
10.10	System allows the setting of both the minimum <i>and</i> maximum number of days in advance customers can reserve a facility. When both values are set, customers can reserve an entity only within a specified period of time prior to the session date.	Y	

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10.11	Software allows searching for unique keywords within specific facilities, such as searching Meeting Rooms but also being able to specify that the desired room must have a CABLE TV hookup.	Y	
10.12	Software allows search by Facility Name, Center Name, Facility Type, Facility Capacity and Geographical Location.	Y	
10.13	If a user wishes to narrow the search and display of facilities, the system will permit the search to be narrowed by limiting the displayed facilities to a Center, Facility Type, Site, Area, or combinations of these.	Y	
10.14	Software automatically will search for multi-day or multi-facility reservations, such as for a customer who wants to reserve a meeting room from 1 to 3pm, from June 1st to July 30th, only on Tuesdays and Thursdays, and only on the 1st and 3rd weeks of the month. After searching, Software will display a screen that shows number of dates requested, which facilities were searched, and which facilities were available for the requested dates.	Y	
10.15	Software allows users to search for a block of open time between specified dates and times, rather than a specific date and time pattern. For example, if a user performs a normal search inquiry for facility types of "Picnic Area" for Aug. 1 st from 6pm to 10pm, the system will search for open time on Aug. 1 st from 6pm to 10pm. User can define Open Time Block length for search such as search all 60-minute time blocks for specified date. User then has the option to choose the open time block they wish to reserve.	Y	
10.16	Software will automatically detect if a facility is unavailable due to an overlap conflict, such as if the Soccer Field is being used, which would make the Ball Field unavailable for that same time.	Y	
10.17	Prior to the completion of a repeating/pattern reservations, all line items must be displayed, to allow for adjusting or deleting items without having to process another transaction.	Y	

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10.18	Software handles 24-hour reservations.	Y	
10.19	Approval Stages: Software has a Reservation Request function that allows tentative reservation of entities that require administrative approval. These reservations can have expiration dates. When the expiration date has been reached, the reservations are no longer valid.	Y	
10.20	Software includes a Permit Approval Tracking feature that allows users to setup email-based approval tracking to manage reservations that require extensive sign-offs from other departments, such as Fire, prior to permit approval.	Y	
10.21	Software will allow the "attachment" of one or more disclaimers along with each reservation that is processed.		
10.21.1	<ul style="list-style-type: none"> • The Software will allow multiple disclaimers to be entered and stored. 	Y	
10.21.2	<ul style="list-style-type: none"> • Text to include on Disclaimers, Permit Contracts, Vouchers, and Receipts is user definable. 	Y	
10.22	Software will notify operator if they attempt to reserve:		
10.22.1	<ul style="list-style-type: none"> • A facility that has already been scheduled for that date and time 	Y	
10.22.2	<ul style="list-style-type: none"> • A date and time that conflicts with a "global" date restriction 	Y	
10.22.3	<ul style="list-style-type: none"> • A facility that is unavailable due to use by an "overlapping" facility. 	Y	
10.22.4	<ul style="list-style-type: none"> • A facility that has a conflicting "individual" date or time restriction. 	Y	
10.23	System offers the ability to cancel reservations from both the charge or payment screens. When the reservation is cancelled, the reservation is removed from the system. When canceling a permit, the facility is no longer booked. Refunding a permit alone does not assume cancellation.	Y	

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10.24	The system must allow for the transfer/cancellation of a reservation, with the appropriate transfer/cancellation fees.	Y	
10.25	Software will track the Event name and number of persons attending for each reservation. After the reservation is completed, the Event Name is to be thereafter displayed in the Scheduling Calendar when viewed in the Daily and Weekly format.	Y	
10.26	System offers the ability to view schedules online without having to offer the ability to reserve online. The ability to view a calendar online can be turned on or off by administration.	Y	
10.27	Software provides a user-configurable on-screen scheduling calendar to view any number of facilities at once and by day, week, or month.		
10.27.1	<ul style="list-style-type: none"> • Time increments in the Scheduling Calendar may be set as low as 5-minute increments up to 2-hour increments. 	Y	
10.27.2	<ul style="list-style-type: none"> • The defaults which control the date, display time increment, facility, and starting display date/time can be controlled and set by the user. 	Y	
10.27.3	<ul style="list-style-type: none"> • Must be printer friendly 	Y	
10.28	Software allows the user to link from a facility calendar to the schedule detail for that week. Usage calendars to be in day/week/month calendar type format, and to include the Event name and beginning reservation time.	Y	
10.29	Software offers the ability to add extra detail information to the facility records such as floor plans and pictures.	Y	
10.30	Software will produce printer-friendly reports specific to facility scheduling module including:		
10.30.1	<ul style="list-style-type: none"> • Facility Master Report, showing all facilities and individual venues (can show reserved space and available space) 	Y	
10.30.2	<ul style="list-style-type: none"> • Usage of each venue (rentals, attendance, activities and daily customers) 	Y	

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10.30.3	<ul style="list-style-type: none"> • Facility Event Setup report for the maintenance staff, which includes all reservations for a selected date range, and includes setup instructions. 	Y	
10.30.4	<ul style="list-style-type: none"> • All reservations for a specific center 	Y	
10.30.5	<ul style="list-style-type: none"> • All reservations for a specific facility type, such as Meeting Room or Ball Field 	Y	
10.30.6	<ul style="list-style-type: none"> • All reservations for a specific date range 	Y	
10.30.7	<ul style="list-style-type: none"> • All reservations for a specific customer 	Y	
10.30.8	<ul style="list-style-type: none"> • All reservations with the same or similar titles (i.e. day camp 2016, day camp, camp 2016, etc.) 	Y	
10.30.9	<ul style="list-style-type: none"> • Combinations of the above 	Y	
10.31	Software will allow entry and storage of "standard" setup instructions, which can be individually stored and customized for each type of facility. When a reservation is processed, Software will allow attachment of standard setup instructions, and also allow entry of specialized or custom setup instructions. A report can be printed for setup requests.	Y	
10.32	Software allows reservation inquiry by person's name or facility name, and provides printed reports or "on-screen" review of all reservations.	Y	
10.33	Reports can be customizable by user and must be available to view, email, export or print. Software should provide the ability to email the calendar or link to specific calendars.	Y	
10.34	System must allow the user to maintain as much history as desired. Reservations may be kept in database indefinitely. This requires that data purges include the option for the user to select the date ranges and types of reservations to be removed.	Y	

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11. PASS/MEMBERSHIP MANAGEMENT

	CITY OF NORTHGLENN/Requirements	Code	Comments
11.1	The system must provide for any number of pass/membership types. Any membership type can be valid for a date range or a designated number of visits (computerized punch), or a combination of both.	Y	
11.2	Must have the ability to purchase memberships online.	Y	
11.3	Software should be able to store and maintain numerous customizable membership data fields such as Membership Package/Name, Discounts, etc. Please provide a list of the data fields included.	Y	Pkg number, pkg name, pkg fees, pkg description, discounts, max uses, duration, max # passes, ending date, min age, max age, special notes
11.4	Software should provide unlimited levels of membership package fees and discounts with ability to set specific dates for membership specials (i.e. summer passes discount valid March 1 – July 30).	Y	
11.5	Pass registration option to process by family, multiple members (select 2 only) or individual members and assign member numbers automatically.	Y	
11.6	System must be able to sell a family pass in one step, with separate passes for each member.	Y	
11.7	Unlimited membership types are allowed for each member. A single ID card must be all that is required.	Y	
11.8	Age restrictions can be applied by membership type. Example: Youth memberships valid for 13–18 year olds.	Y	
11.9	The system must allow for a membership/pass renewals:		
11.9.1	<ul style="list-style-type: none"> • A renewal rate, different from the current rate must be available for each membership type to apply Loyalty Pricing 	Y	

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11.9.2	<ul style="list-style-type: none"> • Electronic signatures must be allowed for online renewals 	Y	
11.9.3	<ul style="list-style-type: none"> • New rates and renewal rates must be discountable and specials can easily be set up and applied online 	Y	
11.10	System provides the ability to:		
11.10.1	<ul style="list-style-type: none"> • suspend customers (e.g. they are banned from using services, either temporarily or permanently) 	Y	
11.10.2	<ul style="list-style-type: none"> • specify a date range and reason for the suspension 	Y	
11.10.3	<ul style="list-style-type: none"> • specify whether the suspension includes the customer's family 	Y	
11.10.4	<ul style="list-style-type: none"> • specify which functional areas/modules and sites that the suspension will include 	Y	
11.10.5	<ul style="list-style-type: none"> • During the suspension period, the membership will not need validated but will automatically become active once the suspension period has passed. 	Y	
11.11	Must be able to re-print lost or destroyed passes (ID Cards).	Y	
11.12	Ability to reprint member ID cards directly from member file. Simultaneously must also allow for the update of the members photo/image.	Y	
11.13	Software supports use of the following "check in methods"		
11.13.1	<ul style="list-style-type: none"> • bar code scanning 	Y	<p>We have included barcoded Photo ID cards with our proposal and shown an option for key fobs. Other methods are available and we are happy to discuss these options and provide alternate pricing if of interest to the City.</p>
11.13.2	<ul style="list-style-type: none"> • mag stripe scanning 	Y	
11.13.3	<ul style="list-style-type: none"> • fingerprint scanning 	Y	
11.13.4	<ul style="list-style-type: none"> • manual keyboard member ID input 	Y	

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11.14	Software is compatible with creating membership cards with bar code labels and mag-stripes, using equipment that is either in place or is optionally available.	Y	We have provided pricing for photo ID hardware for 1 station. We are happy to discuss the City's existing hardware regarding compatibility.
11.15	When a membership card is scanned by the bar code reader or mag-stripe, Membership software automatically verifies the card to be valid, and updates the member's attendance record at the same time.	Y	
11.16	Software produces warning if a Membership card is scanned that is invalid.	Y	
11.17	If a member's card is scanned by the barcode reader or mag-stripe, and the member's account shows that one of their membership packages is about to expire in a user-definable number of days, the system displays a warning to the operator to allow them to notify the member.	Y	
11.18	Must be able to track visit history and statistics for each membership type. Must retain prior year's membership data for comparative reporting purposes.	Y	
11.19	Software must provide membership sales comparison report that shows year to date sales versus last year to date sales, with differences, broken out by month.	Y	
11.20	Provides pass visit history report by customer with summary or detail option, showing visits by entire family or individual, by type or by date with graph option.	Y	
11.21	Software to track income and revenue by each package type, broken down by individual fee charged, income refunds, and net revenue.	Y	
11.22	Software will produce numerous membership package reports (i.e. net revenue report) Please provide a list of the reports included.	Y	There are too many to list but some examples are: Pass Membership Report; Pass Bottom Line Report; Pass Retention Report; Pass Trend Analysis Report; Pass Visit Log Report
11.23	Software will allow members an option to pay monthly for memberships and will allow the member an EFT or credit card option for monthly payment.	Y	

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12.0 POINT OF SALE

	CITY OF NORTHGLENN/Requirements	Code	Comments
12.1	Point of Sale (POS) module provides full cash register/point of sale functionality (e.g. system can fully replace cash register), with the ability to balance individual drawers.	Y	
12.2	System allows for locking cash drawers that automatically opening them when a particular transaction is completed.	Y	
12.3	Ability to record and track a variety of sales transactions. POS should process the same functions as all other modules.	Y	
12.3.1	<ul style="list-style-type: none"> • User permissions for these functions must have the ability to be set and modified for each module (i.e. front desk staff can register participant for open spot, but may not override class restrictions such as age). 		
12.4	POS is fully integrated with other system modules and has access to the same account balance (e.g. taking a payment for a program automatically opens the POS module and pulls the balance forward).	Y	
12.5	POS is fully integrated throughout multiple facility locations (i.e. Rec Center, Fieldhouse, Cafe) with the ability to share buttons or have specific buttons for each location.	Y	
12.6	POS should have different user permissions and logins to be able to track each staff member's transactions.	Y	
12.7	Cashiers have the ability to use different terminals and modules in a given day.	Y	
12.8	Any items sold in point of sale must be able to be linked to any revenue account number.	Y	
12.9	Must allow for the selection of the item/service/ticket to be sold by each of the following methods:		

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12.9.1	<ul style="list-style-type: none"> • Selecting the item from a list 	Y	Touch screens more frequently used.
12.9.2	<ul style="list-style-type: none"> • Barcode (UPC or other) scanning 	Y	
12.9.3	<ul style="list-style-type: none"> • Programmable keyboard or keypad 	Y	
12.10	Touch screen functionality available and customizable.	Y	
12.11	Touch screen sales must allow for unlimited number of drill-down screen layouts, to accommodate any number of inventory items at the point of sale.	Y	
12.12	Touch screen option for POS sales screen must allow for user-defined touch buttons—size, color, function, type.	Y	
12.13	The system must allow for the sale of an unlimited number of line items for each transaction.	Y	
12.14	System can process membership sales by family, multiple members (select 2 only) or individual members and assign member numbers automatically directly from POS.	Y	
12.15	Ability to display cash transactions including balance due and change to be returned.	Y	
12.16	Items can be set-up as a specific price (PLU) or as an open price (department). Prices can be overridden if needed.	Y	
12.17	System must provide for coupons or discounts, with the ability to discount a flat dollar amount or a percentage amount. In the case of a percentage, must be able to take percentage of last item sold (in the current transaction) or all previous items sold (in the current transaction).	Y	
12.18	Ability to create/edit/accept gift cards, coupons, credits/vouchers.	Y	

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12.19	POS module accommodates multiple and split payment methods including cash, checks and credit cards for one transaction. Provides breakdown of method of payment used.	Y	
12.20	System must allow for the deletion (void) of a single item during a transaction, without having to restart the transaction.	Y	
12.21	System must be able to process immediate refunds credit cards, cash and check (cash and check limited to same-day refund only).	Y	
12.22	System must provide the option to print or not print receipts.	Y	
12.23	Receipts are numbered in order to allow for the identification of transactions and to provide a full audit trail.	Y	
12.24	Ability to supply customers with itemized receipts, even after other transactions have been completed.	Y	
12.25	System should provide a sales tax option for each sales/transaction code.	Y	
12.26	Each of the following types of commission types may be associated with the ticket sales. Each ticket type may be assigned a commission type for remittance of ticket revenue to the Vendor:		
12.26.1	• Flat amount of sale price	Y	
12.26.2	• Percentage of sale	Y	
12.26.3	• Flat cost remittal	Y	
12.27	System includes complete tip processing.	Y	
12.28	System must provide the option to link a transaction to a customer for reporting and statistical purposes.	Y	

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12.29	POS System should accommodate the following report options in addition to those listed in General Requirements:		
12.29.1	• Ability to record and calculate taxes by commodity	Y	
12.29.2	• Ability to summarize transactions, payment type, general ledger account, location, individual or group of selected SKUs	Y	
12.29.3	• Ability to track non-revenue admissions	Y	
12.29.4	• Reports on a centralized basis (system-wide totals) as well as on a local basis (totals for a particular station only).	Y	
12.29.5	• History reports with a way to make notes in the system	Y	
12.29.6	• Usage Reports	Y	
12.29.7	• Sales reports by #SKU	Y	
12.29.8	• Daily/Weekly/Monthly/Set-Range Reports	Y	
12.29.9	• End of Day Cash Reports	Y	
12.29.10	• Year to date sales vs. previous year's sales	Y	
12.30	Ability to easily update programming centrally including:		
12.30.1	• Create/edit buttons for pricing changes	Y	
12.30.2	• Create/Edit SKUs for multiple locations	Y	
12.30.3	• Tax changes	Y	
12.30.4	• Changes to product mix/inventory	Y	
12.31	System has the ability to provide point of sales functionality at remote locations	Y	
12.32	The POS system must utilize a third party provider to process transactions. The City utilizes Elavon for all credit card processing	Y	Please refer to the PayTrac Payment Processing Options document.

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13. POINT OF SALE - INVENTORY CONTROL

	CITY OF NORTHGLENN/Requirements	Code	Comments
13.1	System must generate an inventory listing with item numbers, descriptions, unit of measure and current inventory levels.	Y	
13.2	System must allow for the sale of inventory items (with full inventory control), miscellaneous sale items, and services.	Y	
13.3	Ability to link multiple sku # for each inventory item.	Y	
13.4	Must automatically maintain inventory data such as quantity on hand, reorder point, normal stocking level, and quantity on order.		
13.4.1	<ul style="list-style-type: none"> • The system must provide a re-order report that lists all inventories that are at or below normal stock levels. 	Y	
13.4.2	<ul style="list-style-type: none"> • Lists can be generated per location 	Y	
13.5	Inventory counts must automatically be updated when an item is sold in the POS process even if a price was overridden.	Y	
13.6	Must track sales history for lifetime of POS item	Y	
13.7	Option to set retail price manually or automatically by flat markup, percentage based on cost, or by margin.	Y	
13.8	The system must provide an inventory price list.	Y	
13.9	Maintain average cost of inventory items and last cost for items.	Y	
13.10	Allow for a sale date range with an associated sales price to automatically apply during dates entered.	Y	

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13.11	System must allow for the return of an item, which then automatically adds the item back into inventory or allow to damage an item out.	Y	
13.12	System will provide a report of damaged-out items.	Y	
13.13	System must generate an inventory listing with item numbers, descriptions, unit of measure and current inventory levels.	Y	
13.14	Each inventory item must maintain a last sold date.		
13.15	Software must provide physical count worksheets, including item number, description and location and provide a field for the physical count to be entered.	Y	
13.16	Inventory listing has the ability to transfer items that are kept by location (i.e. Salisbury's leftover inventory can be transferred to the Fieldhouse inventory list)	Y	
13.17	Must provide an inventory valuation report that shows cost value, sales value and margin value.	Y	
13.18	Software must provide inventory sales comparison report that shows year to date sales versus last year to date sales, with differences, broken out by month.	Y	
13.19	Sales tax report, listing all sales tax revenues.	Y	
13.20	Sales history report for any inventory item or range of items for any date or date range showing sales information including receipt #, sale amount, margin and cost of goods sold.	Y	
13.21	System must include a cost of goods sold report that shows quantity sold, average sale amount, average cost, total sales, margin and COGS for any date range and inventory item range.	Y	

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13.22	Provide a report that lists items that are selling well and those inventory items that are not selling well.	Y	
13.23	Hourly sales reports must be provided, which display sales information for inventory based on the time of the transaction.	Y	
13.24	Household inventory sales report showing purchases by each customer---if sales have been associated to the customer at the time of receipt.	Y	
13.25	System must allow for customizable POS sales reports with total user control of all included sales items.	Y	
13.26	Software shall provide a count of items sold per day/week/year by workstation, facility and/or center.	Y	

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14.0 LEAGUE SCHEDULING

	CITY OF NORTHGLENN/Requirements	Code	Comments
14.1	System provides for the import of league and team data from the program registration function in the software. Enrollments may take place in the registration module, then automatically feed the league scheduling module the information creating team rosters without having to duplicate data entry.	Y	
14.2	System must maintain the following team and member data (with the option to turn on and off):		
14.2.1	• Team name	Y	
14.2.2	• Primary contact, address, e-mail address, and phone numbers	Y	
14.2.3	• Secondary contact, address, e-mail address, and phone numbers	Y	
14.2.4	• Team members names, addresses, e-mail addresses, birthdays, gender, and phone numbers (with notes)	Y	
14.2.5	• Team members may be selected from the central database of households and members	Y	
14.2.6	• Track team balances	Y	
14.3	System allows for league payments and reversals. Deposits and account balances can be created.	Y	
14.4	Registration and payment available over the internet.	Y	
14.5	Teams and individuals able to waitlist for specific leagues.	Y	
14.6	Software must produce league team rosters with the ability to email the coaches or team captains and add multiple recipients when needed.	Y	

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14.7	Provide the ability to print mailing labels, letters and direct email messages to league coaches, players, and officials.	Y	
14.8	Multiple facilities with unique times for each may be linked to each league. Example: Three different fields are used for the men's softball league.	Y	
14.9	Software can automatically reserve/book facilities during the schedule generation. System will identify any facility conflicts. If facility is already booked, there must be an option to override that booking for specific user permissions. Also have the option to release those facilities if the space is not required.	Y	
14.10	System must provide for league schedule template import and customization (user-defined schedule templates).	N	No import available
14.11	Ability to allocate practice facilities and times.	Y	
14.12	The system must provide for the scheduling of any number of leagues with up to ninety-eight (98) teams for league and tournament play with the following types of schedule options:		
14.12.1	• Normal regular season	Y	
14.12.2	• Round robin schedules	Y	
14.12.3	• Single and double elimination tournaments	Y	
14.12.4	• Three-game guarantee tournaments	N	
14.12.5	• Standard and seeded brackets for tournaments	Y	
14.13	System should allow for creation of tournament brackets at the end of the regular season based on league standings and provide concise viewing option online for customers.	Y	

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14.15	System must allow for unlimited schedule exemptions by team, by facility and for the entire league. Exemptions are times when the team, the facility, or the entire league will not be able to play. The schedule for the league needs to be adjusted to meet the exception when creating the game slots.	Y	
14.16	Allows multiple days and times per week.	Y	
14.17	Balances league based on times, location and home vs. away.	Y	
14.18	Create back to back games. Ability to switch home and away for back to back games.	Y	
14.19	System provides ability to cancel games then reschedule. Ability to modify any date without having to cancel the whole schedule.	Y	
14.20	System must allow deleting of one or more teams from a league, and then automatically regenerate a new schedule.	Y	
14.21	System must allow manual adjustment to a league schedule to meet any special requirements. Allows for adjustments to any game in the schedule.	Y	
14.22	The following reports can be viewed online or printed	Y	
	Report to verify balanced league schedules		
14.22.1	• League results report that shows final scores as posted	Y	
14.22.2	• Multi-league master schedule	Y	
14.22.3	• Team schedule printouts, listing all games and times for a team	Y	

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14.22.4	<ul style="list-style-type: none"> League schedule printouts, listing all game and times for the entire league 	Y	
14.22.5	<ul style="list-style-type: none"> Ability to enter/post scores of games which automatically updates league standings programs and reports. This can be accomplished on site with mobile or wireless device 	Y	
14.24	Software must produce league standings reports available for print and online viewing.	Y	
14.25	Ability to "roll-over" leagues from session to session.	Y	
14.26	Provides league revenue reports, must be available to display revenues/fees for each league.	Y	
14.27	Provides balance due listing, which includes all the teams with a balance due.	Y	
14.28	System has the ability to provide official scheduling capabilities if desired.	Y	

15. DAY CAMP / FLEXIBLE REGISTRATION

	CITY OF NORTHGLENN Requests and Requirements	Code	Comments
15.1	Day Camp module must be fully Integrated with all modules, and information must be shared between all modules.	Y	
15.2	Camper data fields are to include <u>ALL</u> of the following elements:		
15.2.1	<ul style="list-style-type: none"> Camper Name 	Y	
15.2.2	<ul style="list-style-type: none"> ID number 	Y	
15.2.3	<ul style="list-style-type: none"> Address 	Y	
15.2.4	<ul style="list-style-type: none"> Gender 	Y	

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15.2.5	• School Grade	Y
15.2.6	• Birth Date	Y
15.2.7	• Email address	Y
15.2.8	• Primary guardian name, address, two (2) telephone numbers, and e-mail address Secondary guardian name, address, two(2) telephone numbers, and e-mail address	Y
15.2.9	• Emergency contact name, address, phone number (unlimited), including order of contact, and e-mail address	Y
15.2.10	• Medical Information	Y
15.2.11	• Enrollment Date	Y
15.2.12	• Resident/non-resident and Member/Non-member status	Y
15.2.13	• Tax status	Y
15.2.14	• Available scholarship and/or voucher credit, with expiration date	Y
15.2.15	• Customer/household demographic codes	Y
15.2.16	• Tracks all required camp waivers with signatures (up to 20 different waiver forms)	Y
15.2.17	• Restricted payment types (allow cash only)	Y
15.2.18	• Ability to associate scanned documents per registered camper	Y
15.2.19	• Allow for special needs tracking (with needs review dates, assessment dates, etc. tracked)	Y
15.2.20	• Unlimited miscellaneous comments	Y
15.2.21	• Capability to access participant information through tablet or by phone	Y
15.3	Ability to tailor specific child care session details including description notes, facilities, minimum and maximum capacities, and available dates and times.	Y
15.4	Allow for online registration with specific needs:	

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15.4.1	<ul style="list-style-type: none"> • Registration deadline for each day, week or month of camp. (i.e. registration for Tue. ends Mon. at 5 p.m.) 	Y	
15.4.2	<ul style="list-style-type: none"> • Set priority registration for returning campers 	Y	
15.4.3	<ul style="list-style-type: none"> • Set registration for different groupings (i.e. spots on bus #1 and bus #2) 	Y	
15.4.4	<ul style="list-style-type: none"> • Ability to modify price and options by date to accommodate special date (field trips or pool day) options 	Y	
15.4.5	<ul style="list-style-type: none"> • Allow users to register for multiple days at one time 	Y	
15.4.6	<ul style="list-style-type: none"> • Ability to pick days attending from a calendar format 	Y	
15.4.7	<ul style="list-style-type: none"> • Can review/ modify/delete without having to start over 	Y	
15.5	Ability to create prerequisites for online registration (i.e. all required paperwork per child must be submitted or downloaded prior to registration)	Y	
15.6	Custom waivers must be attached and signed (electronically) to allow completion of registration.	Y	
15.7	Upon checkout, provide a confirmation of registration with the option for a calendar view/print with all scheduled camp dates, per camper and per family.	Y	
15.8	Ability to assign various fee structures depending on the number or combination of days one enrolls. Automatically calculate the cost when a customer registers for a full week (have a week fee as well as daily fee).	Y	
15.9	Provides waitlist capabilities for each camp day with the same abilities as Activity Registration waitlists.	Y	
15.10	Have the ability to provide a discounted rate for siblings that will be registering.	Y	

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15.11	Allow customers to setup recurring payments (weekly or monthly) for their camp days. Can send auto-debit or balance due statements to customer.	Y	
15.12	System has the ability to manage member accounts balances and credits for both camp registration fees. Must be able link with POS.	Y	
15.13	Track and generate reports for all campers with account balances or credits.	Y	
15.14	Ability to print calendars for campers enrolled in multiple activities (ie. Campers enrolled in swim lessons or theater production)	Y	Calendar shows all programs a patron is registered for.
15.15	Staff can view/print different reports:		
15.15.1	• Daily attendance lists with the ability to create sign in/out sheets.	Y	
15.15.2	• Camper birthday report	Y	
15.15.3	• Authorized pick-ups and drop-offs	Y	
15.15.4	• Camper information	Y	
15.15.5	• Ability to flag programs as tax deductible and then be able to run a report for each customer identifying their tax deductions for a given time period	Y	
15.15.6	• Reports should have filter abilities (i.e. by age, by camper name, etc.)	Y	
15.16	Ability to track attendance from both print attendance sheets and/or directly within the system.	Y	
15.17	Ability to monitor revenue and enrollments by date, session, or child card programs.	Y	
15.18	Email blasts that can be generated by participation in a certain date range and other filters available.	Y	

16. PUBLIC ACCESS / INTERNET PROCESSING

	CITY OF NORTHGLENN Requests and Requirements	Code	Comments
16.1	System allows for online processing of the following:		
16.1.1	• Customer Account Management	Y	
16.1.2	• Program (activities and sports) registration	Y	
16.1.3	• Facility reservations	Y	
16.1.4	• Membership sales – new and renewal	Y	
16.1.5	• Day camp registration	Y	
16.1.6			
16.2	Account Management: System allows organization to decide what customers can see and perform on the public access side. Customers should be able to do (at the option of the organization) all of the following but not limited to:		
16.2.1	• Search by participant's name, and "on-screen" review of all activities that participant and/or entire family is currently enrolled in.	Y	
16.2.2	• view a family's entire registration, reservation, membership and payment history. Can be viewed in family or individual view.	Y	
16.2.3	• view and print their family schedule	Y	
16.2.4	• view their account deposits	Y	
16.2.5	• view their debit/credit transactions and account balance (current and prior) and print results for their record	Y	
16.2.6	• view transactions that require attention (for example: unsigned waivers they must sign prior to their reservation being approved).	Y	
16.2.7	• view and print confirmation pages for their current registration	Y	

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16.2.8	<ul style="list-style-type: none"> view their activity/program grades in their activity enrollments 	N	
16.2.9	<ul style="list-style-type: none"> view, print out , and or download a weekly schedule of their family's enrollments with links to activity detail information 	Y/N	There are no links to activity information
16.2.10	<ul style="list-style-type: none"> view their scholarships 	N	
16.2.11	<ul style="list-style-type: none"> change their login name and password, as well as their secret question and answer 	Y/N	There is no secret question option
16.2.12	<ul style="list-style-type: none"> change their personal information 	Y	Optional
16.2.13	<ul style="list-style-type: none"> change their answers to custom questions that were asked in their previous transactions (e.g. update preference for Jersey Size) 	N	
16.2.14	<ul style="list-style-type: none"> change information about their family members, as well as add a new family member or to their account 	Y	Optional
16.2.15	<ul style="list-style-type: none"> view their account balance and make payments to their account 	Y	
16.2.16	<ul style="list-style-type: none"> view a list of their previous payments and receipt details 	Y	
16.2.17	<ul style="list-style-type: none"> view a list of their previous payments, filtered by transaction type and date range, with payment and transaction details 	Y	
16.3	Account Management: When customer does not have an existing account, system allows them to create an account and have it immediately available for use.	Y	
16.4	Account Management: System allows customers to add all family members at the time of account creation.	Y	
16.4	Account Management: System allows customers to access their personal account information via the Internet with an assigned user name and password.	Y	
16.6	Account Management: System provides the option to enforce strong passwords, specifically passwords must be a minimum of 8 characters in length.	Y	

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16.7	Account Management: System provides staff the ability to email and/or reset customers' forgotten passwords. If possible have an automated password sent.	Y	
16.8	Account Management: System provides the option to allow customers to change their account information and specifies what information they can change by themselves.	Y	
16.9	Account Management: When a user changes their account information, the system tracks the following for reference: what details changed, the date and time when the change occurred and which specific customer made the change	Y	
16.10	Activity Registration: Software allows customer to view/edit cart without having to begin a new transaction.	Y	
16.11	Activity Registration: System allows the customer to "quick" register for classes (i.e. if you have a customer history of Zumba, it will display all upcoming Zumba classes the customer is NOT registered).	N	
16.12	Activity Registration: Software allows the public to view the number of open positions in any activity/team through the entire registration process.	Y	
16.13	Activity Registration: Once an item is placed in the cart, the system will make it unavailable to other users for a period of 5 minutes.	Y	Item is unavailable once in the cart as long as the user has an active session. Once they become idle (for a user defined amount of time) the countdown warnings begin.
16.13.1	• System will display a countdown for customer of time remaining to complete purchase		
16.14	Activity Registration: Software allows recreation staff to set up customized questions (i.e., What is your T-shirt size?, etc.) for customers to respond to during the Internet registration checkout process.	Y	
16.15	Activity Registration: Ability to allow participants to seamlessly connect to their Facebook account to post an RSVP and invite friends to an activity. A direct link to the City website is included in the post.	Y/N	The link is to the Activity.

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16.16	Facility Scheduling: Software allows organization customers to view their requested reservation on a monthly calendar prior to confirming their request.	Y	
16.17	Facility Scheduling: Software allows organization customers to view facility detail information online listing the facility location, phone contact, supervisor, amenities, min/max capacity, facility overlap information, and hours of operation for each day of week.	Y	
16.18	Facility Scheduling: Software supports Interactive Mapping – the ability to upload a map and add links and labels, position icons and/or other elements, view availability and make reservations.	Y	
16.19	Membership Sales: Software allows customers to search and view membership package information via the Internet.	Y	
16.20	Membership Sales: Software allows customers to purchase and renew membership packages via the Internet.	Y	
16.21	Membership Sales: System allows memberships to be set up for automatic renewal via credit card online as well as provide a backup form of payment should the first one be declined.	Y/N	There is no back up form of payment. If card is declined, a bill will be created.
16.22	Membership Sales: System allows memberships to be set up for automatic renewal via payment plan online.	Y	
16.23	Membership Sales: System allows memberships to be set up for automatic renewal via ECP online.	Y	
16.24	Software offers the ability to dynamically generate .html web pages and post online data already entered into the management components of the system (i.e. registration, membership and facility reservation pages). All modules interact so that no redundant data entry is required.	Y	

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16.25	System accesses the same database as recreation staff at their desks do, in real time, ensuring single view of the organization at all times. No synchronization or lag time required.	Y	
16.26	System provides the ability to post pictures and attachments to descriptions for display online.	Y	
16.27	Software allows recreation staff to post activities on the Internet by clicking a selection box or setting "show online" date for any activity already in the registration management component of the system. This should be in addition to a "registration opens" date/option.	Y	
16.28	System allows the public to view all information about an activity on one page, versus having to click on various icons and have pop-up windows be displayed with one piece of information on each pop-up window.	Y	
16.29	System has built-in waiver functionality, such that customers have to click on "Accept" in order to continue with the reservation or registration after reading the waiver – this is recorded as an electronic signature. If the customer selects the "I Disagree" option, the transaction is not completed.	Y	
16.30	Software allows the option to set up an Internet only discount to encourage customers to register via the Internet.	Y	
16.31	Software allows organization to accept payment online with a major credit card such as Visa or MasterCard	Y	
16.32	Software allows customer to use credits/vouchers and gift cards as payment online.	Y	
16.33	Software displays the user that voided a transaction on the voucher or receipt.	Y	
16.34	Software offers the ability to determine the resident and/or member status of online customers and apply separate fees and set different online enrollment periods.	Y	

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16.35	Software offers the ability for the customer to "log off" when their session has ended to restrict access to their account information by subsequent users of the same computer.	Y	
16.36	Software allows organization users to generate reports to track Internet registrations and revenue.	Y	

17. ADD ALTERNATIVE-TICKETING MODULE

	CITY OF NORTHGLENN Requests and Requirements	Code	Comments
17.1	Software allows organization to sell tickets for general admission seating and assigned seating for performances and events	Y	
17.2	Software allows the organization to obtain and track information from ticket customer for tracking of database for marketing purposes. Reporting includes statistical analysis of historical date (track patrons and season ticket holders and their dedicated seats based on specific performances, price point statistics, and days of week of show the patron attends.	Y	
17.3	Software allows for online printing of tickets for customers and has real time data for inventory control.	Y	
17.4	Software allows for organization to print tickets for events and performances with information printed on ticket including seat number, time and date of performance. Please verify type of printout for tickets.	Y	Can print to any ticket type.
17.5	Software allows for printing of receipts, reports, will call, and inventory for tickets	Y	
17.6	Ability to embed show URL on Northglennarts.org show pages	Y	
17.7	Ability to carry website brand to ticketing pages.	Y	
17.8	Provide venue mapping and ability to design page to look like the actual seating	Y	
17.9	Ability sell tickets to multiple events in one transaction	Y	
17.10	Ticket sales available through online, mobile, and POS.	Y	
17.11	Ability to create a dynamic ticket pricing, discounts, complimentary tickets, and group sales and tracking	Y	

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17.12	Ability to sell subscriptions and ability to renew subscriptions online		Would need to know what the customer is "subscribing" to.
17.13	Ability to list sponsors and donors on ticket pages.	Y	
17.14	Ability to process donations.	Y	
17.15	Ability to track donor membership types, levels, and expiration dates.	Y	

Does your offer comply with all of the terms and conditions (yes no)? If not, indicate exceptions.

Does your offer meet or exceed all of the specifications (yes no)? If not, indicate exceptions.

see comments within this section,

City of Northglenn Requests and Requirements	Comments
<p>Include any additional information you wish to present, which was not requested or required above, in this section. The City welcomes the submittal of additional related information regarding services which would enhance the proposed approach.</p>	

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Scope of Services
VERMONT SYSTEMS, INC.
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SOFTWARE LICENSE, MAINTENANCE AND SUPPORT AGREEMENT 5-1-16


This SOFTWARE LICENSE, MAINTENANCE AND SUPPORT AGREEMENT ("Agreement"), is made and entered into on _____, by and between Vermont Systems, Inc., a Vermont corporation (hereinafter "VSI" or "Licensor", and (hereinafter "Licensee" or "Customer"), collectively referred to herein as the "Parties" or singularly "Party".

In consideration of the mutual covenants and obligations expressed herein, the Parties agree to the following:

ARTICLE 1 – Software License

- 1.1 VSI hereby grants the Licensee and the Licensee thereby accepts a perpetual, non-transferable, and non-exclusive right to use the Licensed Software and Related Materials, as described in the attached Exhibit B price quote. The Licensed Software includes Related Materials, such as online User Reference Manuals, Sample Reports, Installation Planning Guides, Installation Instructions, On-Line Help, and Sample Training Database with Tutorials.
- 1.2 VSI uses the Progress OpenEdge V11 Development software to develop its' applications and deploys using the OpenEdge Workgroup or Enterprise RDBMS (embedded database) with RDBMS support for 4GL, SQL, ODBC, JDBC, and Enterprise Cluster Manager Integration, and OpenEdge Application Server, Basic and Enterprise Editions with Replication. Therefore, Progress software with RDBMS is required to operate the application software by platform type, and pricing is included in the attached Exhibit B. The client uses a standard HTML and Java Script browser interface
- 1.3 The license granted herein authorizes the Customer to install the Licensed Software on the designated computer platform using one copy of the programs to support live processing, training, and disaster recovery databases without incurring additional license charges. Further, the Customer can make copies of the Licensed Software for safe keeping purposes. Article 1.3 does not apply, if VSI is providing complete hosting services.
- 1.4 At any time, the Customer can add software and user licenses under the terms of this Agreement by paying the additional license and maintenance fees. The total number of authorized user workstations permitted to use the Licensed Software is limited to the number listed in Exhibit B pricing.

ARTICLE 2 – Annual Software Maintenance and Support Services

- 2.1 VSI shall provide the Customer with Software Maintenance and Software Support services for the Licensed Software in accordance with VSI standard Sales and Support Policies, as described in Exhibit A. The extent of support services being provided to the Customer are specifically listed in Exhibit B pricing.
- 2.2 The Annual Software Maintenance support shall include distribution of product update releases that include software repairs and enhancements subsequent to the initial purchase. Biennial software updates with database conversions will also be provided in accordance with VSI standard Sales and Support Policies, as described in Exhibit A, while periodic program only updates are available at any time on the VSI web site. If VSI is providing complete hosting services, VSI will provide software installation and upgrade services and coordinate both with each Customer.
- 2.3  The Software Maintenance and Support fee will be billed annually, and it becomes effective on the first day of your January 1st —, May 1st —, July 1st —, or —October 1st fiscal year for one year. New customers will be charged on a prorated basis from the first day of the installation month through the end of the current fiscal year.
- 2.4 The required Software Maintenance and Support Agreement will automatically renew annually, unless the Customer notifies VSI in writing prior to the end of the fiscal year that the Customer is terminating VSI Maintenance Support. VSI reserves the right to increase the annual maintenance fees up to 3% annually, although VSI has rarely increased these fees in the past. Customers can contact VSI in advance to obtain a firm quote for the next fiscal year.
- 2.5 The Customer is licensed to use the VSI software indefinitely, even if it terminates annual maintenance support. The Licensee is the sole owner of its' data, whether Customer hosted or VSI hosted. If VSI hosted and the Customer terminates use of the VSI software, VSI agrees provide a copy of the database to the Customer in readable format.

_____ VSI Initials _____ Customer Initials

EXHIBIT A

Scope of Services

ARTICLE 3 – Software Training and Installation Services

- 3.1 Training is offered at the Customer site, at VSI (12 Market Place, Essex Junction, Vermont), and remotely based on a quoted daily or hourly rate, as described in the VSI standard Sales and Support Policies, Exhibit A.
- 3.2 Any training services and estimated charges for each Customer, including the number of training days, and travel, lodging, meals, and other expenses, are itemized in Exhibit B. All training dates must be mutually agreed upon by VSI and the Customer. The Customer can request a change of training dates and number of training days. However, if a change is made after travel arrangements have been completed, the Customer will be responsible for any additional costs incurred as a result of the changes.
- 3.3 If VSI is providing other Installation Services, such as hardware and network operating system installation and setup services, they will be listed in Exhibit B pricing, as well.
- 3.4 The Customer is responsible for reimbursing VSI for all reasonable expenses, such as travel, lodging, meals, and other expenses necessary to complete the training, as requested by the Customer. While the estimated out-of-pocket expenses are listed in Exhibit B, only the actual expenses will be billed to the Customer, unless the Customer requires a fixed price in advance.
- 3.5 VSI will honor training and other services quotes for up to 120 days, but reserves the right to modify these rates thereafter.

ARTICLE 4 – VSI Hosting Services

- 4.1 Web Server Hosting Service - if the WebTrac software is being licensed, it requires a web server, either in-house or hosted, to link the Customer's transaction server with the internet. If the Customer selects the VSI web server hosting service, as described in Exhibit D, for a minimum of one year, the fee will be included in Exhibit B and it will be billed annually in advance. New customers will be charged on a prorated basis from the first day of the installation month through the end of the current fiscal year. Web Server Hosting *does/does not* apply to this Agreement.
- 4.2 Complete Hosting Services - if the Customer selects complete VSI hosting services, whereby the VSI application software and Progress software are installed on VSI servers at either the Eastern or Western data center, the monthly fee for this option will be included in Exhibit B. Complete Hosting Services includes web server hosting, as described in Article 4.1. Since VSI *will/will not* be providing complete hosting services for the Customer, Exhibit E hosting services specifications *do/do not* apply to this Agreement.
- 4.3 The Hosting Services guaranteed rate for one year, includes the services and features, as described in Exhibit F.

ARTICLE 5 – Charges and Payment

- 5.1 Customer On-Premise Hosted Software – if the Customer is installing the software on its own servers, the Licensed Software charges will be billed to the Customer following the initial training session, and will be due within 30 days. The initial Software License fee includes downloading the software and documentation from VSI's FTP web site. All major software upgrades with database changes are obtained the same way. Customers are alerted when program only updates become available, so that they can download at their convenience. Article 5.1 *does/does not* apply to this Agreement.
- 5.2 VSI Hosted Software: if VSI is providing Complete Hosting Services, it will install the software on VSI servers at either its' Eastern or Western data center. The Licensed Software charges will be billed to the Customer when the software applications become available for Customer use, and will be due within 30 days.
- 5.3 VSI Hosting Services: the first partial month for complete hosting services payment will be invoiced on the first day of the month following availability for Customer use, and all subsequent monthly payments are due on the first day of each month, unless the Customer has agreed to an annual payment in advance.
- 5.4 The Customer shall pay all applicable sales, consumer use, and other taxes required by law, unless it is exempt from any or all of these taxes. If tax-exempt, the Customer must provide a tax exemption certificate.
- 5.5 VSI will invoice the Customer for training and installation services, along with travel and other expenses, immediately following the completion of each occurrence of training or other services.

_____ VSI Initials _____ Customer Initials

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ARTICLE 6 – Security of Programs

- 6.1 The Customer shall be solely responsible for the supervision and control of the licensed Customer hosted software to ensure that it is stored in a secure location for Customer use only and that no unauthorized and unlicensed third party gains access to it. VSI is responsible for the security of all VSI hosted software.
- 6.2 Under no circumstances shall the Customer be authorized to perform Reverse Engineering of the software object code, in order to illegally generate source code.

ARTICLE 7 – Warranties

- 7.1 VSI warrants that it has the right to license the Licensed Software, and that there are no pending liens, claims, or encumbrances against the software.
- 7.2 VSI warrants that the software shall conform to its published specifications in the Related Materials, including, but not limited to, the Capabilities Summary, On-Line Help, Reports Manual, User Reference Manual, and Training Tutorials. VSI warrants that the software is merchantable, in that it will properly install and operate according to the specifications herein.
- 7.3 VSI warrants to the Customer that it is solvent, not in bankruptcy proceedings or receivership, nor is it engaged in any proceedings, which would have an adverse effect on its ability to perform its obligations under this Agreement.
- 7.4 VSI warrants that there has been no violation of copyrights or patent rights in connection with the Licensed Software in this Agreement. VSI shall indemnify and save harmless the Customer from any suit or proceeding brought against the Customer by reason of any such infringement or any wrongful use. VSI will defend or settle any such claim, although the Customer shall be entitled to be independently represented by counsel of its own choice.

ARTICLE 8 – Limitation of Liability

- 8.1 Except for the warranties specified in Section 7, VSI grants no warranties, expressed or implied, including, but not limited to any implied warranties of fitness for a particular purpose. Notwithstanding anything to the contrary in this Agreement, it is expressly agreed that neither VSI nor the Customer shall be liable to the other Party for special, incidental, indirect, or consequential damages, or for any loss or claim by either Party.
- 8.2 Liability Insurance. VSI provides the Customer with a Certificate of Liability Insurance with the Customer named as the Certificate Holder. The standard coverage's with limits and insurer(s) are listed in the attached Exhibit C. If a customer requires insurance coverage beyond the standard limits provided by the VSI Certificate of Insurance, then the customer can either accept the VSI standard coverage at no additional charge or pay for the additional insurance coverage at VSI cost.
- 8.3 The Parties agree that the laws of the State of Vermont will govern this Agreement, and that the venue for legal resolution shall be in Chittenden County, Vermont.

ARTICLE 9 – Risk of Loss

- 9.1 For Customer hosted installations, the risk of loss or destruction, regardless of the cause, shall be the responsibility of VSI until the Licensed Software and Related Materials have been delivered to the Customer's premises. For VSI hosted installations, VSI will be responsible for the risk of loss or destruction.
- 9.2 For Customer hosted installations, the Customer shall be responsible for verifying that the Licensed Software and Related Materials have been received, installed on the designated computer(s), and are operational, unless the Agreement specifies that VSI will install the Licensed Software as part of the on-site training. For VSI hosted installations, VSI will be responsible for installing the software on either the Eastern or Western data center server.

ARTICLE 10 – Personal Information Protection

- 10.1 Customer On-Premise Hosted Software & Database: if the Customer installs the VSI application software on its' own servers, the Customer will be responsible for the SSL (Secure Socket Layer) to protect confidentiality of patron data flow between the server and the user workstations. To protect data at rest, VSI offers the chargeable Progress TDE (Transparent Data Encryption) software option to encrypt user-selected sensitive data fields to secure them from unauthorized access.

_____ VSI Initials _____ Customer Initials

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ARTICLE 10 – Personal Information Protection – continued

- 10.2 VSI Hosted Software & Database: VSI will provide the SSL (Secure Socket Layer) Certificate for the hosting servers to protect the flow of data between the hosting servers and the Customer's remote users, as described in Exhibit E. The chargeable Progress TDE is also available to protect data at rest, as well. If a breach occurs, VSI will notify the Customer immediately regarding the extent of the breach, so that the Customer can notify its' patrons at no charge that a breach of security has occurred

ARTICLE 11 – Application Source Code

- 11.1 The Source Code for all VSI application software, along with a list of licensed customers, is held in escrow by VSI's Escrow Agent, Kolvoord, Overton, & Wilson, Attorneys, at 6 Joshua Way, Suite B, Essex Junction, Vermont 05452, Attn: Jason Ruwet 802-878-3346, jfr@essexvtlaw.com. The source code held in escrow is updated after each software release. If VSI defaults in providing software maintenance support due to company failure, or bankruptcy, or discontinuance of said service by VSI, it will notify the Customer and the Escrow Agent that it is in default. The Escrow Agent will then make the source code available to the Customer within thirty days of written notice for Customer support use only.

ARTICLE 12 – Independent Contractor

- 12.1 In performing the work under this Agreement, VSI acts as an Independent Contractor and is solely responsible for necessary and adequate workers' compensation insurance, as well as personal injury and property damage insurance.

ARTICLE 13 – Change Orders or Extensions

- 13.1 The Customer may require changes in the scope of services to be performed by VSI. Such changes, including any increase or decrease in compensation amount, must be mutually agreed upon in writing by the Licensee and VSI. VSI shall be compensated for all authorized changes in services.

ARTICLE 14 – Authorization and Entire Agreement

- 14.1 Each party represents and warrants that it has the power and ability to enter into this Agreement, to grant the rights stated herein, and to perform the duties and obligations described herein.
- 14.2 This Agreement and the attached Exhibits A, B, C, D, E, F constitute the entire Agreement between Vermont Systems and the Licensee.
- 14.3 If any term or other provision of this Agreement is invalid, illegal or incapable of being enforced, then all other conditions and provisions of this Agreement shall nevertheless remain in full force and effect.

Vermont Systems, Inc.

Customer

Authorized Signature

Authorized Signature

Giles Willey, President
Printed Name and Title

Printed Name and Title

Date

Date



Sales and Support Policies

Exhibit A 4/18/2016

1. SOFTWARE LICENSE:

The application software license is a one-time fee, which provides for the perpetual use of the software. While a deposit may not be required, the full software license fee is due for all accounts within 30 days of completion of the first training session. The Progress OpenEdge V11 Application Server software and Personal, Workgroup, or Enterprise Relational Database Management System (RDBMS imbedded database) software licenses are also required to operate the VSI application software using a browser or web client

2. ANNUAL SOFTWARE MAINTENANCE AND SUPPORT:

The required annual maintenance support fee is prorated from the first day of the installation month to the end of the first fiscal year, and thereafter, it is due annually on the first day of each new fiscal year. This fee includes the following:

- Worldwide telephone (800 US & Canada) and web support for VSI and Progress software five (5) days/week, Monday-Friday, 8am-8pm ET, and availability of chargeable Extended Hours Pager Support Monday – Friday, 8pm-10pm ET, and Saturday, Sunday, & Holidays 8am-5pm ET. Further, Pre-Arranged Standard & Non-Standard Hours Standby Telephone Support is available, as described in Section 4 below. The following are included as part of the annual maintenance fee:
- Maintenance and repair of application software malfunctions with an acknowledgement response, as described in the Call Process, Section 5 below.
- One major application software upgrade every two years, along with multiple periodic updates. Major upgrades usually require a database conversion, while other periodic updates are program only. Enhancements are based primarily on user requests, but they also include an extensive number of VSI initiated improvements, all of which are added at the discretion of VSI. The status of all VSI software releases is available on VSI's web site at www.vermontsystems.com. Further, VSI notifies all Customers regarding the status and availability of all software releases in its' quarterly newsletter. Customers must contact VSI to schedule major software upgrades, which are downloaded from VSI's FTP site by Customers that host on premise. VSI upgrades software for all VSI hosted Customers.
- One biennial database conversion by VSI via FTP or WebEx during standard VSI business hours. VSI FTP/WebEx database conversion services are only chargeable, if started and/or completed during non-standard VSI business hours (before 8am and after 5pm ET, Monday through Friday and on weekends and holidays). Please note that all non-production database conversions are billable at standard VSI support rates. VSI provides coordinated software upgrade and database conversion services for VSI hosted Customers.
- Federal and State regulatory requirement changes.
- User ID and Password login access to Customer Support and Downloads sections on VSI web site.
- Phone support to explain how to configure database, how system works, and how to prepare for implementation of certain functions, such as those listed below under Extended Dedicated Support.
- Updates to financial and other interfaces due to VSI application software modifications and not due to application software modifications by other vendors.

Any of the following costs associated with customer support are not included:

- Actual usage of Standard Hours Pager Support, 8pm-10pm ET, Mon-Fri and Sat, Sun, & Holiday 8am-5pm ET.
- Pre-Arranged Standard Standby Telephone Support, Monday-Friday, 8am-5pm ET, and Non-Standard Standby Telephone Support are chargeable at different rates per hour.
- Any associated travel and out-of-pocket expenses for installation and training services.
- Installation and configuration of product enhancements or releases, database repairs, and more than one biennial database conversion are chargeable, unless VSI is providing hosted services.
- Telephone support related to computer hardware, operating systems, networking, and reinstallation and configuration of application software is chargeable. If the hardware and software configurations are modified after VSI has completed on-site or telephone installation services, additional requested support services are chargeable.
- Telephone training, as a substitute for on-site training or classroom training at VSI, as well as for untrained operators, is chargeable. Refer to Sections 6 and 7 below and to standard VSI hourly services pricing.
- VSI application software WAN access configuration.
- Customized print programs and updates are chargeable.
- Interfaces to export or import data from or to other application software databases are chargeable.
- Extended Dedicated Support to implement or change certain functions, such as 1) Switching from Cash to Accrual Accounting; 2) Reinstall WebTrac software on server; 3) Customize Splash Page; 4) Create Web Bypass Links; 5) WebTrac Style Sheets changes; and 6) Database Support to analyze and correct extensive out-of-balance condition.
- Hosting services are not included in the VSI application software maintenance fees.

3. PROGRAMMING ENHANCEMENTS:

Although VSI policies provide for charging for special programming, we generally do not charge for individual enhancement requests. All approved enhancements and repairs are automatically included in all updates as part of the annual maintenance fee.



Sales and Support Policies

Exhibit A 4/18/2016

4. VSI EXTENDED HOURS PAGER & STANDBY TELEPHONE SUPPORT SERVICES:

Standard Extended Hours Pager Telephone Support

Monday - Friday 8pm - 10pm ET, and Saturday, Sunday, & Holidays 8am-5pm ET. If extended hours support is actually provided, it is chargeable with a minimum per call or multi-call issue.

Pre-Arranged Standard and Non-Standard Hours Standby Telephone Support

Standard Standby Telephone Support, Mon-Fri, 8am-5pm ET and Non-Standard Standby Telephone Support can be pre-arranged by calling VSI at least one full business day in advance. Standard & Non-Standard Standby Support is provided at different rates per hour.

5. SUPPORT CALL PROCESS:

To provide high quality support and to effectively assign resources to incoming calls, three types of call priorities are identified as follows: Priority 1 is considered Urgent or High Priority, Priority 2 is classified as Medium Priority, and Priority 3 is deemed to be Low Priority.

The criteria used to establish guidelines for these priorities are as follows:

Priority 1 - High

Consists of errors that cause unrecoverable loss or corruption of data or loss of essential software functionality that prevents Customer processing, and there is no workaround. Generally, the system would be down.

Priority 2 - Medium

Consists of errors that cause loss of essential software functionality that prevents Customer processing, but has a workaround, or loss of non-essential software functionality that does not have a workaround. Generally, the system is not down, but the problem is causing staff inconvenience.

Priority 3 - Low

Consists of errors that may be causing loss of non-essential software functionality, but have a workaround. While the system is not down generally, the Customer's operational questions need to be resolved.

Response Times

VSI will respond to Priority 1-3 support calls in accordance with The Table of Service below, and all time references are clock hours or calendar days, unless otherwise specified. The Customer will use the VSI telephone number or support email address during standard VSI business hours, as described in Section 2, or the VSI pager number during standard pager support hours, as described in Section 4. The Customer can also call the pager number to request support during pre-arranged non-standard pager support hours, as described in Section 4. The Customer and VSI support person may also use cell phones for more efficient responses.

All issues or questions reported to support are tracked via a logged support call that contains at a minimum the Customer name, contact person, software product and version, module and/or menu selection, nature of issue, detailed description of the question or issue, and any other pertinent information. The support person will provide the Customer with a call number to track each call issue. Each call will be stored in a queue and the first available support representative will be assigned to the next call issue.

While reviewing the call issue, the assigned support person will contact the Customer, if additional information is needed. The VSI support person will either resolve the issue with the Customer or advise the Customer regarding the status and the course of action being taken to resolve it. All correspondence and actions associated with a call are tracked in the support database. If the issue needs to be escalated to a development resource, the Customer will be informed. While issues escalated to development will be scheduled for resolution, they may not be resolved immediately depending on the nature and complexity of the issue. The Customer may contact the support department at its convenience for a status update on development issues.

Escalation Process

In the event that VSI is unable to provide either a permanent or a mutually acceptable temporary resolution within the applicable timeframes set forth in the Table of Service below, VSI will initiate escalation procedures at VSI's sole expense, except if due to hardware malfunctions, utility failures, air conditioning malfunctions, non VSI software problems, communications malfunctions, environmental problems, user errors or any other cause outside VSI's reasonable control, in which case VSI may charge the Customer at the hourly rates listed in VSI services pricing. However, VSI will continue to assist the Customer to resolve the problem, even when VSI and Customer may not agree on the cause of the problem.



Sales and Support Policies

Exhibit A 4/18/2016

Table of Service Requirements.

The table below lists the service level required by the three Priority levels described above:

Service Level Required	Priority 1	Priority 2	Priority 3
	(time measured from initial call to VSI)		
Initial Response Due	1 hour	4 hours	5 days
Correction identified and a mutually agreeable correction plan will be developed within	24 hours	7 days	As mutually agreed
Escalation Stage 1 (Support Managers)	12 hours	7 days	N/A
Stage 1 Status Report Intervals	Every 4 hours during standard business hours	daily	N/A
Escalation Stage 2 (Vice President of Support)	24 hours	7 days	N/A
Stage 2 Status Report Intervals	Every 4 hours during standard business hours	daily	N/A
Escalation Stage 3 (President)	72 hours	10 days	N/A

6. **VSI SUPPORT SERVICES PRICING**
 VSI charges a daily fee for on-site training based on an 8-hour day, plus out-of-pocket travel expenses. VSI charges the same daily fee for classroom-training at VSI for the first two Customer trainees, along with a reduced rate for each additional trainee. Other services include 800 telephone training, programming, hardware, and network configuration support services. Travel time, which includes two-way travel for trips lasting less than 4 hours, is also chargeable. VSI reserves the right to modify these rates at any time.
7. **VSI WEEKEND SUPPORT SERVICES PRICING:**
 The daily and hourly weekend training rates are based on one and one half times the standard weekday rates. If the Customer asks a VSI Trainer to stay over a weekend, in order to save on travel costs, and no training is provided, the Customer will be charged a reduced daily fee, plus all normal travel expenses. VSI reserves the right to modify these rates at any time.
8. **ON-SITE TRAINING SHORT NOTICE CANCELLATION PENALTY:**
 If scheduled on-site training is cancelled with less than 3 weeks' notice, the Customer will be responsible for any travel expense losses, as well as a penalty to partially offset VSI Trainer rescheduling costs. This penalty will be applied reasonably.
9. **TRAINING CANCELLED DURING SCHEDULED ONSITE TRAINING WEEK:**
 If the Customer cancels or delays training for any reason (weather, trainee sickness, etc) while the VSI Trainer is onsite, Customer must still pay VSI daily rates for training and travel expenses.
10. **TELEPHONE SUPPORT:**
 Telephone support worldwide, during VSI standard business hours, is included in the Annual Software Maintenance and Support fee, provided that VSI has previously trained the individuals being supported. Otherwise, chargeable telephone or on-site training must be completed.
11. **DOCUMENTATION:**
 All documentation is provided electronically with the application software and it includes the User Reference Manual, Installation Planning Guide, Sample Reports, Installation Instructions, On-Line Help, and Sample Database with Tutorial. Customers can print any number of copies needed to train their staffs and manage their operations.
12. **INSTALLATION PLANNING:**
 After receiving your order, VSI will assist you to develop a plan, which will assign Customer and VSI responsibilities for the various elements required to successfully complete the installation and training.
13. **THIRD PARTY VENDOR GENERAL LEDGER/CASH RECEIPTS INTERFACE PROCEDURES:**
 The VSI Trainer will configure RecTrac/GolfTrac/CYMTrac software for the appropriate vendor interface and will show the Customer how to generate the batch export file that contains the summary or detailed transactions for the day or any date range. At this point, it is the Customer's responsibility to contact the financial software vendor to arrange for assistance to import the daily batch file for automatic posting to the cash receipts or general ledger system. The VSI trainer is not responsible for importing the batch files into any third party application software or for contacting the vendor.



Sales and Support Policies

Exhibit A 4/18/2016

14. HARDWARE PAYMENT & WARRANTY:

Full payment for the hardware and systems software is due following delivery and verification of the order. The verification process must be completed, so that all payments can be made within 30 days of delivery. The VSI supplied hardware includes warranties from the manufacturers or distributors for specified periods. Please review the quotes and warranty chart provided by VSI. After the warranty period or add-on warranty period, hardware vendors also provide time and materials maintenance support. Warranty and maintenance contract service provided on a Depot Basis can require several days to complete. Therefore, plan your purchases to include spare critical units, in order to provide your users with uninterrupted operations. Hardware returns in the original packaging are only accepted during the first 30 days following delivery.

15. VSI POS HARDWARE SUPPORT:

To support our POS software applications, VSI offers a broad range of hardware computers and peripherals that we have evaluated, qualified, and configured to function properly with our software. This requires an extensive investment of resources including labor and the purchase of one or more of each type hardware product. Further, these hardware products are essential to support our customers and for testing each software upgrade. Most customers appreciate the availability of these qualified products, since it saves them from experiencing the same expensive process.

Our priority is to offer only high quality products with extended warranties at competitive prices, but not necessarily at the lowest prices. A qualified product that is competitively priced is much more important than the lowest price. More often than not a lower priced, unqualified product will eventually cost much more for all concerned. VSI hardware support policies are as follows:

Qualified POS Hardware Purchased from VSI – Full Support:

VSI will be responsible for ordering the properly configured hardware with the correct cables and other features, delivery, installation and configuration assistance, toll free telephone support, and warranty service arrangements, as needed.

Qualified POS Hardware Purchased from Another Source – Partial Support:

VSI is not responsible for resolving problems resulting from incorrectly ordered hardware, resulting installation and configuration problems, and warranty service arrangements. However, VSI will provide limited guidance and support, during the installation of the hardware. If issues are not resolved within a few minutes, then VSI will continue to provide 800 phone assistance at the standard VSI support rate.

Non-Qualified POS Hardware Purchase from another Source – Limited Support:

VSI does not support non-VSI qualified POS hardware using our 800 support lines. However, if a customer calls for assistance and the VSI support person determines that the request is for a non-qualified product, he/she will discuss options as follows: 1) Select qualified hardware on the VSI price list, or 2) Discuss qualifying a new product with VSI management. If a customer requests VSI to consider qualifying a non-qualified product, we will evaluate the circumstances, and if justified, will attempt to qualify. In order to proceed, the customer must send an evaluation unit to VSI and we will attempt to qualify it at standard VSI support rates. The customer must specify a qualifying spending limit. If successful, VSI may or may not add the product to our price list. If added, VSI will continue to support the product, as described under qualified hardware options. If not, any on-going qualifying that might be required, as a result of hardware or software upgrade changes will be chargeable.

POS Hardware Onsite Installation Support:

If you expect the VSI Trainer to install POS hardware during an onsite training trip, you must allocate sufficient time in the schedule to complete the software training and the hardware installation and configuration. The time allocated will vary based on the three situations described above, but the most time-consuming will involve hardware that VSI has not qualified. The time allocated will also vary depending on the number units to be installed. If the VSI Trainer installs and configures the hardware during a normal 8-hour workday, then this would be included in the previously approved onsite training fee. If the VSI Trainer is required to work in excess of 8 hours on any given day, in order to complete the hardware setup and software training during the scheduled onsite visit, then the Customer will be billed for overtime fees.

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EXHIBIT E
Vermont Systems Cloud Computing Services
VSI Eastern & Western Data Centers

1. Complete Managed Hosting Services:

VSI owns and manages redundant servers and communications devices that are installed at its' Eastern and Western data centers. These systems are operational on a 24/7/365 basis. VSI provides its' hosting services customers with Progress deployment software support, Progress RDBMS database support, and extended hours Pager support as described in VSI's Sales & Support Policies (Exhibit A in the VSI Sales Agreement). Initially, this includes live hosting phone support from 8:00am to 8:00pm, Monday – Friday, plus no charge 24/7 Pager support for all other hours. As the number of hosting customers grows, live hosting phone support will be expanded accordingly.

2. Eastern & Western Data Center Hosting Services:

Tech Vault and FORTRUST are VSI business partners that assist VSI to provide complete hosting services for VSI customers. Tech Vault has a Green Building Council Gold Certification and is HIPAA, PCI-DSS, LEED Silver, and SSAE-16 certified. Tech Vault has also applied for LEED Gold certification. FORTRUST has been awarded an M&O Stamp of Approval with Tier III Design Certified and are SSAE-16 Services Organization Control (SOC) 1 Type 2, SOC 2 Type 2, and SOC 3 SysTrust Services Organization reporting colocation facility.

Data Center Space:

- Multi-level security access to the server facility.
- HIPAA-compliant facility with exterior walls built to Homeland Security specifications.

Data Center Cooling & Environment:

- Industry-leading cooling with integrated humidification.
- Fully redundant N + 1 architecture.

Security & Access:

- Man-Trap access-only with dual-factor finger biometric scan and integrated HID proximity reader.
- Keycard and biometric facility access.
- Authorized VSI access 24/7/365.
- Video surveillance cameras, internal and external, 24/7/365 basis.

Power:

- Fully redundant battery and generator backup.
- Automatic generator back-up systems dual 800kw diesels.

Internet Services:

- Data Centers are ISP Carrier neutral facility.
- Two tier-one providers – Level 3 and Fairpoint.
- Internet utilizes Border Gateway Protocol to provide 100% internet availability.

Additional Data Center Features:

- 24/7/365 Facility Environmental Monitoring by Data Center staff.
- Hardware Monitoring (SNMP) and Diagnostics.
- 100% uptime for bandwidth and power.

3. VSI Managed Hosting Services:

- Redundant hosting servers, routers, and switches with automatic fail-over.
- Progress Deployment software support and Progress RDBMS database support.
- Automatic VSI program updates.
- Database daily backup and database restore, as requested, and copy live to demo.
- RecTrac and WebTrac only generated email service. (Not to be used as a general mail server)
- Regularly scheduled Vulnerability Assessment.
- Managed hosting services anti-virus protection.
- All VM services are hosted in a private cloud.
- VSI will routinely install server operating system updates, as released by the vendors.
- Progress Replication between data centers for Disaster Recovery site*
- Progress TDE Encryption available for data at rest protection**

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3. VSI Managed Hosting Services (continued)

* Failover to warm Disaster Recovery site is controlled manually by VSI staff. Since each data center has localized redundancies built-in, a catastrophic event would need to occur before failover would be initiated. Alternate URL's for RecTrac/WebTrac will be provided to customers in case a Disaster Recovery event occurs.

** Depending on the date and terms of Agreement, additional licensing fees may apply. TDE pricing included in price quotes effective January 9, 2015.

4. VSI Additional Chargeable Hosting Services:

- Periodic database performance audits and tuning.
- Assisted HTML development of splash pages and implementation.

5. SSL (Secure Sockets Layer) Certificate:

VSI will provide the SSL Certificate for the hosting servers. While the flow of data between the hosting servers and the Customer's remote users is encrypted using the SSL provided, VSI is not responsible for any loss of data beyond our control.

6. Fire Wall Rules:

VSI is responsible for configuring and maintaining the firewall rules for the hosting servers and will notify the Customer of any changes that would impact the Customer's access to the application database. The Customer is responsible for configuring and maintaining firewall rules for all Customer locations.

7. Periodic Hosting Servers Maintenance:

VSI will provide the Customer with advance notice when the hosting servers will be unavailable due to scheduled maintenance. VSI will coordinate with the Customer to minimize down time for scheduled maintenance.

8. VSI Hosting Servers Technical Support:

If the source of a technical problem exists within the systems or technology under VSI management, no charge will apply. For example, a technical issue, such as, your hosting server becomes unreachable due to a network or hardware failure. This example is for reference purposes only and should not be misconstrued as the only issue that might arise over time.

9. ERI PayTrac License:

The Customer must license one of the VSI certified ERI credit card interfaces to process office (Retail, MOTO) and online (ecommerce) payments and to ensure that credit card data is encrypted and secure. If pin debit card payments are to be accepted, then a VSI ERI pin debit card interface will be required for the same processor. If check payments are to be processed electronically, a VSI eCheck interface will also be required.

10. Hosting Penalties:

There shall be no downtime penalty for scheduled operating system upgrades, scheduled Progress software updates, application software upgrades, DNS outages, and application database upgrades. Except for these scheduled downtimes, VSI expects over 99.7% uptime. Therefore, if the software applications are unavailable for customer use for more than 26 hours of a total 8760 hours in a calendar year due to hosting services, VSI will credit the customer with a prorated amount for any lost time exceeding 26 hours to the nearest 15 minutes.

**EXHIBIT F - VSI HOSTING SERVICES 3.x Software
Service Level Feature Comparison 12/7/15**

Item	Description	Silver	Gold	Platinum
1.	Flat monthly fee (no transaction fees) based on Service Level and number of concurrent users.	Yes	Yes	Yes
2.	No forced convenience fee passed on to patrons. VSI customer can elect to charge a convenience fee to the patron for WebTrac transactions, but this is a user-defined parameter.	Yes	Yes	Yes
3.	Servers managed by VSI in two secure data centers located in eastern and western regions of the United States. All server hardware and operating system maintenance is provided by trained VSI professionals.	Yes	Yes	Yes
4.	RecTrac Email Archiving tracks emails sent in report format to include address, recipient, subject, email body, and RecTrac user who sent the email, along with the list of BLOB attachments. Does not guarantee delivery or receipt.	Yes	Yes	Yes
5.	Original Email Archiving Service provides all standard RecTrac email tracking listed in # 4 above, but also on request copies of original emails sent. Does not guarantee delivery or receipt. See VSI Hosting & Original Email Archiving Service price list for fees.	Chargeable based on volume and retention period of 3/5/7 years	Chargeable based on volume and retention period of 3/5/7 years	Chargeable based on volume and retention period of 3/5/7 years
6.	All VSI application upgrades will be performed by VSI. If these upgrades involve "planned" downtime, they will be coordinated with the customer to occur during off-peak hours. Any planned downtime for software upgrades will occur after 11:30 ET for the Eastern data center and 11:30pm MT for the Western data center.	Yes	Yes	Yes
7.	Test application upgrade performed prior to the live database upgrade so that a customer will have an accurate understanding of the planned downtime period needed to perform the upgrade.	Chargeable	Chargeable	Yes
8.	After Image (.AI) snapshot window in minutes. These snapshots reduce the potential data loss if a system failure takes place. A lower value equates to greater "insurance coverage". This coverage extends backwards 7 days from the current day.	180	120	60
9.	Daily Live Database Backups and nightly off-premise backups are performed by VSI on a rolling 7 day basis. In addition, VSI maintains a rolling quarter-end backup and a rolling annual backup for three years.	Yes	Yes	Yes
10.	Toll Free phone support including WebEx diagnostic sessions.	Yes	Yes	Yes
11.	ODBC Connection for third party access to reporting database updated once every 24-hours to accommodate dashboards and custom reporting.	Unavailable	Unavailable	Yes

EXHIBIT F - VSI HOSTING SERVICES 3.x Software Service Level Feature Comparison 7/1/15				
12.	Redundant servers, power supplies, bandwidth in and out of the hosted servers, network connections, RAID 10 disk arrays, and SAN/NAS configuration.	Yes	Yes	Yes
13.	Progress OpenEdge Replication provides automatic, real-time database failover or disaster recovery at an alternate site with minimal or no disruption. Maintains data integrity between source and target databases.	Yes	Yes	Yes
14.	Progress Transparent Data Encryption (TDE) provides the option to encrypt user-selected sensitive data fields to protect from unauthorized access, while data is at rest.	Yes	Yes	Yes
15.	Monthly third party external PCI scan provided by Trustwave	Yes	Yes	Yes
16.	Automatic checks every "X" minutes to be sure WebTrac home page is accessible.	90 Min	60 Min	30 Min
17.	Library of WebTrac Splash Pages available for loading into a customer's hosted database.	Chargeable	50% Disc Each	Yes
18.	WebTrac Style Sheet and Image changes required due to VSI upgrade changes will be updated by VSI.	Yes	Yes	Yes
19.	Staff training using phone and WebEx when applicable. These hours can be used to train new staff; refresher sessions for existing staff; or to learn a new function in a VSI hosted application. Each training segment is a maximum of four hours and is limited to number of sessions listed.	Chargeable (Standard Training Rate Applies)	One Session Annually	Two Sessions Annually
20.	Library of Membership Card, Gift Card, and Ticket templates available for loading into a customer's hosted database.	Yes	Yes	Yes
21.	Maximum recovery time associated with any unplanned outage at Primary data center.	12 Hours	6 Hours	2 Hours
22.	Maximum recovery time associated with any unplanned outage that requires switching to a Secondary data center. This would only occur, if the Primary data center outage is expected to exceed 8 hours.	16 Hours	10 Hours	6 Hours
23.	24/7 Pager Support related to hosting issues included at no additional charge. Hosting support ends at the RecTrac login screen. Then standard application software support services become effective, as soon as a user can login into RecTrac or other VSI application software.	Yes	Yes	Yes
24.	LIVE to DEMO database copies performed by VSI during off-peak hours every Tuesday and Thursday.	Yes	Yes	Yes
25.	Standard WebTrac includes 25 Agents for processing both staff and patron service requests, and each Agent can service approximately 20 simultaneous requests per second. Additional Agents included listed in columns at right, and more can be licensed or rented, if needed.	0	0	25 (Total 50)

**EXHIBIT F - VSI HOSTING SERVICES 3.x Software
Services Outside The Hosting Agreement
Pay As Incurred 7/1/15**

Item	Description
1.	Application Software & Database License & Annual Maintenance fees or Application Software & Database SaaS (Software as a Service) fees.
2.	End-User Training (on-site or remote)
3.	Hardware Purchases
4.	Shipping Fees
5.	Travel Expenses
6.	Database schema training associated with an ODBC connection. Any assistance provided to a customer helping them to understand tables and fields in a VSI database so that they can create an external dashboard, report, export, or similar result, is chargeable.



July 18, 2016

Dear Amanda,

Thank you for making Vermont Systems your choice for application software and support services. We look forward to working closely with you and your staff.

Enclosed please find two original sets of the VSI Software License, Maintenance and Support Agreement and Exhibits.

If this Agreement meets with your approval, please complete the following:

1. Page 1 of the Agreement. Enter the executed date.
2. Page 1 of the Agreement, Article 2.3. Please check your preference for your annual maintenance cycle. If your fiscal year does not fall on any of the dates listed, please choose the one that best fits your cycle.
3. Sign the signature page
4. Initial each page as noted
5. Fill out the Tax Exempt Form and indicate your sales tax status
6. Return one set to VSI.

As soon as we receive your signed Agreement, Laurie Valley, our Customer Support/Training Manager will assign a Support Manager and Trainer to your account. Laurie's contact information is lauriev@vermontsystems.com or 800-883-8757, ext 3006. Next, a Sales Manager and the assigned Support Manager and Trainer will contact you to schedule an installation planning conference call. As part of the follow up, your primary Trainer will contact you to review the software Planning Guide in preparation for the training.

If you should have any questions, please contact us at your convenience.

Sincerely,

Kate W. Mitchell
Vice President/ Business Manager

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Vermont Systems, Inc.

Resale & Exempt Organization
Certificate of Exemption

Suppliers Name:
Vermont Systems, Inc.
12 Market Place
Essex Junction, VT 05452

Description of Purchased Articles: Software

Please Check Applicable Lines:

- Purchase by Retailer, Wholesaler for Resale
 Purchase by 501C which is Religious, Educational or Scientific
 Direct Purchase by Governmental Unit
 Purchase by Volunteer Fire Dept, Ambulance Co., Rescue Squad

Are you exempt from paying sales tax? ___ Yes or ___ No

Name/Address of Purchaser:

Customer Name: _____
Address: _____
City, State, Zip _____

Federal ID Number _____

Purchaser's Primary Business: _____

I Certify that I am authorized to sign this certificate of exemption and that, to the best of my knowledge and belief, it is true and correct and made in good faith.

Signature: _____ **Title** _____

Name: _____ **Date:** _____

EXHIBIT A
Scope of Services
VERMONT SYSTEMS INC.
SOFTWARE LICENSE, MAINTENANCE AND SUPPORT AGREEMENT – Exhibit A1


This SOFTWARE LICENSE, MAINTENANCE AND SUPPORT AGREEMENT (“Agreement”), is made and entered into on _____, by and between Vermont Systems, Inc., a Vermont corporation (hereinafter “VSI” or “Licensor”, and **City of Northglenn, Colorado** (hereinafter “Licensee” or “Customer”), collectively referred to herein as the “Parties” or singularly “Party”.

In consideration of the mutual covenants and obligations expressed herein, the Parties agree to the following:

ARTICLE 1 – Software License

- 1.1 VSI hereby grants the Licensee and the Licensee thereby accepts a perpetual, non-transferable, and non-exclusive right to use the Licensed Software and Related Materials, as described in the attached Exhibit B price quote. The Licensed Software includes Related Materials, such as online User Reference Manuals, Sample Reports, Installation Planning Guides, Installation Instructions, On-Line Help, and Sample Training Database with Tutorials.
- 1.2 VSI uses the Progress OpenEdge V11 Development software to develop its’ applications and deploys using the OpenEdge Workgroup or Enterprise RDBMS (embedded database) with RDBMS support for 4GL, SQL, ODBC, JDBC, and Enterprise Cluster Manager Integration, and OpenEdge Application Server, Basic and Enterprise Editions with Replication. Therefore, Progress software with RDBMS is required to operate the application software by platform type, and pricing is included in the attached Exhibit B. The client uses a standard HTML and Java Script browser interface
- 1.3 The license granted herein authorizes the Customer to install the Licensed Software on the designated computer platform using one copy of the programs to support live processing, training, and disaster recovery databases without incurring additional license charges. Further, the Customer can make copies of the Licensed Software for safe keeping purposes. Since VSI is providing complete hosting services, Article 1.3 does not apply.
- 1.4 At any time, the Customer can add software and user licenses under the terms of this Agreement by paying the additional license and maintenance fees. The total number of authorized user workstations permitted to use the Licensed Software is limited to the number listed in Exhibit B pricing.

ARTICLE 2 – Annual Software Maintenance and Support Services

- 2.1 VSI shall provide the Customer with Software Maintenance and Software Support services for the Licensed Software in accordance with VSI standard Sales and Support Policies, as described in Exhibit A. The extent of support services being provided to the Customer are specifically listed in Exhibit B pricing.
- 2.2 The Annual Software Maintenance support shall include distribution of product update releases that include software repairs and enhancements subsequent to the initial purchase. Biennial software updates with database conversions will also be provided in accordance with VSI standard Sales and Support Policies, as described in Exhibit A, while periodic program only updates are available at any time on the VSI web site. If VSI is providing complete hosting services, VSI will provide software installation and upgrade services and coordinate both with each Customer.
- 2.3  The Software Maintenance and Support fee will be billed annually, and it becomes effective on the first day of your **January 1st** —, **May 1st** —, **July 1st** __, or **October 1st** fiscal year for one year. New customers will be charged on a prorated basis from the first day of the installation month through the end of the current fiscal year.
- 2.4 The required Software Maintenance and Support Agreement will automatically renew annually, unless the Customer notifies VSI in writing prior to the end of the fiscal year that the Customer is terminating VSI Maintenance Support. VSI reserves the right to increase the annual maintenance fees up to 3% annually, although VSI has rarely increased these fees in the past. Customers can contact VSI in advance to obtain a firm quote for the next fiscal year.
- 2.5 The Customer is licensed to use the VSI software indefinitely, even if it terminates annual maintenance support. The Licensee is the sole owner of its’ data, whether Customer hosted or VSI hosted. If VSI hosted and the Customer terminates use of the VSI software, VSI agrees provide a copy of the database to the Customer in readable format.

_____ VSI Initials _____ Customer Initials

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ARTICLE 3 – Software Training and Installation

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- 3.1 Training is offered at the Customer site, at VSI (12 Market Place, Essex Junction, Vermont), and remotely based on a quoted daily or hourly rate, as described in the VSI standard Sales and Support Policies, Exhibit A.
- 3.2 Any training services and estimated charges for each Customer, including the number of training days, and travel, lodging, meals, and other expenses, are itemized in Exhibit B. All training dates must be mutually agreed upon by VSI and the Customer. The Customer can request a change of training dates and number of training days. However, if a change is made after travel arrangements have been completed, the Customer will be responsible for any additional costs incurred as a result of the changes.
- 3.3 If VSI is providing other Installation Services, such as hardware and network operating system installation and setup services, they will be listed in Exhibit B pricing, as well.
- 3.4 The Customer is responsible for reimbursing VSI for all reasonable expenses, such as travel, lodging, meals, and other expenses necessary to complete the training, as requested by the Customer. While the estimated out-of-pocket expenses are listed in Exhibit B, only the actual expenses will be billed to the Customer, unless the Customer requires a fixed price in advance.
- 3.5 VSI will honor training and other services quotes for up to 120 days, but reserves the right to modify these rates thereafter.

ARTICLE 4 – VSI Hosting Services

- 4.1 Web Server Hosting Service - if the WebTrac software is being licensed, it requires a web server, either in-house or hosted, to link the Customer's transaction server with the internet. If the Customer selects the VSI web server hosting service, as described in Exhibit D, for a minimum of one year, the fee will be included in Exhibit B and it will be billed annually in advance. New customers will be charged on a prorated basis from the first day of the installation month through the end of the current fiscal year. Web Server Hosting *does not* apply to this Agreement.
- 4.2 Complete Hosting Services - if the Customer selects complete VSI hosting services, whereby the VSI application software and Progress software are installed on VSI servers at either the Eastern or Western data center, the monthly fee for this option will be included in Exhibit B. Complete Hosting Services includes web server hosting, as described in Article 4.1. Since VSI *will* be providing complete hosting services for the Customer, Exhibit E hosting services specifications *do* apply to this Agreement.
- 4.3 The Hosting Services guaranteed rate for one year, includes the services and features, as described in Exhibit F.

ARTICLE 5 – Charges and Payment

- 5.1 Customer On-Premise Hosted Software – if the Customer is installing the software on its own servers, the Licensed Software charges will be billed to the Customer following the initial training session, and will be due within 30 days. The initial Software License fee includes downloading the software and documentation from VSI's FTP web site. All major software upgrades with database changes are obtained the same way. Customers are alerted when program only updates become available, so that they can download at their convenience. Article 5.1 *does not* apply to this Agreement.
- 5.2 VSI Hosted Software: if VSI is providing Complete Hosting Services, it will install the software on VSI servers at either its' Eastern or Western data center. The Licensed Software charges will be billed to the Customer when the software applications become available for Customer use, and will be due within 30 days.
- 5.3 VSI Hosting Services: the first partial month for complete hosting services payment will be invoiced on the first day of the month following availability for Customer use, and all subsequent monthly payments are due on the first day of each month, unless the Customer has agreed to an annual payment in advance.
- 5.4 The Customer shall pay all applicable sales, consumer use, and other taxes required by law, unless it is exempt from any or all of these taxes. If tax-exempt, the Customer must provide a tax exemption certificate.
- 5.5 VSI will invoice the Customer for training and installation services, along with travel and other expenses, immediately following the completion of each occurrence of training or other services.

_____ VSI Initials _____ Customer Initials

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ARTICLE 6 – Security of Programs

- 6.1 The Customer shall be solely responsible for the supervision and control of the licensed Customer hosted software to ensure that it is stored in a secure location for Customer use only and that no unauthorized and unlicensed third party gains access to it. VSI is responsible for the security of all VSI hosted software.
- 6.2 Under no circumstances shall the Customer be authorized to perform Reverse Engineering of the software object code, in order to illegally generate source code.

ARTICLE 7 – Warranties

- 7.1 VSI warrants that it has the right to license the Licensed Software, and that there are no pending liens, claims, or encumbrances against the software.
- 7.2 VSI warrants that the software shall conform to its published specifications in the Related Materials, including, but not limited to, the Capabilities Summary, On-Line Help, Reports Manual, User Reference Manual, and Training Tutorials. VSI warrants that the software is merchantable, in that it will properly install and operate according to the specifications herein.
- 7.3 VSI warrants to the Customer that it is solvent, not in bankruptcy proceedings or receivership, nor is it engaged in any proceedings, which would have an adverse effect on its ability to perform its obligations under this Agreement.
- 7.4 VSI warrants that there has been no violation of copyrights or patent rights in connection with the Licensed Software in this Agreement. VSI shall indemnify and save harmless the Customer from any suit or proceeding brought against the Customer by reason of any such infringement or any wrongful use. VSI will defend or settle any such claim, although the Customer shall be entitled to be independently represented by counsel of its own choice.

ARTICLE 8 – Limitation of Liability

- 8.1 Except for the warranties specified in Section 7, VSI grants no warranties, expressed or implied, including, but not limited to any implied warranties of fitness for a particular purpose. Notwithstanding anything to the contrary in this Agreement, it is expressly agreed that neither VSI nor the Customer shall be liable to the other Party for special, incidental, indirect, or consequential damages, or for any loss or claim by either Party.
- 8.2 Liability Insurance. VSI provides the Customer with a Certificate of Liability Insurance with the Customer named as the Certificate Holder. The standard coverage's with limits and insurer(s) are listed in the attached Exhibit C. If a customer requires insurance coverage beyond the standard limits provided by the VSI Certificate of Insurance, then the customer can either accept the VSI standard coverage at no additional charge or pay for the additional insurance coverage at VSI cost.
- 8.3 The Parties agree that the laws of the State of Colorado will govern this Agreement, and that the venue for legal resolution shall be in County Adams, State of Colorado.

ARTICLE 9 – Risk of Loss

- 9.1 For Customer hosted installations, the risk of loss or destruction, regardless of the cause, shall be the responsibility of VSI until the Licensed Software and Related Materials have been delivered to the Customer's premises. For VSI hosted installations, VSI will be responsible for the risk of loss or destruction.
- 9.2 For Customer hosted installations, the Customer shall be responsible for verifying that the Licensed Software and Related Materials have been received, installed on the designated computer(s), and are operational, unless the Agreement specifies that VSI will install the Licensed Software as part of the on-site training. For VSI hosted installations, VSI will be responsible for installing the software on either the Eastern or Western data center server.

ARTICLE 10 – Personal Information Protection

- 10.1 Customer On-Premise Hosted Software & Database: if the Customer installs the VSI application software on its' own servers, the Customer will be responsible for the SSL (Secure Socket Layer) to protect confidentiality of patron data flow between the server and the user workstations. To protect data at rest, VSI offers the chargeable Progress TDE (Transparent Data Encryption) software option to encrypt user-selected sensitive data fields to secure them from unauthorized access.

_____ VSI Initials _____ Customer Initials

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ARTICLE 10 – Personal Information Protection – continued

10.2 VSI Hosted Software & Database: VSI will provide the SSL (Secure Socket Layer) Certificate for the hosting servers to protect the flow of data between the hosting servers and the Customer's remote users, as described in Exhibit E. The chargeable Progress TDE is also available to protect data at rest, as well. If a breach occurs, VSI will notify the Customer immediately regarding the extent of the breach, so that the Customer can notify its' patrons at no charge that a breach of security has occurred

ARTICLE 11 – Application Source Code

11.1 The Source Code for all VSI application software, along with a list of licensed customers, is held in escrow by VSI's Escrow Agent, Kolvoord, Overton, & Wilson, Attorneys, at 6 Joshua Way, Suite B, Essex Junction, Vermont 05452, Attn: Jason Ruwet 802-878-3346, jfr@essexvtlaw.com. The source code held in escrow is updated after each software release. If VSI defaults in providing software maintenance support due to company failure, or bankruptcy, or discontinuance of said service by VSI, it will notify the Customer and the Escrow Agent that it is in default. The Escrow Agent will then make the source code available to the Customer within thirty days of written notice for Customer support use only.

ARTICLE 12 – Independent Contractor

12.1 In performing the work under this Agreement, VSI acts as an Independent Contractor and is solely responsible for necessary and adequate workers' compensation insurance, as well as personal injury and property damage insurance.

ARTICLE 13 – Change Orders or Extensions

13.1 The Customer may require changes in the scope of services to be performed by VSI. Such changes, including any increase or decrease in compensation amount, must be mutually agreed upon in writing by the Licensee and VSI. VSI shall be compensated for all authorized changes in services.

ARTICLE 14 – Authorization and Entire Agreement

14.1 Each party represents and warrants that it has the power and ability to enter into this Agreement, to grant the rights stated herein, and to perform the duties and obligations described herein.

14.2 This Agreement and the attached Exhibits A, B, C, E, & F constitute the entire Agreement between Vermont Systems and the Licensee.

14.3 If any term or other provision of this Agreement is invalid, illegal or incapable of being enforced, then all other conditions and provisions of this Agreement shall nevertheless remain in full force and effect.

Vermont Systems, Inc.

Customer

Authorized Signature

Authorized Signature

Giles Willey, President
Printed Name and Title

Printed Name and Title

Date

Date

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1. SOFTWARE LICENSE:

The application software license is a one-time fee, which provides for the perpetual use of the software. While a deposit may not be required, the full software license fee is due for all accounts within 60 days of completion of the first training session. The Progress OpenEdge V11 Application Server software and Personal, Workgroup, or Enterprise Relational Database Management System (RDBMS imbedded database) software licenses are also required to operate the VSI application software using a browser.

2. ANNUAL SOFTWARE MAINTENANCE AND SUPPORT:

The required annual maintenance support fee is prorated from the first day of the installation month to the end of the first fiscal year, and thereafter, it is due annually on the first day of each new fiscal year. This fee includes the following:

- Worldwide telephone (800 US & Canada) and web support for VSI and Progress software five (5) days/week, Monday-Friday, 8am-8pm ET, and availability of chargeable Extended Hours Pager Support Monday – Friday, 8pm–10pm ET, and Saturday, Sunday, & Holidays 8am-5pm ET. Further, Pre-Arranged Standard & Non-Standard Hours Standby Telephone Support is available, as described in Section 4 below. The following are included as part of the annual maintenance fee:
- Maintenance and repair of application software malfunctions with an acknowledgement response, as described in the Call Process, Section 5 below.
- One major application software upgrade every two years, along with multiple periodic updates. Major upgrades usually require a database conversion, while other periodic updates are program only. Enhancements are based primarily on user requests, but they also include an extensive number of VSI initiated improvements, all of which are added at the discretion of VSI. The status of all VSI software releases is available on VSI's web site at www.vermontsystems.com. Further, VSI notifies all Customers regarding the status and availability of all software releases in its' quarterly newsletter. Customers must contact VSI to schedule major software upgrades, which are downloaded from VSI's FTP site by Customers that host on premise. VSI upgrades software for all VSI hosted Customers.
- One biennial database conversion by VSI via FTP or WebEx during standard VSI business hours. VSI FTP/WebEx database conversion services are only chargeable, if started and/or completed during non-standard VSI business hours (before 8am and after 5pm ET, Monday through Friday and on weekends and holidays). Please note that all non-production database conversions are billable at standard VSI support rates. VSI provides coordinated software upgrade and database conversion services for VSI hosted Customers.
- Federal and State regulatory requirement changes.
- User ID and Password login access to Customer Support and Downloads sections on VSI web site.
- Phone support to explain how to configure database, how system works, and how to prepare for implementation of certain functions, such as those listed below under Extended Dedicated Support.
- Updates to financial and other interfaces due to VSI application software modifications and not due to application software modifications by other vendors.

Any of the following costs associated with customer support are **not included**:

- Actual usage of Standard Hours Pager Support, 8pm-10pm ET, Mon-Fri and Sat, Sun, & Holiday 8am-5pm ET.
- Pre-Arranged Standard Standby Telephone Support, Monday-Friday, 8am-5pm ET, and Non-Standard Standby Telephone Support are chargeable at different rates per hour.
- Any associated travel and out-of-pocket expenses for installation and training services.
- Installation and configuration of product enhancements or releases, database repairs, and more than one biennial database conversion are chargeable, unless VSI is providing hosted services.
- Telephone support related to computer hardware, operating systems, networking, and reinstallation and configuration of application software is chargeable. If the hardware and software configurations are modified after VSI has completed on-site or telephone installation services, additional requested support services are chargeable.
- Telephone training, as a substitute for on-site training or classroom training at VSI, as well as for untrained operators, is chargeable. Refer to Sections 6 and 7 below and to standard VSI hourly services pricing.
- VSI application software WAN access configuration.
- Customized print programs and updates are chargeable.
- Interfaces to export or import data from or to other application software databases are chargeable.
- Extended Dedicated Support to implement or change certain functions, such as 1) Switching from Cash to Accrual Accounting; 2) Reinstall WebTrac software on server; 3) Customize Splash Page; 4) Create Web Bypass Links; 5) WebTrac Style Sheets changes; and, 6) Database Support to analyze and correct extensive out-of-balance condition.
- Hosting services are not included in the VSI application software maintenance fees.

3. PROGRAMMING ENHANCEMENTS:

Although VSI policies provide for charging for special programming, we generally do not charge for individual enhancement requests. All **approved** enhancements and repairs are automatically included in all updates as part of the annual maintenance fee.

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4. **VSI EXTENDED HOURS PAGER & STANDBY TELEPHONE SUPPORT SERVICES:**

Standard Extended Hours Pager Telephone Support

Monday - Friday 8pm – 10pm ET, and Saturday, Sunday, & Holidays 8am-5pm ET. If extended hours support is actually provided, it is chargeable with a minimum per call or multi-call issue.

Pre-Arranged Standard and Non-Standard Hours Standby Telephone Support

Standard Standby Telephone Support, Mon-Fri, 8am-5pm ET and Non-Standard Standby Telephone Support can be pre-arranged by calling VSI at least one full business day in advance. Standard & Non-Standard Standby Support is provided at different rates per hour.

5. **SUPPORT CALL PROCESS:**

To provide high quality support and to effectively assign resources to incoming calls, three types of call priorities are identified as follows: Priority 1 is considered Urgent or High Priority, Priority 2 is classified as Medium Priority, and Priority 3 is deemed to be Low Priority.

The criteria used to establish guidelines for these priorities are as follows:

Priority 1 – High

Consists of errors that cause unrecoverable loss or corruption of data or loss of essential software functionality that prevents Customer processing, and there is no workaround. Generally, the system would be down.

Priority 2 – Medium

Consists of errors that cause loss of essential software functionality that prevents Customer processing, but has a workaround, or loss of non-essential software functionality that does not have a workaround. Generally, the system is not down, but the problem is causing staff inconvenience.

Priority 3 – Low

Consists of errors that may be causing loss of non-essential software functionality, but have a workaround. While the system is not down generally, the Customer's operational questions need to be resolved.

Response Times

VSI will respond to Priority 1-3 support calls in accordance with The Table of Service below, and all time references are clock hours or calendar days, unless otherwise specified. The Customer will use the VSI telephone number or support email address during standard VSI business hours, as described in Section 2, or the VSI pager number during standard pager support hours, as described in Section 4. The Customer can also call the pager number to request support during pre-arranged non-standard pager support hours, as described in Section 4. The Customer and VSI support person may also use cell phones for more efficient responses.

All issues or questions reported to support are tracked via a logged support call that contains at a minimum the Customer name, contact person, software product and version, module and/or menu selection, nature of issue, detailed description of the question or issue, and any other pertinent information. The support person will provide the Customer with a call number to track each call issue. Each call will be stored in a queue and the first available support representative will be assigned to the next call issue.

While reviewing the call issue, the assigned support person will contact the Customer, if additional information is needed. The VSI support person will either resolve the issue with the Customer or advise the Customer regarding the status and the course of action being taken to resolve it. All correspondence and actions associated with a call are tracked in the support database. If the issue needs to be escalated to a development resource, the Customer will be informed. While issues escalated to development will be scheduled for resolution, they may not be resolved immediately depending on the nature and complexity of the issue. The Customer may contact the support department at its convenience for a status update on development issues.

Escalation Process

In the event that VSI is unable to provide either a permanent or a mutually acceptable temporary resolution within the applicable timeframes set forth in the Table of Service below, VSI will initiate escalation procedures at VSI's sole expense, except if due to hardware malfunctions, utility failures, air conditioning malfunctions, non VSI software problems, communications malfunctions, environmental problems, user errors or any other cause outside VSI's reasonable control, in which case VSI may charge the Customer at the hourly rates listed in VSI services pricing. However, VSI will continue to assist the Customer to resolve the problem, even when VSI and Customer may not agree on the cause of the problem.

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Table of Service Requirements.

The table below lists the service level required by the three Priority levels described above:

Service Level Required	Priority 1	Priority 2	Priority 3
	(time measured from initial call to VSI)		
Initial Response Due	1 hour	4 hours	5 days
Correction identified and a mutually agreeable correction plan will be developed within	24 hours	7 days	As mutually agreed
Escalation Stage 1 (Support Managers)	12 hours	7 days	N/A
<i>Stage 1 Status Report Intervals</i>	Every 4 hours during standard business hours	daily	N/A
Escalation Stage 2 (Vice President of Support)	24 hours	7 days	N/A
<i>Stage 2 Status Report Intervals</i>	Every 4 hours during standard business hours	daily	N/A
Escalation Stage 3 (President)	72 hours	10 days	N/A

6. VSI SUPPORT SERVICES PRICING

VSI charges a daily fee for on-site training based on an 8-hour day, plus out-of-pocket travel expenses. VSI charges the same daily fee for classroom-training at VSI for the first two Customer trainees, along with a reduced rate for each additional trainee. Other services include 800 telephone training, programming, hardware, and network configuration support services. Travel time, which includes two-way travel for trips lasting less than 4 hours, is also chargeable. VSI reserves the right to modify these rates at any time.

7. VSI WEEKEND SUPPORT SERVICES PRICING:

The daily and hourly weekend training rates are based on one and one half times the standard weekday rates. If the Customer asks a VSI Trainer to stay over a weekend, in order to save on travel costs, and no training is provided, the Customer will be charged a reduced daily fee, plus all normal travel expenses. VSI reserves the right to modify these rates at any time.

8. ON-SITE TRAINING SHORT NOTICE CANCELLATION PENALTY:

If scheduled on-site training is cancelled with less than 2 weeks' notice, the Customer will be responsible for any travel expense losses, as well as a penalty to partially offset VSI Trainer rescheduling costs. This penalty will be applied reasonably.

9. TRAINING CANCELLED DURING SCHEDULED ONSITE TRAINING WEEK:

If the Customer cancels or delays training for any reason (weather, trainee sickness, etc) while the VSI Trainer is onsite, Customer must still pay VSI daily rates for training and travel expenses.

10. TELEPHONE SUPPORT:

Telephone support worldwide, during VSI standard business hours, is included in the Annual Software Maintenance and Support fee, provided that VSI has previously trained the individuals being supported. Otherwise, chargeable telephone or on-site training must be completed.

11. DOCUMENTATION:

All documentation is provided electronically via FTP with the application software and it includes the online User Reference Manual, Installation Planning Guide, Sample Reports, Installation Instructions, On-Line Help, and Sample Database with Tutorial. Customers can print any number of copies needed to train their staffs and manage their operations.

12. INSTALLATION PLANNING:

After receiving your order, VSI will assist you to develop a plan, which will assign Customer and VSI responsibilities for the various elements required to successfully complete the installation and training.

13. THIRD PARTY VENDOR GENERAL LEDGER/CASH RECEIPTS INTERFACE PROCEDURES:

The VSI Trainer will configure RecTrac/GolfTrac/CYMTrac software for the appropriate vendor interface and will show the Customer how to generate the batch export file that contains the summary or detailed transactions for the day or any date range. At this point, it is the Customer's responsibility to contact the financial software vendor to arrange for assistance to import the daily batch file for automatic posting to the cash receipts or general ledger system. The VSI trainer is not responsible for importing the batch files into any third party application software or for contacting the vendor.

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14. HARDWARE PAYMENT & WARRANTY:

Full payment for the hardware and systems software is due following delivery and verification of the order. The verification process must be completed, so that all payments can be made within 30 days of delivery. The VSI supplied hardware includes warranties from the manufacturers or distributors for specified periods. Please review the quotes and warranty chart provided by VSI. After the warranty period or add-on warranty period, hardware vendors also provide time and materials maintenance support. Warranty and maintenance contract service provided on a Depot Basis can require several days to complete. Therefore, plan your purchases to include **spare critical units**, in order to provide your users with uninterrupted operations. Hardware returns in the original packaging are only accepted during the first 30 days following delivery.

15. VSI POS HARDWARE SUPPORT:

To support our POS software applications, VSI offers a broad range of hardware computers and peripherals that we have evaluated, qualified, and configured to function properly with our software. This requires an extensive investment of resources including labor and the purchase of one or more of each type hardware product. Further, these hardware products are essential to support our customers and for testing each software upgrade. Most customers appreciate the availability of these qualified products, since it saves them from experiencing the same expensive process.

Our priority is to offer only high quality products with extended warranties at competitive prices, but not necessarily at the lowest prices. A qualified product that is competitively priced is much more important than the lowest price. More often than not a lower priced, unqualified product will eventually cost much more for all concerned. VSI hardware support policies are as follows:

Qualified POS Hardware Purchased from VSI – Full Support:

VSI will be responsible for ordering the properly configured hardware with the correct cables and other features, delivery, installation and configuration assistance, toll free telephone support, and warranty service arrangements, as needed.

Qualified POS Hardware Purchased from Another Source – Partial Support:

VSI is **not** responsible for resolving problems resulting from incorrectly ordered hardware, resulting installation and configuration problems, and warranty service arrangements. However, VSI will provide limited guidance and support, during the installation of the hardware. If issues are not resolved within a few minutes, then VSI will continue to provide 800 phone assistance at the standard VSI support rate.

Non-Qualified POS Hardware Purchase from another Source – Limited Support:

VSI does not support non-VSI qualified POS hardware using our 800 support lines. However, if a customer calls for assistance and the VSI support person determines that the request is for a non-qualified product, he/she will discuss options as follows: 1) Select qualified hardware on the VSI price list, or 2) Discuss qualifying a new product with VSI management. If a customer requests VSI to consider qualifying a non-qualified product, we will evaluate the circumstances, and if justified, will attempt to qualify. In order to proceed, the customer must send an evaluation unit to VSI and we will attempt to qualify it at standard VSI support rates. The customer must specify a qualifying spending limit. If successful, VSI may or may not add the product to our price list. If added, VSI will continue to support the product, as described under qualified hardware options. If not, any on-going qualifying that might be required, as a result of hardware or software upgrade changes will be chargeable.

POS Hardware Onsite Installation Support:

If you expect the VSI Trainer to install POS hardware during an onsite training trip, you must allocate sufficient time in the schedule to complete the software training and the hardware installation and configuration. The time allocated will vary based on the three situations described above, but the most time-consuming will involve hardware that VSI has not qualified. The time allocated will also vary depending on the number units to be installed. If the VSI Trainer installs and configures the hardware during a normal 8-hour workday, then this would be included in the previously approved onsite training fee. If the VSI Trainer is required to work in excess of 8 hours on any given day, in order to complete the hardware setup and software training during the scheduled onsite visit, then the Customer will be billed for overtime fees.

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EXHIBIT E
Vermont Systems Cloud Computing Services
VSI Eastern & Western Data Centers

1. Complete Managed Hosting Services:

VSI owns and manages redundant servers and communications devices that are installed at its' Eastern and Western data centers. These systems are operational on a 24/7/365 basis. VSI provides its' hosting services customers with Progress deployment software support, Progress RDBMS database support, and extended hours Pager support as described in VSI's Sales & Support Policies (Exhibit A in the VSI Sales Agreement). Initially, this includes live hosting phone support from 8:00am to 8:00pm, Monday – Friday, plus no charge 24/7 Pager support for all other hours. As the number of hosting customers grows, live hosting phone support will be expanded accordingly.

2. Eastern & Western Data Center Hosting Services:

Tech Vault and FORTRUST are VSI business partners that assist VSI to provide complete hosting services for VSI customers. Tech Vault has a Green Building Council Gold Certification and is HIPAA, PCI-DSS, LEED Silver, and SSAE-16 certified. Tech Vault has also applied for LEED Gold certification. FORTRUST has been awarded an M&O Stamp of Approval with Tier III Design Certified and are SSAE-16 Services Organization Control (SOC) 1 Type 2, SOC 2 Type 2, and SOC 3 SysTrust Services Organization reporting colocation facility.

Data Center Space:

- Multi-level security access to the server facility.
- HIPAA-compliant facility with exterior walls built to Homeland Security specifications.

Data Center Cooling & Environment:

- Industry-leading cooling with integrated humidification.
- Fully redundant N + 1 architecture.

Security & Access:

- Man-Trap access-only with dual-factor finger biometric scan and integrated HID proximity reader.
- Keycard and biometric facility access.
- Authorized VSI access 24/7/365.
- Video surveillance cameras, internal and external, 24/7/365 basis.

Power:

- Fully redundant battery and automatic generator backup.

Internet Services:

- Data Centers are ISP Carrier neutral facility.
- Multiple tier-one providers.
- Internet utilizes Border Gateway Protocol to provide 100% internet availability.

Additional Data Center Features:

- 24/7/365 Facility Environmental Monitoring by Data Center staff.
- Hardware Monitoring (SNMP) and Diagnostics.
- 100% uptime for bandwidth and power.

3. VSI Managed Hosting Services:

- Redundant hosting servers, routers, and switches with automatic fail-over.
- Progress Deployment software support and Progress RDBMS database support.
- Automatic VSI program updates.
- Database daily backup and database restore, as requested, and copy live to demo.
- RecTrac and WebTrac only generated email service. (Not to be used as a general mail server)
- Regularly scheduled Vulnerability Assessment.
- Managed hosting services anti-virus protection.
- All VM services are hosted in a private cloud.
- VSI will routinely install server operating system updates, as released by the vendors.
- Progress Replication between data centers for Disaster Recovery site*
- Progress TDE Encryption available for data at rest protection**

EXHIBIT A
Scope of Services

3. VSI Managed Hosting Services (continued) Page 142 of 145

* Failover to warm Disaster Recovery site is controlled manually by VSI staff. Since each data center has localized redundancies built-in, a catastrophic event would need to occur before failover would be initiated. Alternate URL's for RecTrac/WebTrac will be provided to customers in case a Disaster Recovery event occurs.

** Depending on the Site License Agreement, additional licensing fees may apply.

4. VSI Additional Chargeable Hosting Services:

- Periodic database performance audits and tuning.
- Assisted HTML development of splash pages and implementation.

5. SSL (Secure Sockets Layer) Certificate:

VSI will provide the SSL Certificate for the hosting servers. While the flow of data between the hosting servers and the Customer's remote users is encrypted using the SSL provided, VSI is not responsible for any loss of data beyond our control.

6. Fire Wall Rules:

VSI is responsible for configuring and maintaining the firewall rules for the hosting servers and will notify the Customer of any changes that would impact the Customer's access to the application database. The Customer is responsible for configuring and maintaining firewall rules for all Customer locations.

7. Periodic Hosting Servers Maintenance:

VSI will provide the Customer with advance notice when the hosting servers will be unavailable due to scheduled maintenance. VSI will coordinate with the Customer to minimize down time for scheduled maintenance.

8. VSI Hosting Servers Technical Support:

If the source of a technical problem exists within the systems or technology under VSI management, no charge will apply. For example, a technical issue, such as, your hosting server becomes unreachable due to a network or hardware failure. This example is for reference purposes only and should not be misconstrued as the only issue that might arise over time.

9. ERI PayTrac License:

The Customer must license one of the VSI certified ERI credit card interfaces to process office (Retail, MOTO) and online (ecommerce) payments and to ensure that credit card data is encrypted and secure. If pin debit card payments are to be accepted, then a VSI ERI pin debit card interface will be required for the same processor. If check payments are to be processed electronically, a VSI eCheck interface will also be required.

10. Hosting Penalties:

There shall be no downtime penalty for scheduled operating system upgrades, scheduled Progress software updates, application software upgrades, DNS outages, and application database upgrades. Except for these scheduled downtimes, VSI expects over 99.7% uptime. Therefore, if the software applications are unavailable for customer use for more than 26 hours of a total 8760 hours in a calendar year due to hosting services, VSI will credit the customer with a prorated amount for any lost time exceeding 26 hours to the nearest 15 minutes.

EXHIBIT A
Scope of Services

**EXHIBIT F - VSI HOSTING SERVICES 3.x Software
Service Level Feature Comparison 12/7/15**

Item	Description	Silver	Gold	Platinum
1.	Flat monthly fee (no transaction fees) based on Service Level and number of concurrent users.	Yes	Yes	Yes
2.	No forced convenience fee passed on to patrons. VSI customer can elect to charge a convenience fee to the patron for WebTrac transactions, but this is a user-defined parameter.	Yes	Yes	Yes
3.	Servers managed by VSI in two secure data centers located in eastern and western regions of the United States. All server hardware and operating system maintenance is provided by trained VSI professionals.	Yes	Yes	Yes
4.	RecTrac Email Archiving tracks emails sent in report format to include address, recipient, subject, email body, and RecTrac user who sent the email, along with the list of BLOB attachments. Does not guarantee delivery or receipt.	Yes	Yes	Yes
5.	Original Email Archiving Service provides all standard RecTrac email tracking listed in # 4 above, but also on request copies of original emails sent. Does not guarantee delivery or receipt. See VSI Hosting & Original Email Archiving Service price list for fees.	Chargeable based on volume and retention period of 3/5/7 years	Chargeable based on volume and retention period of 3/5/7 years	Chargeable based on volume and retention period of 3/5/7 years
6.	All VSI application upgrades will be performed by VSI. If these upgrades involve "planned" downtime, they will be coordinated with the customer to occur during off-peak hours. Any planned downtime for software upgrades will occur after 11:30 ET for the Eastern data center and 11:30pm MT for the Western data center.	Yes	Yes	Yes
7.	Test application upgrade performed prior to the live database upgrade so that a customer will have an accurate understanding of the planned downtime period needed to perform the upgrade.	Chargeable	Chargeable	Yes
8.	After Image (.AI) snapshot window in minutes. These snapshots reduce the potential data loss if a system failure takes place. A lower value equates to greater "insurance coverage". This coverage extends backwards 7 days from the current day.	180	120	60
9.	Daily Live Database Backups and nightly off-premise backups are performed by VSI on a rolling 7 day basis. In addition, VSI maintains a rolling quarter-end backup and a rolling annual backup for three years.	Yes	Yes	Yes
10.	Toll Free phone support including WebEx diagnostic sessions.	Yes	Yes	Yes
11.	ODBC Connection for third party access to reporting database updated once every 24-hours to accommodate dashboards and custom reporting.	Unavailable	Unavailable	Yes

**EXHIBIT A
Scope of Services**

**EXHIBIT F - VSI HOSTING SERVICES 3.x Software
Service Level Feature Comparison 7/1/15**

12.	Redundant servers, power supplies, bandwidth in and out of the hosted servers, network connections, RAID 10 disk arrays, and SAN/NAS configuration.	Yes	Yes	Yes
13.	Progress OpenEdge Replication provides automatic, real-time database failover or disaster recovery at an alternate site with minimal or no disruption. Maintains data integrity between source and target databases.	Yes	Yes	Yes
14.	Progress Transparent Data Encryption (TDE) provides the option to encrypt user-selected sensitive data fields to protect from unauthorized access, while data is at rest.	Yes	Yes	Yes
15.	Monthly third party external PCI scan provided by Trustwave	Yes	Yes	Yes
16.	Automatic checks every "X" minutes to be sure WebTrac home page is accessible.	90 Min	60 Min	30 Min
17.	Library of WebTrac Splash Pages available for loading into a customer's hosted database.	Chargeable	50% Disc Each	Yes
18.	WebTrac Style Sheet and image changes required due to VSI upgrade changes will be updated by VSI.	Yes	Yes	Yes
19.	Staff training using phone and WebEx when applicable. These hours can be used to train new staff; refresher sessions for existing staff; or to learn a new function in a VSI hosted application. Each training segment is a maximum of four hours and is limited to number of sessions listed.	Chargeable (Standard Training Rate Applies)	One Session Annually	Two Sessions Annually
20.	Library of Membership Card, Gift Card, and Ticket templates available for loading into a customer's hosted database.	Yes	Yes	Yes
21.	Maximum recovery time associated with any unplanned outage at Primary data center.	12 Hours	6 Hours	2 Hours
22.	Maximum recovery time associated with any unplanned outage that requires switching to a Secondary data center. This would only occur, if the Primary data center outage is expected to exceed 8 hours.	16 Hours	10 Hours	6 Hours
23.	24/7 Pager Support related to hosting issues included at no additional charge. Hosting support ends at the RecTrac login screen. Then standard application software support services become effective, as soon as a user can login into RecTrac or other VSI application software.	Yes	Yes	Yes
24.	LIVE to DEMO database copies performed by VSI during off-peak hours every Tuesday and Thursday.	Yes	Yes	Yes
25.	Standard WebTrac includes 25 Agents for processing both staff and patron service requests, and each Agent can service approximately 20 simultaneous requests per second. Additional Agents included listed in columns at right, and more can be licensed or rented, if needed.	0	0	25 (Total 50)

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**EXHIBIT F - VSI HOSTING SERVICES 3.x Software
Services Outside The Hosting Agreement
Pay As Incurred 7/1/15**

Item	Description
1.	Application Software & Database License & Annual Maintenance fees or Application Software & Database SaaS (Software as a Service) fees.
2.	End-User Training (on-site or remote)
3.	Hardware Purchases
4.	Shipping Fees
5.	Travel Expenses
6.	Database schema training associated with an ODBC connection. Any assistance provided to a customer helping them to understand tables and fields in a VSI database so that they can create an external dashboard, report, export, or similar result, is chargeable.



EXHIBIT B
Amount of Compensation
Page 1 of 10

Proposal Summary Pricing
VSI Quote Number: 57920

Please See Detail Breakdown
on Following Pages

Description: **Exhibit B - VSI Software & Hosting Services Pricing**
 Prepared For: **City of Northglenn, Northglenn, CO**
 Contact Name: **Amanda Peterson, Director**
 Contact Email: **apeterson@northglenn.org**
 Approved By: **Robert Willey (bobw@vermontsystems.com)**

Phone Number: **(303)450-8950**
 Fax Number:
 Quote Date: **07/22/2016**

Description	Purchase Price	Annual Maint/Svs	Estimated Shipping*	Total Price
<u>RecTrac - Workgroup Multi-User Software</u>				
Application Software	\$21,150.00	\$4,060.00	\$0.00	\$25,210.00
Progress OpenEdge Software	\$4,230.00	\$812.00	\$0.00	\$5,042.00
VSI-Add ons	\$3,000.00	\$800.00	\$0.00	\$3,600.00
Support Services - Training & Expenses	\$15,410.00	\$0.00	\$0.00	\$15,410.00
Hosting Services	\$0.00	\$12,600.00	\$0.00	\$12,600.00
Total RecTrac:	\$43,790.00	\$18,072.00	\$0.00	\$61,862.00
<u>ID Systems - Workgroup Multi-User Software</u>				
Application Software	\$1,080.00	\$190.00	\$0.00	\$1,270.00
Progress OpenEdge Software	\$216.00	\$38.00	\$0.00	\$254.00
Total ID Systems:	\$1,296.00	\$228.00	\$0.00	\$1,524.00
<u>WebTrac - Basic Edition</u>				
Application Software	\$13,700.00	\$2,740.00	\$0.00	\$16,440.00
Progress OpenEdge Software	\$2,740.00	\$548.00	\$0.00	\$3,288.00
Support Services - Training & Expenses	\$7,305.00	\$0.00	\$0.00	\$7,305.00
Total WebTrac:	\$23,745.00	\$3,288.00	\$0.00	\$27,033.00
<u>PayTrac - Workgroup Multi-User Software</u>				
Application Software	\$3,000.00	\$600.00	\$0.00	\$3,600.00
Total PayTrac:	\$3,000.00	\$600.00	\$0.00	\$3,600.00
<u>Hardware - (VSI Qualified)</u>				
Printers Receipt	\$825.00	\$0.00	\$48.00	\$873.00
Cash Drawers	\$525.00	\$0.00	\$72.00	\$597.00
Payment Card Readers	\$4,950.00	\$0.00	\$96.00	\$5,046.00
Total Hardware:	\$6,300.00	\$0.00	\$216.00	\$6,516.00



EXHIBIT B
Amount of Compensation
Page 2 of 10

Proposal Summary Pricing
VSI Quote Number: 57920

Please See Detail Breakdown
on Following Pages

Description: **Exhibit B - VSI Software & Hosting Services Pricing**
 Prepared For: **City of Northglenn, Northglenn, CO**
 Contact Name: **Amanda Peterson, Director**
 Contact Email: **apeterson@northglenn.org**
 Approved By: **Robert Willey (bobw@vermontsystems.com)**

Phone Number: **(303)450-8950**
 Fax Number:
 Quote Date: **07/22/2016**

Description	Purchase Price	Annual Maint/Svs	Estimated Shipping*	Total Price
VSI TOTALS				
Application Software	\$38,930.00	\$7,590.00	\$0.00	\$46,520.00
Printers Receipt	\$825.00	\$0.00	\$48.00	\$873.00
Progress OpenEdge Software	\$7,186.00	\$1,398.00	\$0.00	\$8,584.00
Cash Drawers	\$525.00	\$0.00	\$72.00	\$597.00
Payment Card Readers	\$4,950.00	\$0.00	\$96.00	\$5,046.00
VSI-Add ons	\$3,000.00	\$600.00	\$0.00	\$3,600.00
Support Services - Training & Expenses	\$22,715.00	\$0.00	\$0.00	\$22,715.00
Hosting Services	\$0.00	\$12,600.00	\$0.00	\$12,600.00
Grand Totals:	\$78,131.00	\$22,188.00	\$216.00	\$100,535.00
* NOTE: Shipping is FOB - Origin (Plus Tax Where Applicable / Includes Shipping FOB - Origin)				



Description: **Exhibit B - VSI Software & Hosting Services Pricing**
 Prepared For: **City of Northglenn, Northglenn, CO**
 Contact Name: **Amanda Peterson, Director**
 Contact Email: **apeterson@northglenn.org**
 Approved By: **Robert Willey (bobw@vermontsystems.com)**

Phone Number: **(303)450-8950**
 Fax Number:
 Quote Date: **07/22/2016**

Qty	Unit	Description	Unit Price	Extended Price	Annual Maint/Svs
<u>Application Software</u>					
1	Each	Activity Registration (V-RT-MU-AR)	\$2,750.00	\$2,750.00	\$490.00
1	Each	Facility Reservations (V-RT-MU-FR)	\$2,750.00	\$2,750.00	\$490.00
1	Each	Pass Management (V-RT-MU-PM)	\$2,750.00	\$2,750.00	\$490.00 ¹
1	Each	Point-of-Sale/Inventory Control/Tickets (V-RT-MU-PS)	\$2,750.00	\$2,750.00	\$490.00 ²
1	Each	POS Theatre/Venue Ticketing (V-RT-MU-PV)	\$1,950.00	\$1,950.00	\$350.00
1	Each	League Scheduling (V-RT-MU-LS)	\$1,950.00	\$1,950.00	\$350.00
1	Each	Personal Trainer Scheduling (V-RT-MU-PT)	\$1,950.00	\$1,950.00	\$350.00
1	Each	Incident Processing and Reporting (V-RT-MU-IC)	\$0.00	\$0.00	\$0.00
1	Each	Systems Administration (required) (V-RT-MU-SA)	\$400.00	\$400.00	\$400.00 ³
13	Each	Additional Users Over 2 (concurrent) (V-RT-MU-AU)	\$300.00	\$3,900.00	\$650.00
Total Application Software:				\$21,150.00	\$4,080.00
<u>Progress OpenEdge Software</u>					
1	Each	OpenEdge Workgroup Appl Server & RDBMS (T-PG-MU-OE)	\$4,230.00	\$4,230.00	\$812.00 ⁴
Total Progress OpenEdge Software:				\$4,230.00	\$812.00
<u>VSI-Add ons</u>					
1	Each	RecTrac General Ledger Interface (V-RT-IN-GL)	\$1,500.00	\$1,500.00	\$300.00 ⁵
1	Each	Activity Registration Custom Brochure Interface (V-RT-IN-AR)	\$1,500.00	\$1,500.00	\$300.00
Total VSI-Add ons:				\$3,000.00	\$600.00
<u>Support Services - Training & Expenses</u>					
10	Day(s)	Installation/Training, Municipal, On-Site/Day (X-S-TNG-01)	\$750.00	\$7,500.00	\$0.00
2	Day(s)	Travel Time (X-S-TNG-09)	\$375.00	\$750.00	\$0.00
12	Each	Travel Expenses - per day (estimated) (X-X-EXP)	\$330.00	\$3,960.00	\$0.00 ⁶
2	Each	Expense Airfare (estimated-pay actual only) (X-X-AIR)	\$1,200.00	\$2,400.00	\$0.00
8	Hour(s)	Phone/Webex Setup or Training/Hr. (Min 15 Min/\$25) (X-S-TNP-01)	\$100.00	\$800.00	\$0.00 ⁷
Total Support Services - Training & Expenses:				\$15,410.00	\$0.00
<u>Hosting Services</u>					
1	Month	VSI Full Hosting Services - Silver, First 5 Users, Monthly (V-HS-S1)	\$650.00	\$650.00	\$7,800.00 ⁸
1	Month	VSI Full Hosting Services - Silver, 10 Add Users, Monthly (V-HS-S2)	\$400.00	\$400.00	\$4,800.00 ⁹
Total Hosting Services:				\$1,050.00	\$12,600.00
<u>Other Available Products of Interest</u>					
VSI Full Hosting Services - Gold, First 5 Users, Monthly Price: \$850.00					
VSI Full Hosting Srvc - Gold, 10 Add Users, Mnthly Price: \$450.00					
VSI Full Hosting Services - Platinum, First 5 Users, Monthly Price: \$1,050.00					
VSI Full Hosting Services - Platinum, 10 Add'l Users, Mnthly Price: \$550.00					



EXHIBIT B
Amount of Compensation
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RecTrac Workgroup Multi-User Software
Recreation Tracking Software
VSI Quote Number: 57920
Please Review Notes on Last Page
Software Pricing Is Valid For 120 Days
Hardware Pricing Is Subject to Change

Description: Exhibit B - VSI Software & Hosting Services Pricing
Prepared For: City of Northglenn, Northglenn, CO
Contact Name: Amanda Peterson, Director
Contact Email: apeterson@northglenn.org
Approved By: Robert Willey (bobw@vermontsystems.com)

Phone Number: (303)450-8950
Fax Number:
Quote Date: 07/22/2016

Qty	Unit	Description	Unit Price	Extended Price	Annual Maint/Svs
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Total Software, Hardware and Support Services				\$43,790.00	\$18,072.00
Grand Total - RecTrac:				\$61,862.00	
* NOTE: Shipping Is FOB - Origin			(Plus Tax Where Applicable / Includes Shipping FOB - Origin)		



Description: **Exhibit B - VSI Software & Hosting Services Pricing**
 Prepared For: **City of Northglenn, Northglenn, CO**
 Contact Name: **Amanda Peterson, Director**
 Contact Email: **apeterson@northglenn.org**
 Approved By: **Robert Willey (bobw@vermontsystems.com)**

Phone Number: **(303)450-8950**
 Fax Number:
 Quote Date: **07/22/2016**

Qty	Unit	Description	Unit Price	Extended Price	Estimated Shipping*	Annual Maint/Svs
Application Software						
1	Each	Pass Mgmt ID Integration - Photo ID Card/Biometric (V-RT-MU-PMI)	\$1,080.00	\$1,080.00	\$0.00	\$190.00
Total Application Software:				\$1,080.00	\$0.00	\$190.00
Progress OpenEdge Software						
1	Each	OpenEdge Workgroup Appl Server & RDBMS (T-PG-MU-OE)	\$216.00	\$216.00	\$0.00	\$38.00
Total Progress OpenEdge Software:				\$216.00	\$0.00	\$38.00
Total Software, Hardware and Support Services				\$1,296.00	\$0.00	\$228.00
Grand Total - ID Systems:				\$1,524.00		

* NOTE: Shipping is FOB - Origin

(Plus Tax Where Applicable / Includes Shipping FOB - Origin)



EXHIBIT B
Amount of Compensation
Page 6 of 10

WebTrac Basic Edition
Real-Time Internet Software
VSI Quote Number: 57920
Please Review Notes on Last Page
Software Pricing Is Valid For 120 Days
Hardware Pricing Is Subject to Change

Description: **Exhibit B - VSI Software & Hosting Services Pricing**
Prepared For: **City of Northglenn, Northglenn, CO**
Contact Name: **Amanda Peterson, Director**
Contact Email: **apeterson@northglenn.org**
Approved By: **Robert Willey (bobw@vermontsystems.com)**

Phone Number: **(303)450-8950**
Fax Number:
Quote Date: **07/22/2016**

Qty	Unit	Description	Unit Price	Extended Price	Annual Maint/Svs
Application Software					
1	Each	WebTrac Internet Software, 6-15 RecTrac Users (V-WT-SU-IS-6)	\$3,750.00	\$3,750.00	\$750.00 10
1	Each	WebTrac Activity Registrations (V-WT-SU-AR)	\$950.00	\$950.00	\$190.00 11
1	Each	WebTrac Facility Reservations (V-WT-SU-FR)	\$950.00	\$950.00	\$190.00 11
1	Each	WebTrac Pass Management (V-WT-SU-PM)	\$950.00	\$950.00	\$190.00 11
1	Each	WebTrac Point of Sale/Tickets (V-WT-SU-PS)	\$950.00	\$950.00	\$190.00 11
1	Each	WebTrac POS Venue Ticketing (V-WT-SU-PV)	\$750.00	\$750.00	\$150.00 11
1	Each	WebTrac League Scheduling (V-WT-SU-LS)	\$750.00	\$750.00	\$150.00 11
1	Each	WebTrac Personal Trainer Scheduling (V-WT-SU-PT)	\$750.00	\$750.00	\$150.00 11
1	Each	Mobile RecTrac (V-WT-SU-MRT)	\$1,950.00	\$1,950.00	\$390.00 12
1	Each	Mobile WebTrac (V-WT-SU-MWT)	\$1,950.00	\$1,950.00	\$390.00 13
Total Application Software:				\$13,700.00	\$2,740.00
Progress OpenEdge Software					
1	Each	OpenEdge Application Server & RDBMS (T-PG-SU-WB)	\$2,740.00	\$2,740.00	\$548.00 4
Total Progress OpenEdge Software:				\$2,740.00	\$548.00
Support Services - Training & Expenses					
5	Day(s)	Installation/Training, Municipal, On-Site/Day (X-S-TNG-01)	\$750.00	\$3,750.00	\$0.00
1	Day(s)	Travel Time (X-S-TNG-09)	\$375.00	\$375.00	\$0.00
6	Each	Travel Expenses - per day (estimated) (X-X-EXP)	\$330.00	\$1,980.00	\$0.00 6
1	Each	Expense Airfare (estimated-pay actual only) (X-X-AIR)	\$1,200.00	\$1,200.00	\$0.00
Total Support Services - Training & Expenses:				\$7,305.00	\$0.00
Total Software, Hardware and Support Services				\$23,745.00	\$3,288.00
Grand Total - WebTrac:				\$27,033.00	
* NOTE: Shipping Is FOB - Origin				(Plus Tax Where Applicable / Includes Shipping FOB - Origin)	



EXHIBIT B
 Amount of Compensation
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PayTrac Workgroup Multi-User Software

VSI Quote Number: 57920

Please Review Notes on Last Page
 Software Pricing Is Valid For 120 Days
 Hardware Pricing Is Subject to Change

Description: **Exhibit B - VSI Software & Hosting Services Pricing**
 Prepared For: **City of Northglenn, Northglenn, CO**
 Contact Name: **Amanda Peterson, Director**
 Contact Email: **apeterson@northglenn.org**
 Approved By: **Robert Willey (bobw@vermontsystems.com)**

Phone Number: **(303)450-8950**
 Fax Number:
 Quote Date: **07/22/2016**

Qty	Unit	Description	Unit Price	Extended Price	Estimated Shipping*	Annual Maint/Svs
Application Software						
1	Each	VSI Workgroup ERI Credit Card Interface (V-PT-MU-ERI)	\$3,000.00	\$3,000.00	\$0.00	\$600.00 14
Total Application Software:				\$3,000.00	\$0.00	\$600.00
Total Software, Hardware and Support Services				\$3,000.00	\$0.00	\$600.00
Grand Total - PayTrac:					\$3,600.00	
* NOTE: Shipping is FOB - Origin				(Plus Tax Where Applicable / Includes Shipping FOB - Origin)		



EXHIBIT B
Amount of Compensation
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Hardware (VSI Qualified)
VSI Quote Number: 57920
 Please Review Notes on Last Page
 Software Pricing Is Valid For 120 Days
 Hardware Pricing Is Subject to Change

Description: **Exhibit B - VSI Software & Hosting Services Pricing**
 Prepared For: **City of Northglenn, Northglenn, CO**
 Contact Name: **Amanda Peterson, Director**
 Contact Email: **apeterson@northglenn.org**
 Approved By: **Robert Willey (bobw@vermontsystems.com)**

Phone Number: **(303)450-8950**
 Fax Number:
 Quote Date: **07/22/2016**

Qty	Unit	Description	Unit Price	Extended Price	Estimated Shipping*	Annual Maint/Svs
Printers Receipt						
3	Each	Star TSP143UII, 40 col Thermal, USB, Cutter (H-PRT-ST-05-U-B)	\$265.00	\$795.00	\$39.00	\$0.00 ¹⁵
3	Each	Drawer 1 Cable for Epson & Star Printer (H-DRW-MM-X-CB1-EPST)	\$10.00	\$30.00	\$9.00	\$0.00
Total Printers Receipt:				\$825.00	\$48.00	\$0.00
Cash Drawers						
3	Each	MMF Advantage 17.4Wx18.7D Dumb Drw Paint Front Blk (H-DRW-MM-11-D-BK)	\$175.00	\$525.00	\$72.00	\$0.00
Total Cash Drawers:				\$525.00	\$72.00	\$0.00
Payment Card Readers						
6	Each	Cardconnect Ingenico ISC250 Pinpad Reader, SigCap (H-PIN-IG-250)	\$825.00	\$4,950.00	\$96.00	\$0.00 ¹⁶
Total Payment Card Readers:				\$4,950.00	\$96.00	\$0.00
Total Software, Hardware and Support Services				\$6,300.00	\$216.00	\$0.00
Grand Total - Hardware:					\$6,516.00	

* NOTE: Shipping is FOB - Origin

(Plus Tax Where Applicable / Includes Shipping FOB - Origin)

Description: **Exhibit B - VSI Software & Hosting Services Pricing**
Prepared For: **City of Northglenn, Northglenn, CO**
Contact Name: **Amanda Peterson, Director**
Contact Email: **apeterson@northglenn.org**
Approved By: **Robert Willey (bobw@vermontsystems.com)**

Phone Number: **(303)450-8950**
Fax Number:
Quote Date: **07/22/2016**

- 1 Standard PMP software enables (optional) capture of photo image during registration, and display of photo during Visit Check-In. You can also add the PMP ID software interface to print multi-color plastic photo ID cards.
- 2 In order to use the graphical touch screen option in other modules, you must also license the POS Inventory module.
- 3 The Workgroup System is quoted for those organizations with 2-39 concurrent users. The pricing for the actual number of licensed concurrent users is found on the RecTrac quote page under the Application Software section. Two concurrent users are included with the purchase of the first RecTrac module. Additional concurrent users are priced as Additional Users Over 2 (concurrent).
- 4 VSI uses Progress OpenEdge software to develop and deploy its' software applications, and also embeds the required Progress OpenEdge Enterprise or Workgroup RDBMS (Relational Database Management Software) with its' applications.
- 5 You can select any of the current nearly 100 standard GL interfaces and 4 AP interfaces at this price. If a custom interface is needed, VSI will provide a quote, after reviewing the requirements. The implementation procedures for all interfaces are as follows: The VSI trainer will select (default) the appropriate vendor interface in RecTrac/GolfTrac and show customer how to generate the batch export file that contains the summary or detailed transactions for the day (or any date range). At this point, it is the customer's responsibility to contact the financial software vendor to arrange for assistance to import the batch file for posting to the cash receipts or general ledger system.
- 6 The included expenses are ESTIMATED for airfare, lodging, meals, parking, tolls, and rental vehicle (for non-flying trips, car rental can be more due to tolls and gasoline usage). Actual expenses are billed after each trip. For states with Cashless Tolls, there may be a delay in billing these charges as we sometimes don't get these bills from the car rental companies until weeks after a trip is complete.
- 7 Time quoted is estimated. Actual time used will be billed.
- 8 The base Hosting Services Fee does NOT include the VSI application software and Progress software annual maintenance fees.

Prior to selecting the hosting option, we require customer to test/verify connectivity from all locations to ensure satisfactory performance. Please contact VSI Sales for additional information and scheduling, 877-883-8757 - Option #2 or email sales@vermontsystems.com.
- 9 The Additional User Hosting Services Fee does NOT include the VSI application software and Progress software annual maintenance fees.

Prior to selecting the hosting option, we require customer to test/verify connectivity from all locations to ensure satisfactory performance. Please contact VSI Sales for additional information and scheduling, 877-883-8757 - Option #2 or email sales@vermontsystems.com.
- 10 WebTrac enables your customers to process RecTrac transactions real-time using a browser via the internet.

The WebTrac module does NOT include hosting services, which are priced separately. However, if needed VSI does offer two types of hosting services: Web Server Only or Web Server & Database. If you need Web Server Only hosting and your IT department or your off-premise web hosting vendor doesn't allow third party software to be installed on its servers, then VSI can offer Web Server Only hosting with a monthly fee, which is billed on annual basis. If you need full Web Server & Database hosting services, VSI will provide by installing your software on its servers at its TechVault data center with monthly billing.
- 11 WebTrac modules require respective RecTrac licensed modules in order to process web transactions.

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Fax Number:
Quote Date: **07/22/2016**

- 12 Mobile RecTrac provides access to select staff functions using a smart phone mobile browser. The Mobile RecTrac browser is device/operating system independent. Functions such as Visit Check-In, League Scores Postings, Roster Print, Tee Sheets, and Household Inquiries are a few of the functions that are available to the staff using a smart phone. All current and future Mobile RecTrac staff related functions developed for all RecTrac modules by VSI are included in this one-time license fee, providing that the annual maintenance and support fees are paid.

Mobile Hardware Options:

1. Honeywell Captuvo SL22 IPOD Sled, SL42 iPHONE Sled, SL62 iPad Mini Sled

There are several models available for the IPOD, iPHONE, iPad Mini including one with magstripe reader only, one with bar code imager only, and one with both bar code imager and magstripe reader. Options for both include holsters, wrist lanyards, and battery packs. VSI is a Honeywell dealer and offers the Captuvo at prices ranging from \$270 to \$720 each. The IPOD, iPHONE, iPad Mini are fully integrated with the SL22, SL42, SL62 Sleds. Each Sled also requires the DryRain browser software at \$99 that is required to enable the units to communicate with RecTrac.

2. Motorola CS3050-SR10007WW with 1D Bluetooth bar code scanner - customers can purchase this unit from VSI or from another source. This unit can be linked to most smart phone devices that support Bluetooth connections.

- 13 Mobile WebTrac provides patron access to select functions using a smart phone mobile browser. Since Mobile WebTrac is browser based, it is device/operating system independent. Functions such as booking a tee time, enrolling in a class, viewing a calendar of events, making a payment, and displaying their pass barcode are a few of the operations that patrons will be able to access on their phone. All patron related functions that are developed for Mobile WebTrac will be available under this one license fee. In summary, Mobile WebTrac encompasses all of the functions that have been developed across all WebTrac modules.

Mobile Hardware Options: any modern smart phone with or without a bar code scanner, depending on the the application.

- 14 The VSI ERI (External Redirect Interface) fee applies to any of the credit card vendor options.
- 15 Includes power supply, power cord, auto cutter and cable. Wall mountable.
- 16 Ingenico ISC250 Credit Card/Pinpad Debit Card Reader, PCI 4.X, 4.3" Color Display, 32-bit ARM 9 Processor, 64 SD/128 Flash, Stylus, PCT PTS 3.0 and 4.0, EMV Level 1, Triple DES, SRED, Speaker, Trk123 Magstripe Reader, Smart Card Reader, Signature Capture, CTLS (Contactless) Reader, USB/Ethernet, Remote Inject Encryption, Telium 2 Application, 1-Year Depot Warranty.