

Kittitas Valley Event Center

REQUEST FOR PROPOSALS

for:

Event Center - Venue Management System

Due June 30, 2017

KITTITAS VALLEY
EVENT CENTER



1.0 GENERAL INFORMATION

1.1 Introduction

Proposers are invited to submit a formal written proposal for the purchase, implementation and ongoing maintenance and support of an event and venue management system for the Kittitas Valley Event Center.

The Kittitas Valley Event Center seeks a comprehensive management system that will provide a user friendly, seamless and integrated web based system for sales & marketing, scheduling administration, utilities scheduling, reporting, event management, operations, contract maintenance system, and accounting.

The solution should include:

- Automated workflow notification.
- Schedule and prioritize workload.
- Real time dashboards for status tracking and reporting.
- Work order and work flow approval.
- Seamless accounting –invoicing and billing functionality.
- Contract Administration and Management.
- Easy and User friendly web based system.

Our intent is to find a solution that can be integrated with existing IT architecture and other Kittitas Valley Event Center Systems, such as Microsoft Outlook.

The Kittitas Valley Event Center is interested in a quality total solution including project management, facilities engineering, training and maintenance, and technical support at a cost effective, competitive price.

1.2 Organization/Operation

This Request for Proposal (RFP) is initiated by the Kittitas Valley Event Center (KVEC). Responses will be evaluated and procurement recommendations will be made by KVEC to the Kittitas County Board of County Commissioners for approval. If any proposal or portions thereof are accepted, the ensuing operation of resulting systems will be accomplished by the Event Management System Vendor.

1.3 Kittitas Valley Event Center Contacts

The designated buyer, is the sole point of contact within the Kittitas Valley Event Center regarding ALL questions, comments, or concerns for this RFP. Contact with any other Kittitas Valley Event Center employees regarding this proposal is forbidden and could result in disqualification from the proposal process.

Jill Scheffer
Director, Kittitas Valley Event Center
Cell: 509-899-7692
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Kittitas County | 901 East 7th Avenue | Ellensburg WA 98926
jill.scheffer@co.kittitas.wa.us | <http://www.co.kittitas.wa.us>

1.4 Background

The Kittitas Valley Event Center seeks a provider who can supply a user friendly, comprehensive, fully integrated but modular business management system covering all aspects of venue and event management to maintain high quality customer satisfaction and effective operation of KVEC.

Business Inclusion and Development

KVEC encourages Proposers to consider utilization of subcontractors and to provide Minority Business Enterprise and Women Business Enterprise (MBE/WBE) subcontractors with a full and fair opportunity to submit proposals to participate on this contract. Proposers are encouraged to use the suggested voluntary outreach efforts by contacting the Buyer to obtain the necessary forms and instructions.

Insurance Requirements

The successful proposer will be required to purchase and maintain, during the term of the contract, insurance as described in Exhibit E and agrees to the indemnification agreement therein

2.0 ADMINISTRATIVE TERMS AND CONDITIONS

2.1 Introduction

All proposer(s) to this RFP must agree to the terms and conditions of Section 2.0. Any exceptions should be made in writing and included in the submitted response.

2.2 Ownership

All copies of this RFP, including all Appendices will remain the property of Kittitas Valley Event Center. This document may be copied for the purpose of responding to this request. Submitted proposals are to be considered the property of the Kittitas Valley

Event Center and will not be returned.

2.3 Right to Change

The Kittitas Valley Event Center reserves the right, at any time, to amend, supplement, withdraw or otherwise change this RFP.

2.4 Implied Offer to do Business

The issuance of this RFP does not imply that the Kittitas Valley Event Center is making an offer to do business with any RFP recipient. The Kittitas Valley Event Center reserves the right to accept any complete response, or portion thereof, or to accept none of the responses. The Kittitas Valley Event Center makes no commitment and is not obligated to any respondent.

2.5 Questions and Inquires

During review of the RFP and preparation of proposals, Proposers may discover certain errors, omissions or ambiguities. If so, or if in doubt about the meaning of any part of this RFP, submit written questions to the designated purchasing agent with the RFP number no later than two days following the Pre-Proposal Conference. This is to give KVEC time to answer the questions and distribute written responses to all Proposers. **All communications about this Request for Competitively Sealed Proposals must be directed through the following County representative:**

Jill Scheffer

Director, Kittitas Valley Event Center

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1. Verbal questions and explanations are not permitted other than at the Pre-Proposal Conference. Do not rely on oral instructions or clarifications. Verbal agreements or representations are not binding.
2. KVEC reserves the right to contact proposer for clarification after proposals are opened, if such is deemed desirable by KVEC.
3. Proposer shall not contact County employees or Officers to explain, clarify or discuss their proposals before an award has been made except as set out in this section.
4. Violation of these provisions by proposer may lead to disqualification of its proposal.
5. If the proposer does not ask questions or clarify assumptions, KVEC will assume the

proposer agrees with, and understands, KVEC's requirements.

2.6 Notification and Due Date

1. Each firm's proposal must be typed and submitted as:

- a) One (1) Original – clearly marked "ORIGINAL" on the front.
 - b) Four (4) legible hard Copies – each clearly marked "COPY" on the front.
 - c) One (1) electronic copy on flash drive of the entire submittal with the firm name, solicitation number and submittal name on the front.
2. No modifications or addenda will be accepted after the proposal submission date and time unless requested by KVEC.
 3. Proposals received after the due date and time will not be accepted and will be returned to the proposer unopened.
 4. All shall be submitted in a sealed package. Faxed or emailed responses are not acceptable.
 5. The original proposal shall be clearly marked "ORIGINAL" and signed in blue ink, by hand, in the space marked Authorized Signature.
 6. The exterior of the sealed package shall reference the RFP name and number. The Kittitas Valley Event Center is not responsible for submissions not properly identified.
 7. The submission envelope should be clearly marked with the firm's name and address with notation "**RFP - KVEC Event and Venue Management System**". All proposals shall be received by the due date and should be directed to:

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2.7 Presentations

Selected Proposers, at Kittitas Valley Event Center discretion, may be asked to provide a formal proposal presentation. A requested presentation will not imply a commitment or award. Presentations by video conference will be accepted by prior arrangement.

2.8 Proposal Preparation

All responses to this RFP should be clear and concise. Responses of excessive length or containing excessive advertisement are discouraged. Simple schematics, graphics, connectivity diagrams and illustrations, including photographs are encouraged.

Responses should distinguish between current available products and services and those still under development or in the process of becoming a product or service. The Kittitas Valley Event Center is inclined to make recommendations based on currently deliverable items.

2.9 Incurred Costs

The Kittitas Valley Event Center will not be responsible for any costs incurred by a Proposer in preparing, delivering or presenting responses for this RFP.

2.10 Evaluation Process

The Kittitas Valley Event Center project team will carefully and thoughtfully consider all RFP responses. Responses will be scored against weighted requirements. Price, functionality, and support will be key selection factors. Proposer references may be contacted and financial status information may be obtained. Weighted requirements will be evaluated as follows:

| Points | Evaluation Basis |
|---------------|--|
| 50 | Functional Match to KVEC Requirements – The extent to which the proposed solution meets all of KVEC’s requirements as detailed in Section 4.2, Detailed Requirements |
| 15 | Technical Match to KVEC Requirements – How well the proposed software solution meets KVEC’s requirements as detailed in Section 4.3, Detailed Requirements |
| 10 | Customer References, Development Approach and Delivery – Criteria addressed in Sections 5 and 6 |
| 25 | Cost – The amount and structure of the fees proposed to perform the services defined in the Scope of Work |
| 100 | Maximum Evaluation Points |

2.11 Non-Disclosure

All information contained in this RFP is proprietary to the Kittitas Valley Event Center and may not be divulged or disclosed to any other party without the prior written consent of the Kittitas Valley Event Center.

2.12 Public Information

All information, documentation, and other materials submitted in response to this RFP

are subject to public disclosure under the Washington State Freedom of Information Act after the solicitation is completed and contract executed with the selected Proposer.

2.13 Respondent Responsibility

By submitting a proposal, the Proposer represents that they have read and understand the RFP. The contents of any submitted proposal will be considered an offer to contract by the Proposer.

3.0 DELIVERABLES

3.1 Introduction

This section describes the complete contents of what the Kittitas Valley Event Center expects in each response. Each Proposer is asked to submit all of the requested data in the order as listed, in the format, if any, described. If it is felt that deviation is necessary, an explanation should be given. Each response should have a cover page which references the title of this RFP and clearly displays the name of the responding company.

3.2 Approach

Proposer(s) should carefully describe the approach to be used to deliver the completed system to the Kittitas Valley Event Center. Note where standard products are to be used and where there will be custom engineering. Identify all business partners and third party interests. Pay particular attention to the description of the technical approach to be used.

3.3 Proposed Solution

Please provide a full description of the proposed solution and describe how it meets the requirements of Section 4. If some of the functionality asked for cannot be provided, either indicate by marking these items as “not available”, or explain how this functionality might otherwise be accomplished or performed. Please address each Operations Function and Request listed in Section 4.

3.4 Warranties

Any expressed warranty (or warranty policy) should be supplied. A list of restrictions should also be included, as well as description of how fixes and/or enhancements are to be provided and supported.

Where support restrictions apply to any regularly supported (or unique) system elements, ensure that there is clear traceability to any restriction.

The period of no-charge warranty coverage for each component of the solution should

be supplied. Also included should be any performance warranties such as response times, etc.

3.5 Maintenance and Support

Enclose all details of proposed annual maintenance and support of the products and services, including renewal period, identification of provider, etc. including costs for each of the next five years.

3.6 Contracts and Licenses

The successful proposer will be required to execute a contract in substantially the same form as these specifications. The form will be tailored by KVEC Attorney to meet the particular requirements of this procurement.

3.7 Subcontractors

All third party subcontractors proposed in the response should be identified as well as what the current working relationships are. Sample contracts (or other agreement documents) should be included under which these parties will perform their services and the responsibilities. Use of third party products should include the providers and manufacturers name(s) and address(es).

3.8 Third Party Products and Services

If third party products and/or services are part of the response, a description of pertinent vendor services available to support the proposed solutions should be included. Considerations should be hardware maintenance, software, networks, training and other services (remote diagnosis, hotline availability, support of new releases, etc.). Also describe availability and capability to adjust programs, screens, lists and other forms of customer requirements.

3.9 Itemized Cost Estimates

Responses should include the cost/price to the Kittitas Valley Event Center of all components of the solutions proposed. The costs should be clearly identified on Price Sheet included. All components of the proposed solution, broken out as:

- Installation
- Project Management
- Training (administrator and user)
- Documentation
- Ongoing support and maintenance
- Upgrades

- Engineering
- Other proposed items

List any services that would be provided with the system at no charge. Cost should be included for every component of the solutions proposed. Any planned or expected cost changes and the timing of the changes should be noted.

Projected costs of upgrading intermediate hardware/software to a final solution should be specifically identified.

3.10 Delivery, Payment Terms

Please provide the best delivery schedule from receipt of order to final installation. KVEC does not pay freight and payment terms. The Kittitas Valley Event Center prefers graduated payment terms requiring a percentage payment upon delivery and substantial percentage payment upon the Kittitas Valley Event Center acceptance of an operational system with Net 30 Days in both cases from receipt of invoice.

3.11 Supporting Documentation

Be prepared to supply or identify all documentation explaining the use and operation of products and services in the proposed solution such as system descriptions, operating procedures, end-user guides, system software guides, DBMS procedures, communication procedures, etc.

3.12 Business Information and Supplier Information

Documentation requested in Sections 5 and 6.

4.0 KITTITAS VALLEY EVENT CENTER DETAILED REQUIREMENTS

4.1 Introduction

This section describes the Kittitas Valley Event Center' specific requirements for the Event and Venue Management Services being requested.

4.2 Functional Requirements

Able to provide function: 1 – No; 2 – Qualified No; 3 – Qualified Yes; 4 – Yes

Description should describe transaction and how it is accomplished for availability responses 2, 3, and 4. If provided by a third party or partner, provide product name, product releases certified, description, and how it integrates with vendor technology.

4.2.1 Sales and Marketing Functionality

| Operations Function (Today) | Able to Provide Function? | Describe capability: how is it accomplished? (Required for 2, 3, or 4 response) |
|---|----------------------------------|--|
| Ability to create, track and maintain client database. | | |
| Ability to search any client event. | | |
| Ability to project potential event revenue. | | |
| Ability to enter call notes and set up follow-up reminders. | | |
| Able to search for event account history including all electronic correspondences. | | |
| Ability to generate predefined sales reports, event reports, canned reports of Sales and Marketing information. | | |
| Access to scheduling administration module. | | |
| Ability to import/export from KVEC or other applicable COD systems. | | |
| Sales administration feature to set overall parameters of the sales and marketing module. | | |

4.2.2 Scheduling Administration Functionality

| Operations Function (Today) | Able to Provide Function? | Describe capability: How is it accomplished? (Required for 2, 3, or 4 response) |
|---|----------------------------------|--|
| Ability to book new events. | | |
| Maintain existing events real time. | | |
| Find what events are being held in which spaces. | | |
| Ability to accurately show availability of exact and best space to use for a new event requested. | | |

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| Search ability to find contacts, company, address database. | | |
| Ability to check budgets, active and remaining use days in a client's account. | | |
| Ability to review events in the overflow area. | | |
| Ability to review event activity or to investigate changes made to events. | | |
| Rate calculation ability to obtain a rate amount for any location, equipment or service. | | |
| Option to make mass updates on a group of events depending on select criteria. | | |
| Administration feature to set overall parameters of Scheduling Administration module. | | |

4.2.3 Event Administration Functionality

| Operations Function (Today) | Able to Provide Function? | Describe capability: How is it accomplished? (Required for 2, 3, or 4 response) |
|---|----------------------------------|--|
| Ability to schedule an event, assign equipment and services, and draw room drawing for set up. | | |
| Able to update any previously made assignments for a given event. | | |
| Ability to generate production reports like the department instructions, location schedule, operations report, house notes, staff assignments, equipment reports. | | |
| Ability to accommodate any special print options needed for event document information. | | |

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| Ability to customize each event and look up complete details with respect to that particular event to get a snap shot of the event, the event profile, have a event audit and if authorized perform maintenance. | | |
| Ability to review, display and print key sections of the event profile. | | |
| Ability to review all locations booked for a given event with most up to date information. | | |
| Ability to retrieve and maintain near real time information of facility use depending on a client's schedule. | | |
| Ability to enter, retrieve and maintain set up instructions for each division in KVEC within set criteria specified like day-to-day, room-to-room, hour-to-hour. | | |
| Ability to send out electronic announcements, jot down notes, lesson learned information regarding any event, assignment, location, equipment that is valuable information to be shared within KVEC. | | |
| Ability to generate, update, save facility drawings representing rooms in KVEC. | | |
| Ability to review all charges, payments, ticket sales for an event, make any necessary adjustments, produce an invoice or refund, make a deposit, and make an event settlement. | | |
| Ability to request adjustments to any settlement category, identify which settlement category to use for specific purpose and set appropriate accounting reference for a given event. | | |
| Ability to log emails and phone calls into the event notes. | | |

4.2.4 Contracts Administration Functionality

| Operations Function (Today) | Able to Provide Function? | Describe capability: How is it accomplished? (Required for 2, 3, or 4 response) |
|--|---------------------------|---|
| Ability to create & modify contracts. | | |
| Ability to retrieve data from other modules in the system to generate a contract like rate sheet, event profile details. | | |
| Workflow capability to upload and send contracts for approval to other KVEC team members. | | |
| Ability to send contracts to clients. | | |
| Ability to print contracts and addendums. | | |
| Ability to archive old contracts. | | |
| Ability to create & modify addendums | | |
| Ability to upload and print templates for contracts – both County and others, event checklist, file integrity checklist. | | |
| Ability to generate and track event-tracking chart and generate reports. | | |
| Ability to set access levels to other users of the system to access contracts, addendums and event tracking chart. | | |

4.2.5 Operations Functionality

| Operations Function (Today) | Able to Provide Function? | Describe capability: How is it accomplished? (Required for 2, 3, or 4 response) |
|---|---------------------------|---|
| Ability to create and issue work orders for tasks to be accomplished and track them for timely completion, assign labor and maintain their schedules. | | |
| Ability to view and maintain existing work orders. | | |

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| Ability to print the work order for any work order or group of work orders to issue them. | | |
| Have option to produce predefined operation reports. | | |
| Ability to perform inventory tracking management and view all activity for a particular item. | | |
| Ability to generate and set up recurring automatic work order templates for preventive maintenance. | | |
| Ability to schedule automatic work order into real work orders and reset for future run. | | |
| Ability to generate dashboard information on all work orders at a given point of time which can be used for future projections. | | |
| Able to define forms and data files that will be used within Operations. | | |
| Have an internal operations administration feature to set parameters, access within Operations. | | |
| Ability to track all consumable inventory items for the facility and generate inventory reports. | | |
| Ability to review and maintain all equipment and services currently assigned to that location and make necessary updates as required. | | |
| Ability to perform all functions of vendor management like vendor inquiry, vendor lists, vendor reports. | | |
| Ability for amenities expense to automatically be reflected on the customers invoice in realtime. | | |

4.2.7 Security & RV Camping Services Functionality

| Operations Function (Today) | Able to Provide Function? | Describe capability: How is it accomplished? (Required for 2, 3, or 4 response) |
|---|---------------------------|---|
| Ability to produce daily reports of a list of all RV Camping (Dry or Wet) services provided. | | |
| Ability to process all security and RV Camping (Dry or Wet) data into to the event management system. | | |
| Ability to access the event management system to get current and real time view of all RV Camping (Dry or Wet) allotments and security needs. | | |

4.2.8 Accounting Functionality

| Operations Function (Today) | Able to Provide Function? | Describe capability: How is it accomplished? (Required for 2, 3, or 4 response) |
|---|---------------------------|---|
| Ability to define, maintain and list the accounting funds, years and chart of accounts. | | |
| Ability to define structure and characteristics of the accounts to be used. | | |
| Ability to perform account lookup to determine current balance. | | |
| Ability to generate different accounting reports like ledger reports, accounts monthly totals, profit and loss, deposit detail, transactions by fund, budget vs. actuals. | | |
| Ability to perform general ledger functions like make journal entries, automatic periodic entries, post journal to general ledger, and adjust actuals. | | |
| Ability to perform accounts receivable functions to track invoices that have been sent to clients, exhibitors that owe | | |

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| money. | | |
| Ability to generate reports like event reports, invoice reports, deposit reports, credit reports, invoice audit reports. | | |
| Have accounting administration module to set up default accounts receivable information, define forms and data files needed. | | |
| Ability to generate pre defined fixed asset reports. | | |
| Ability to enter full GL account #s, different classes and multiple budget categories. | | |
| Ability to generate a sequential receipt # for any/all payments received. | | |

4.2.9 Reports and Analysis: Event Reporting

| Operations Function (Today) | Able to Provide Function? | Describe capability: How is it accomplished? (Required for 2, 3, or 4 response) |
|--|----------------------------------|--|
| Reports to identify and display events and /or calendar data in various formats. | | |
| Static Report in a chart or spreadsheet may be produced of all booked locations. | | |
| Reports may be generated of all available locations and also produce a day-to-day breakdown of each booked location. | | |
| Sales Report may be generated to analyze the performance of sales and marketing departments. | | |
| Food and Beverage report may be generated to identify all food and beverage needs/functions that are being utilized within a specified date range. | | |

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| Document Change reports may be generated to produce a list of events within a specified period of time that are published and have had an Event Schedule or Department Instruction change in the last 24 hrs. | | |
|---|--|--|

4.2.10 Reports and Analysis: Booking Trend Analysis

| Operations Function (Today) | Able to Provide Function? | Describe capability: How is it accomplished? (Required for 2, 3, or 4 response) |
|---|----------------------------------|--|
| Event summary reports may count the events within a date range in their appropriate classifications. This information can be used for actual and/or projected statistics. | | |
| Client summary reports may show the number of events and money generated within a given date range, for all or selected events. | | |
| Sales Summary Reports may show the number of events sold within a given date range, in their appropriate classifications. | | |
| Location Summary report may show the number of events for a particular location within a given date range. | | |
| Occupancy report may show the usage of a particular location within a given date range. | | |
| Space utilization report may show the total bookings for selected locations by each month specified. | | |
| Lost business reports may show the analysis of why events once booked were cancelled. | | |

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| Economic impact reports show the revenue amount generated for the community for all events within a given date range. | | |
|---|--|--|

4.2.11 Reports and Analysis: Calendars

| Operations Function (Today) | Able to Provide Function? | Describe capability: How is it accomplished? (Required for 2, 3, or 4) |
|---|---------------------------|--|
| Reports to identify and display events and/or calendar data in various formats. | | |
| Event Bulletin report may be generated to view the overall scope of events selected for a given time period. | | |
| Event Schedule report may be generated to provide an overall view of the parameters of upcoming events. Also the booking status information may be retrieved. | | |
| Event Attendance report may be generated to get a quick view of the number of people to expect for the events selected. | | |
| Calendar of Events may be a comprehensive report to be generated to get a dashboard view of the booked rooms and event times on any given actual event day. | | |
| Event Services Schedule may be a report to generate listing of all staff assigned for upcoming events. | | |

4.2.12 Reports and Analysis: Checklist/Follow Ups

| Operations Function (Today) | Able to Provide Function? | Describe capability: How is it accomplished? (Required for 2, 3, or 4) |
|-----------------------------|---------------------------|--|
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| Open event follow-up may generate a list of all those events within a booking status with no commitment level. | | |
| Critical items checklist may generate a list of all critical items that are outstanding and should be completed for the selected event. | | |
| Food scheduling reports may generate a report of all upcoming food service requests for the catering department. | | |
| Event checklist may provide a view to see both completed and incomplete checklist items for events within a date range. | | |
| Double book potential conflict report may provide a view into locations with multiple bookings on a given day. | | |

4.2.13 Reports and Analysis: Monthly, Quarterly & Annual Reports

| Operations Function (Today) | Able to Provide Function? | Describe capability: How is it accomplished? (Required for 2, 3, or 4) |
|--|---------------------------|--|
| Reports that are run monthly, quarterly & annual as a business norm. | | |

4.2.14 Reports and Analysis: Contractor Reports

| Operations Function (Today) | Able to Provide Function? | Describe capability: How is it accomplished? (Required for 2, 3, or 4 response) |
|--|---------------------------|---|
| Reports to monitor contractors and collect contractor information. | | |

4.2.15 Reports and Analysis: Ad Hoc Reports

| Operations Function (Today) | Able to Provide Function? | Describe capability: How is it accomplished? (Required for 2, 3, or 4) |
|-----------------------------|---------------------------|--|
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| All other customized reports that will be run by the users to answer their contract related inquiries. | | |
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4.3 Technical Requirements

4.3.1 Database and Scalability

The following questions are focused on technical requirements. Please provide the information in the following tables:

| Request | Response |
|---|----------|
| Describe the system architecture (Client, Web based, 1-tier, 2-tier, n-tier, etc.)? | |
| Please describe the overall scalability of the solution. | |
| How does the system deal with archiving and purging of historical data? | |
| Does the system have data volume limitations? | |
| Is the system's run-time performance affected by data? | |
| Indicate what database vendors are supported by the proposed system, and what methods are employed to access/connect to these data sources. (Preferred database is Microsoft SQL 2005 or better. Operating system must be Windows 2005 64 bit or better.) | |
| Describe how the application is scalable in terms of growth in the number of users, amount of data, performance, and number of transactions. | |
| Indicate the maximum through-put of transactions the system can handle per hour and per day. | |
| Define the maximum amount of detail or number of records that can be accessed online. | |

4.3.2 Interfaces

| Request | Response |
|--|----------|
| Does the system use a standard record layout for file transmission? What formats | |

| | |
|---|--|
| are supported? | |
| How are dynamic changes to processor specifications handled within the application? | |
| What are the requirements for processor certification? | |
| Define processing time of a typical input cycle. How is this affected by volume? | |
| Does the system allow for creation of output files in a customized format? | |
| Describe the process for dealing with Large Customers who require multiple logon accounts? How are new users captured and loaded for future sessions? | |

4.3.3 Support/Service Levels

| Request | Response |
|--|----------|
| Describe in detail the service level for support. | |
| What is the average response time for technical and end-user support questions? | |
| What is the average resolution time for technical and end-user issues? | |
| What hours are the support personnel available? Are they available 24/7/365? Is there a toll free number for support calls? | |
| How many members make up the support team? | |
| What is the average number of years of experience for current personnel providing technical and end-user support for the proposed application? | |
| Define the process to meet require system availability. | |
| What processes are in place to monitor response time during peak usage? How are response issues resolved? | |

4.3.4 System Deployment

| Request | Response |
|---|----------|
| The Kittitas Valley Event Center is ready to accept bids for its KVEC System procurement and deployment. Does Proposer support this type of deployment? | |

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|---|--|
| And if so, how long has this offering been available? | |
|---|--|

4.3.5 Security Requirements

| Request | Response |
|--|----------|
| Describe the proposed approach to system and application security. Make specific reference to: <ul style="list-style-type: none"> • Methods for identification and authentication • User access to data • Audit trails • Firewall and proxy servers • TCP port 80 for HTTP and TCP port 443 for HTTPS | |
| Define the security architecture of the application and system? | |
| Describe the process to identify and address system vulnerabilities for County resources. | |
| Concerning hardware and software security, define the process for identifying and addressing such vulnerabilities. | |
| Define what network services will be utilized by the solution. How will access be controlled? | |
| What network protocols will be used? | |
| Provide samples and process maps of the transmission file format, definitions and procedures. | |
| Provide specific examples of previous projects in which you successfully supported customers who had a high level of potential liability for the protection of highly sensitive data. | |

4.3.6 Identification and Authentication

| Request | Response |
|---|----------|
| Define the process to support identification and authentication. | |
| Define how the solution assigns user accounts. Does the system allow for "shared" accounts? | |

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| Are users validated prior to being granted access to the application, data, or functions? | |
| Define the authentication methods used by the solution. | |
| Please explain the supported password validation metrics and the rules that can be applied. | |
| Please explain the types of user Ids you can support (alphanumeric, number of supported characters, etc.). | |
| Does the solution provide: <ul style="list-style-type: none"> • The ability to disallow “well known” passwords • Passwords stored as an encrypted file • Passwords that expire periodically, such as every 60 days. | |

4.3.7 Access Control

| Request | Response |
|---|----------|
| Does the solution support different user roles? | |
| Does the solution log-off a user after a predefined period of inactivity? Is this a system-wide, user group, or user parameter? | |
| Define who defines user roles/profiles, and how are they maintained. How are user types (profiles) created and managed? | |
| Does the solution support multiple user roles (i.e., user, external user, supervisor, and training)? Describe any system limitations. | |
| Define how the system will handle varied access and approval levels. | |
| Describe how the system reacts to several users accessing the same customer at the same time. | |

4.3.8 Audit Trail

| Request | Response |
|---|----------|
| Describe the systems audit capabilities. What level of audit information is provided? | |

| | |
|--|--|
| Describe the solution's capability to enact additional auditing for especially sensitive files and transactions. | |
| Does the system allow for customized audit rules that can be defined by the system administrator? | |
| What is the process for viewing audit logs? | |
| Can audit logs be downloaded? What file types/formats are available? | |
| Does the solution archive historical audit log data? | |
| Are audit logs encrypted or masked to protect sensitive data? | |
| Please describe how the system tracks changes as part of the audit process. | |
| What methods are used to monitor customer sessions? What metrics are tracked? | |
| Describe how the solution monitors system usage. | |
| Does the solution include time stamp and user id as part of the audit log information? | |
| How does the system track session times and actions? | |
| How does the system track payments and status? | |
| How does the system track disputes and status? | |
| How does the system track event deposits and transfers? | |
| How does the system process and track refunds? | |

4.3.9 Administration

| Request | Response |
|---|----------|
| <p>Does the solution provide a separate administration function to perform the following administrative security maintenance?</p> <p>a) Access control maintenance (add/modify/delete user permissions)</p> <p>b) Monitor/maintain audit logs</p> | |
| Does the system provide security to prevent non-administrators from completing | |

| | |
|---|--|
| Administration tasks? | |
| Does the solution require client software to accomplish administration tasks? | |
| Does the system provide a single level of administrative control, or does it allow for separation of duties? Please describe. | |
| Describe the system's search capabilities to find users or accounts. What are the key search criteria elements supported? | |

4.3.10 Data Integrity

| Request | Response |
|---|----------|
| Describe how the solution identifies and logs data change for audit purposes. | |
| Define the solutions change control process. | |
| Describe the methods used by the system to insure that all data exchanges with County are free from viruses and other malicious code? | |

5.0 BUSINESS INFORMATION REQUEST

The Information requested in this section addresses how the Proposer is organized, does business, and how their customers perceive them and their solutions. Please respond in the space provided, or use additional paper if necessary.

5.1 Organization

The following questions are focused on the overall company structure. Please provide the information in the following table:

| Request | Response |
|--|----------|
| Company Size: Revenue | |
| Number of Years as Company? | |
| Company Size: How many full time employees are employed by the company? | |
| Number of Years Selling Integration Solutions? | |
| Installed Customer Base for Solution Being Proposed. Do not include customers using other products. | |
| Other Relationships with the Kittitas Valley Event Center | |

| | |
|---|--|
| Company Structure (sales, engineering, support, etc.) | |
| Company Products | |
| % of Revenue for R&D | |
| Marketplace Position | |
| Relationship with 3 rd party supplier(s). | |

5.2 Customer Interaction

| Request | Response |
|--|----------|
| Customer References (in accordance with Section 6.7) | |
| Representative Configurations | |
| Example Business Problems Solved | |
| Product and Services User Group(s) | |

5.3 Development Approach

| Request | Response |
|---|----------|
| Customers can Influence Product Direction | |
| Development Organization and Composition | |
| Development Methodology | |
| SEI Certification | |
| ISO 90001 Certifications | |
| Quality Ratings (Six Sigma +) | |
| Frequency of new Releases and History of application modifications. | |
| Change Management Process and Methodology | |
| What components are proprietary and which are "open or standard". | |
| Development Strategy? Component loosely coupled? Other? | |

5.4 Product Delivery

| Request | Response |
|---|----------|
| Delivery and Implementation | |
| Consulting Availability, from Vendor or Third Parties | |

| | |
|--|--|
| Training Options and Levels | |
| Number of Training and Use Hours to become Proficient (on average) | |
| Service Level Agreement Metrics | |
| Service Level Agreement Options | |
| Total Solution Delivery – end to end | |
| Benchmark Ratings. What are the published volume rates or other benchmarks for integration? | |
| Overall, will the tools support the execution of high performance and high volume transactions? | |
| Can integration be out-sourced or out-tasked to vendor? | |
| What infrastructure usage metrics are available for sizing infrastructure to support the integration? | |
| Time to Implement. From good requirements to running in production. Feel free to qualify time estimates. | |
| What are the roles and responsibilities during the implementation process? Who needs to be involved and is accountable? | |
| Is there any product dependencies needed to implement the integration solution? | |
| What is the maintenance and upgrade process? How does this relate to managing versions? Are there tools to move from one version to another? | |

5.5 Product Pricing Structure

| Request | Response |
|---|----------|
| Licensing Options | |
| Incremental Growth Options | |
| WW Pricing | |
| Maintenance Price | |
| Upgrade Costs | |
| Services Pricing | |
| Training Pricing | |
| Installation and Implementation Pricing | |
| Total Cost of Ownership Costs | |
| Support Costs | |

5.6 Support

| Request | Response |
|---------|----------|
|---------|----------|

| | |
|--|--|
| WW Support Capability | |
| Multi-Lingual Support Capability | |
| Problem Management Process | |
| Problem Resolution Process | |
| 24X7 Support / Help Desk | |
| # FTE's (Full-Time Employees) required for Kittitas Valley Event Center to support the solution. | |

6.0 PROPOSER INFORMATION

In a written response, answer the following statements and include all pertinent documentation with proposal submission.

6.1 Management

The Kittitas Valley Event Center wants to understand the long term directions of its business partners.

- 6.1.1** Please describe the vision of the Proposer's business.
- 6.1.2** State the vision and plans for the Proposer's products.
- 6.1.3** Discuss the management team and how they are key to bringing about the business and product visions. Include names and biographies of key executives.
- 6.1.4** Discuss the expectations from a business relationship between KVEC and the Proposer. Be specific.

6.2 Financial Analysis

The Kittitas Valley Event Center wants assurance that its partners are financially secure.

- 6.2.1** State total revenue for the past three years, and forward projections for two years.
- 6.2.2.** State revenue by major product lines or business segments.
- 6.2.3** Identify, by percent, the portions of revenue derived from new business, service and maintenance.
- 6.2.4** State targets, performance and trends on internal key financial ratios: profit margin, ROA, ATO.

6.2.5 Identify any outstanding or pending litigation and describe the associated risk.

6.3 Funding Analysis

The Kittitas Valley Event Center wants assurance that its partners can undertake significant product development when necessary.

6.3.1. Identify sources and amounts of business funding.

6.3.2 State the current debt-equity ratio.

6.3.3 Identify amounts of short and long-term debt.

6.3.4 Identify amounts and rates of current credit lines.

6.4 Market Analysis

The Kittitas Valley Event Center wants to understand its vendor's performance in the marketplace.

6.4.1 Is the Proposer a certified Development Partner for Event Management Software?

6.4.2 Describe any international markets and participation in them.

6.5. Product History

The Kittitas Valley Event Center needs to be familiar with the history of the product under evaluation.

6.5.1 Does the Proposer offer a centralized event and venue management business modules into one integrated web based portal?

6.5.2 Discuss the product's history since introduction in terms of its age and any major revisions/release.

6.5.3 Explain the product release strategy and how frequent releases are delivered.

6.5.4 Discuss the Proposer's views on the currency of the product relative to the needs of the marketplace and the vision for going forward.

6.5.5 Describe and provide the product documentation.

6.6 R&D Strategies

The Kittitas Valley Event Center wants to understand how products are developed, the scope of

the R&D effort, and the key people involved in the effort.

- 6.6.1** What product innovation can the Proposer claim they are/were first to the market in the last 10 years?
- 6.6.2** Please state the % of revenue spent on R&D.
- 6.6.3.** Identify the total expense devoted to product development.
- 6.6.4** State what software life cycle methodology(s) are used in product development.
- 6.6.5** Describe the long range vision for the product.
- 6.6.7** State any product design strategies, e.g. modularity, portability, etc.
- 6.6.8.** Identify the key development personnel and supply their biographies.

6.7 Customer References

The Kittitas Valley Event Center expects to see the product in operation and discuss its performance with other customers.

- 6.7.1** Please provide a list of references with like products and services of like size scope using the proposed solution or similar products and services.
- 6.7.2** A reference check would include customer satisfaction with the overall functionality, use and support of their system. Each reference should include:
 - Company Name
 - Address
 - Point of “contact”; person who is willing to not only talk to the Kittitas Valley Event Center, but arrange an on-site visit if requested
- 6.7.3.** Discuss how long each customer has had the product in use.
- 6.7.4.** Describe how the product is being used and to what extent.

6.8 Support, Maintenance, and History

The Kittitas Valley Event Center wants to understand the product support operation.

- 6.8.1** Discuss the level of pre and post sale customer support provided and identify references.

- 6.8.2** Discuss the major issues in field support and how these issues are being resolved.
- 6.8.3** Identify the length of the maintenance contract period. Discuss when it starts and what the customer can expect to receive before and after it is in force.
- 6.8.4** Describe the maintenance/support organization and operation in terms of location, number of centers, number of support personnel and how it is accessed.
- 6.8.5** Describe the support response times and processes.

6.9 Alliances

The Kittitas Valley Event Center wants to know of any third-parties involved in supplying or servicing the product.

- 6.9.1** Please identify any third-party businesses involved in product development and state the nature of the agreement.
- 6.9.2** Identify any third-party business involved in product support and state the nature of the agreement.
- 6.9.3** Describe any third-party products which are licensed or cross-licenses as part of the proposed products, e.g., embedded, marketed, distributed, etc.

6.10 Contractual Language and Pricing (Please see requirement for changes in Section 3.6)

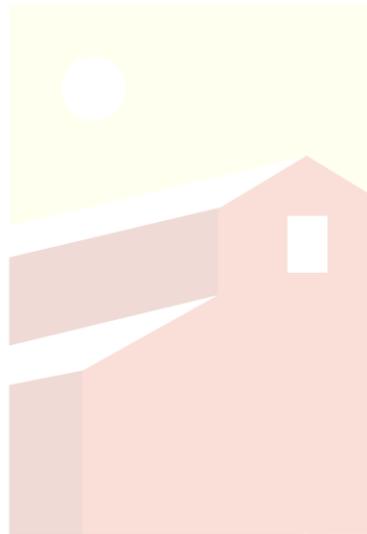
The Kittitas Valley Event Center needs to understand the contract and its implications to Kittitas Valley Event Center.

- 6.10.1** Describe the standard terms and conditions to include license maintenance and training. Provide the Kittitas Valley Event Center with a copy prior to the team's vendor site visit.
- 6.10.2** Explain the process that you use to include the Kittitas Valley Event Center' terms and conditions.
- 6.10.3** Describe the product pricing structure in terms of base (list) pricing and discount levels.

Price Sheet
KVEC Event and Venue Management System
RFP

| Item | Manufacturer/Product code | Price |
|---|----------------------------------|-----------------|
| 1. System Software _____ | | \$ _____ |
| 2. Additional Hardware _____ (Attach an additional sheet detailing the list of peripherals needed or recommended, along with the associated costs for each piece.) | | \$ _____ |
| 3. Implementation _____ (Attach an additional sheet detailing the estimated timelines for the installation process for each location.) | | \$ _____ |
| 4. Training _____ (Attach an additional sheet detailing the estimated total time for training, along with a detailed list of the associated costs.) | | \$ _____ |
| 5. Annual Support/Maintenance/Operation – First Year (Include total cost of annual support/maintenance/operation) | | \$ _____ |
| 6. Annual Support/Maintenance/Operation– 2 nd Year (Include total cost of annual support/maintenance/operation) | | \$ _____ |
| 7. Annual Support/Maintenance/Operation – 3 rd Year (Include total cost of annual support/maintenance/operation) | | \$ _____ |
| 8. Annual Support/Maintenance/Operation – 4 th Year (Include total cost of annual support/maintenance/operation) | | \$ _____ |
| 9. Annual Support/Maintenance/Operation – 5 th Year (Include total cost of annual support/maintenance/operation) | | \$ _____ |
| TOTAL COST | | \$ _____ |

Note: Include all documentation to demonstrate that the items offered meet minimum requirements. The TOTAL cost listed on this Price Sheet represents the total cost to meet the requirements set forth in these specifications.



KITTITAS VALLEY

— EVENT CENTER —