



**ETRAK-PLUS RFP RESPONSE FOR:**  
RECREATION SERVICES POINT-OF-SALE & RESERVATION SYSTEM

**ETRAK-PLUS SUBMISSION DATE:**  
MAY 8, 2014

## **ETRAK-PLUS RFP RESPONSE**

**SUBMITTED BY:**  
**JERRY PLYBON**  
**DIRECTOR, NATIONAL BUSINESS DEVELOPMENT**  
1095 PLAYGROUND ROAD  
CHARLESTON, SC 29407

**SUBMITTED TO:**



**ATTN: JUANITA HICKMAN**  
INFORMATION TECHNOLOGY DEPARTMENT  
CITY OF OVERLAND PARK  
8500 SANTA FE DRIVE  
OVERLAND PARK, KANSAS 66212

Thursday May 8, 2014



**eTrak-plus**  
1095 Playground Road  
Charleston, SC 29407

**Tel:** (877) 51E-TRAK (513-8725)  
**Fax:** (866) 338-1360  
**URL:** [www.eTrak-plus.com](http://www.eTrak-plus.com)

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Reservation System

Jerry Plybon - Director, National Business Development  
**eTrak-plus – Complete Parks & Recreation Management Solution**  
1095 Playground Road  
Charleston, SC 29407

**JUANITA HICKMAN,**

Thank you for inclusion in the City of Overland Park RFP process. We appreciate the opportunity to earn the departments business. eTrak-plus is a complete parks and recreation management solution, and we are proud to be free of modules and transaction fees! Our solution and pricing include the use of every available eTrak-plus parks and recreation management application that the City of Overland Park has requested and should ever want or need, for one (not to exceed) annual fee.

eTrak-plus was founded in 1980 and has been providing a complete parks and recreation management software solution for 34 years. We pride ourselves on our ability to offer a user-friendly solution with exceptional training and 24/7 (live) Technical Support via our toll-free support line. Our mission is to build strong and mutual partnerships with our customers while constantly improving our products in a way that consistently meets the changing needs of our clients and the industry.

**NOTE:** eTrak-plus is owned and operated by St. Andrew's Parish Parks and Playground (a South Carolina Special Purpose District).

Please feel free to call me directly and at any time with questions regarding our proposal, our solution, or the services that we are able to provide.

Sincerely

Jerry Plybon  
(843) 224-3261 **direct**  
(877) 513-8725 **toll-free**  
[jerry@eTrak-plus.com](mailto:jerry@eTrak-plus.com)  
[www.eTrak-plus.com](http://www.eTrak-plus.com)



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**ETRAK-PLUS RESPONSE TO:**  
CITY OF OVERLAND PARK KANSAS

**I. COMPANY OVERVIEW / EXECUTIVE SUMMARY / STATEMENT OF QUALIFICATIONS:**

**ETRAK-PLUS HIGH LEVEL OVERVIEW**

- **Vendor Name:** St. Andrew's Parks & Playground [d.b.a. eTrak-plus]
- **Primary Vendor:** eTrak-plus
- **Headquarters Address:** 1095 Playground Road Charleston, SC 29412
- **Telephone Number:** toll-free (877) 513-8725
- **Type of Entity:** State Government (Special Purpose District)
- **Number of years providing solution proposed:** 34 years
- **Number of overall employees:** 15 employees
- **First year eTrak-plus service installed at a customer's site?** 1980
- **Relative size of this project in comparison to our client-base:** eTrak-plus clients range from \$500k to \$15M in annual revenue
- **Contact authorized to negotiate a binding agreement:**  
Jerry Plybon - Director, National Business Development  
[jerry@eTrak-plus.com](mailto:jerry@eTrak-plus.com)  
(843) 224-3261 **direct**  
(877) 513-8725 **toll-free**

**ETRAK-PLUS COMPANY INTRODUCTION:**

eTrak-plus has been providing parks and recreation management services for 34 years. The management platform was originally released as a DOS-based service in 1980 and migrated to a client/server environment in the 1990's and in early 2000 we migrated to our current and most advanced web-based platform (all eTrak-plus servers are managed, secured, updated and hosted on-site at our Charleston, SC Headquarters).

Our development team is highly efficient with data migration and has converted the majority of competing vendor data (to include complete transaction history for each member). However, when converting historical transaction data it is impossible for any client data to be 100% accurate once converted, mainly due to information entered into the system incorrectly, otherwise referred to as "dirty data". The audit trail becomes annihilated once the data is corrupt with bad information, which is impossible to correct in the conversion process. Now imagine how many of these instances may have occurred over the course of time with your existing data. It is with this in mind that many agencies tend to avoid transaction history migration and choose to convert everything else.

Once data is entered into eTrak-plus we do not purge (user, transactional, historical) data from our system. All historical data is always accessible; we simply inactivate the data so it's not in your way, similar to putting your holiday decorations in the attic.

**ETRAK-PLUS BACKGROUND:**

- eTrak-plus is owned and operated by St. Andrew's Parks & Playground (officially: St. Andrew's Parish Parks & Playground Commission).



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- Carl Kabbe founded eTrak-plus in 1980 and still serves as the company's Chief Developer and typically he is the primary point-of-contact for every new client migration.
- eTrak-plus has migrated new clients from the majority of the competing vendors in the market today and our migration time-frame averages (90) days (from start to finish/"go live"). However, contingent upon the complexity of the client, migration times can vary.
- eTrak-plus operates as an Enterprise Fund and serves as a d.b.a. of St. Andrew's Parish Parks & Playground Commission. Our entire support team is comprised of parks and recreation professionals (90% are CPRP with a Master's Degree in a park and rec. related field) who have served in the same park and recreation positions as those for whom they provide support with eTrak-plus. This is a huge differentiator and allows our technical support professionals to more proactively interact with clients and better understand and serve their short and long-term needs/goals.
- Kevin Walsh, the St. Andrew's Parks & Playground Executive Director had been using eTrak-plus for 25 years prior to proposing the purchase of the company to the St. Andrew's Parish Parks & Playground Commission Board of Directors, which officially approved the purchase October 1, 2010.
- eTrak-plus has been serving the industry for 34 years and providing the exact same services proposed today in our RFP response.
- All clients operate on the same revision of our software, we don't charge for updates, versions or revisions.
- eTrak-plus is self-contained and there are no partnerships in place that make our software whole (with exception to lighting control, peripheral hardware, etc.). All functions are designed and coded by the eTrak-plus Development Team.
- eTrak-plus is owned and operated by St. Andrew's Parish Parks & Playground Commission (St. Andrew's Parks & Playground). St. Andrew's Parish Parks & Playground Commission is not a corporation; we are a Special Purpose District and a South Carolina Law since 1947.

## II. SOLUTION OVERVIEW / SCOPE OF WORK / KEY OBJECTIVES THAT ETRAK-PLUS WILL MEET OR EXCEED:

### SOLUTION OVERVIEW

The eTrak-plus complete parks and recreation management software solution will be a complete and all-inclusive service that will meet (if not exceed) every forward looking need as described in the RFP.

eTrak-plus will help the CITY to streamline its recreation management needs and tasks by creating efficiency and savings across all departments. Agency employees will be better equipped and prepared to manage all aspects of their parks & recreation department, including (but not limited to): activity registration, facility scheduling/reservations, membership management, league scheduling/management, before and after child care management, point-of-sale, campground/camp site

management/reservations, marina management/reservations, email marketing, text notification and much, much more.



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eTrak-plus is logical and intuitive, enabling organizations to simplify the management of the city's parks and recreation offerings to the public while reducing costs, increasing customer service levels, and generating more revenue with online sales and marketing, without burdening constituents with cumbersome and cost-prohibitive transaction fees.

eTrak-plus provides a user-friendly and intuitive platform that will easily manage access to all sports disciplines and course activity, as well as allowing individuals and organization to host corporate or private events. eTrak-plus will also generate and manage permits for all facility rentals and events.

CITY will be able to manage any membership (for any facility, park, class, sporting event, course, etc.) using one membership pass, sold and managed as an annual access, "punch pass", or drop-in type usage. All access can be managed by a card (barcode) scan, finger-vein reader, facial recognition, manual entry, etc. Access is stored, managed and reportable for each individual for activity and attendance tracking, marketing, etc.

eTrak-plus can print to current CITY membership card printers if CITY wants to print or continue printing membership cards. CITY may also choose to manage access using other methods previously mentioned, or it may choose to use "key-tags" (fits on a key ring with the CITY logo on one side and a bar code on the other) which is assigned to a user and when scanned accesses the members/users account for tracking and account management.

eTrak-plus will enable the collective parks and recreation staff to provide a higher level of customer service and enhanced internal operations including (but not limited to), the daily administration of program and class registrations (online and onsite), facility and park reservations (online and onsite), membership management, event management, database management point of sale, inventory management for POS and equipment, campsite management and reservation (online and onsite), community programs including excursions, payment processing, high-level customized reporting and potential integration with current/future financial system (all accomplished using a centralized database for the CITY 's data, which is always managed in real-time).

eTrak-plus will serve the CITY by helping the organization and its staff to more effectively manage and maintain CITY facilities and provide a user-friendly interface for participants, community members, and visitors of all ages and abilities to participate, educate, entertain, and excel. Essentially, eTrak-plus will better allow CITY staff to meet every organizational objective and goal while ensuring and maintaining the mission and "Mission Statement".

### **III. PRIMARY APPLICATIONS REQUESTED IN THE OVERLAND PARK RFP:**

#### **➤ POS / INVENTORY MANAGEMENT**

*eTrak-plus features and benefits listed below (in bullet format):*

- Inventory control
- Automatically order when low-thresholds are met or exceeded



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- Order individual items from various vendors at varying times of year contingent upon price point
- Vendor order automatically generated
- Touch-screen capable
- Print or email receipt option
- USB credit card reader integration
- Track discounts, gift certificates, donations, vouchers, cash, check, etc.
- Unlimited UPC bar code/SKU tracking and use
- Integrated POS hardware options
- Multiple sales tax computations and tracking
- Multiple sales and inventory reports
- Enhanced and customized views for POS screen(s)

➤ **PAYMENT PROCESSING**

*The City of Overland Park can use the credit card processor and gateway of choice. However, eTrak-plus has a relationship (not a partnership as we are not paid and we only recommend) with a Tier I processor and gateway that should be able to save the city a minimum of 20%.*

- Memberships are automatically suspended if a member's payment (EFT, auto-draft, etc.) fails.
- Use the credit card vendor of choice (however, if using a 3<sup>rd</sup> party reseller your ability to refund and void could be hindered). It's best to confirm with eTrak-plus (Jerry Plybon – Director, National Business Development) regarding these issues.
- eTrak-plus can suggest a vendor or several options. We have worked a great deal with (1) Tier I credit card processing vendor who provides exceptional customer service and has provided price points that have saved our clients a minimum of 20% annually. Please discuss in more detail with Jerry Plybon – Director, National Business Development.

➤ **FACILITY RENTAL/RESERVATIONS**

*eTrak-plus features and benefits listed below (in bullet format):*

- Manage all facilities and schedules (from a centralized database)
- Track overlap facilities and prevent double bookings
- Easy display of schedules and calendars with multi-facility search
- Track set-up and break-down times and assign responsibility
- Easily cross-reference facility availability with assigned calendars
- Track fees including damage deposits
- Detailed reservation and fee rules
- Include waivers, permit's, etc. (emailed or printed)
- Generate reports for maintenance to track "to do" lists
- Manage boat slips and docks of all sizes



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➤ **REGISTRATIONS (program, activity, etc.)**

*eTrak-plus features and benefits listed below (in bullet format):*

- Online Activity/Event/Class Registration
- Customer Info (family and demographic information stored)
- Courses/Activities (setup all Activities listed in brochure and maintain Rosters/Wait Lists)
- Cash Register/POS (with inventory tracking and auto-ordering)
- Shopping Cart (all purchases, reservations and registrations can be combined into one shopping cart and purchased as one transaction)
- Track all program enrollments
- Manage rosters, wait lists and waivers
- Track income and expense by revenue distribution or account code(s)
- Transfer, cancellation and refund processing (with notification via email or text)
- Day Camp/Day Care/After Care Registration (check-in, check-out, etc. with picture of both parent(s) and all family children)
- Prerequisite management
- Assign scholarships in advance (amount, percentage, date range). Families can now register online and the system will automatically deduct the scholarship from amount due.
- Track class attendance and participant medical records (for member insurance policy that receive discounts for gym attendance)
- Installment billing (EFT, ACH, etc.), invoices and statements
- Search for programs, activities, facilities, etc. with keyword search functionality
- Enrollment conflict checking - age, grade, gender, existing registrations, prerequisites, valid pass
- Multi-child/Multi-class discount options
- Customizable reports
- Perform background checks from eTrak-plus

➤ **LEAGUE MANAGEMENT/SCHEDULING**

*eTrak-plus features and benefits listed below (in bullet format):*

- Manage schedules for any number of leagues, teams, players and officials
- Enter team data once, then reuse year after year (cloning)
- Round robin, elimination tournaments, and cross-over schedules between leagues
- Schedules assigned automatically online





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- Coaches or league administrator can be granted access to record scores and track standings from home or the office at their convenience
- Regular season, single and double elimination tournaments
- Tournament brackets with printout
- Automatic facility reservations when building league schedules
- Track league fees and payments
- Use roster draft option to create teams
- Multiple scheduling perimeters to customize your league schedule
- Post schedule online from your website (in real-time)
- Allow coach's to enter scores
- Update existing league schedules as needed
- Print or email league schedules
- Manage volleyball tournaments (scoring per set vs. per game)

➤ **MEMBERSHIP MANAGEMENT**

*eTrak-plus features and benefits listed below (in bullet format):*

- Complete membership management tool
- Track attendance figures and visit demographics
- Track income and expense by membership type
- Track membership, suspension and expiration dates
- Recurring billing options
- Demographically targeted marketing
- Email marketing and text notification
- End-user (member) account management
- Capture and display member photos, membership expiration, membership type(s), etc. when membership cards are swiped or finger-vein is read
- Create and print photo ID membership cards (if needed though we think this is an expensive option)
- Barcode, mag-stripe and biometric scanning options (finger-vein reader, finger print reader, facial recognition, etc.)
- Use existing membership cards with eTrak-plus
- Play greeting on member entry (differentiate between a good scan and a bad (or expired) membership scan)
- Display picture and membership information on multiple screens upon member entry
- Track facility capacity during visit check-in (must manage point of exit)
- Use pre-printed key-tags (logo on side and bar-code on other)



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- Incorporate third party bio-metric peripherals - we currently partner with M2SYS finger-vein readers, finger-print readers, facial recognition, etc. but we are constantly evaluating other vendor-partners to determine we have the best possible solutions in place to support our clients

➤ **REPORT CUSTOMIZATION/DEVELOPMENT**

*eTrak-plus features and benefits listed below (in bullet format):*

- eTrak-plus is built on a foundation of 1,000's of data tables which generate 100's of standard system reports
- Print and/or email receipts and reports in PDF, Word and various other formats
- Print statistical reports directly to Excel or CSV formats
- Email receipts, reports, waivers, permits, etc.
- Graphical output capability (graphs, pie charts, bar graphs, etc.)
- User-defined titles on all reports
- Preview any receipt or report on screen prior to print or email
- Data mapping to enable export of eTrak-plus financial data into existing financial software platform

➤ **TRAINING**

*eTrak-plus provides (inclusive of the pricing provided) 8 – 10 days of on-site training and unlimited ongoing (WebEx) training. See: "ATTACHMENT F-Training Agenda"*

➤ **MOBILE APPLICATION**

*eTrak-plus has an iOS mobile application available through the Apple Store. Our developers are in the process of completing the Android App and this should be finalized by Q1/Q2-2015*

**SCOPE OF SERVICES**

**Task 1 Project Management**

eTrak-plus includes project management in the 1<sup>st</sup> year fee submitted with our response. Project Management includes the management/leadership of all tasks, deliverables, account creation and data entry, training, etc. Includes status reporting, deployment/"go live" and risk assessment and risk mitigation.

**Task 2 Test/Prototype Environment Creation**

eTrak-plus agrees to provide a test server wherein Overland Park staff will be able to test varying fee structures, etc., as well as providing internal training whenever necessary. eTrak-plus will mirror the test/prototype site to the "live" Overland Park site. The data on the test server will be refreshed (over-written) weekly with the data from the live server. This process will ensure that anyone testing/working on the test server is working with data that's not more than (1) week old (contingent upon when they start working in the data and the actual day of the data refresh).



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### **Task 3 Back-Office Setup, Configuration & Data Migration**

Data migration will never be more than 75% accurate due to the variance of the data fields from the prior service to eTrak-plus. Additionally, errant entries, duplicates, improperly documented voids, refunds, etc. will all create ongoing issues (once migrated) until all of the data is repaired over time (it's difficult to proactively correct "dirty data" as you only know it's dirty when you know...).

At a minimum, eTrak-plus will migrate all activities, facilities, members (member families and memberships may not migrate properly if they're not joined or built properly in the existing Class data). A great deal of the incorrectly migrated data (within items, facilities and point of sale) can be corrected by the eTrak-plus team during the account set-up but we will rely upon the Overland Park team to proactively test the data in the test server provided.

### **Task 4 Administrative Training**

Please refer to: **"ATTACHMENT F-GENERIC TRAINING AGENDA"**

### **Task 5 Train-the-Trainer**

In addition to all information developed before and during training (which will be provided to T3 Trainers) please refer to: **"ATTACHMENT F- GENERIC TRAINING AGENDA"**

### **Task 6 Go-Live Support**

eTrak-plus support is provided 24/7/364 via our toll-free support line. On-going training is unlimited (must be scheduled with support staff 30 days in advance of training) and provided via WebEx or GoToMeeting.

### **Task 7 Back-Office Setup, Configuration and Hardware Support after Go-Live**

eTrak-plus support is provided 24/7/364 via our toll-free support line. Additional configuration and setup related to software/hardware after "go live" is unlimited (within reason).

### **ETRAK-PLUS APPLICATION / SERVICE SUMMARY**

- Facility/Field/Park reservation and scheduling
- Activity registration (online/onsite – same database)
- Integration with Financial Software
- Accept online donations
- Integration with Social Media (Q3-2014)
- Provide/offer as many (and as complex) payment plans/options as needed
- Excursion and Event management
- League scheduling (state-of-the-art)
- Membership management
  - ability to print membership cards (using current card printers)
  - use pre-printed keytags
  - incorporate third party bio-metric peripherals
- Point of Sale (touch-screen capable with inventory management)
- Comprehensive and customizable reporting capabilities



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- Email Marketing
- Text notification
- Administrative controls at varying permission-based levels
- PCI DSS Compliant (100% with certification documentation)
- Childcare (before care/after-care) management
- Campground reservation (online/onsite) and management
- Marina reservation (online/onsite) and management
- Payment processing
  - Client managed or eTrak-plus managed
- Point of Sale (POS) with inventory management
- Standard reports in various formats (plus customized reports at no additional charge)
- Data migration
- All inclusive (no requirement to purchase individual modules)
- No transaction fees
- On-site training included (10 - 15 days)
- Technical Support (unlimited 24/7 via toll-free)

**ADDITIONAL ETRAK-PLUS APPLICATIONS THAT ARE INCLUSIVE OF OUR COMPLETE SOLUTION BUT NOT REQUESTED WITHIN THE RFP**  
(see feature/benefit bulleted below each application)

**Court Reservations:**

- Manage unlimited number of courts
- Manage lights (we'll work with the CITY to tweak existing code to adapt)
- Add a resource in court reservations that allows you control lights and apply if a fee to the reservation if you choose
- Utilize calendars for centralized tracking and court reservations
- Generate user-defined time blocks
- Track one-time and pattern reservations
- Reserve recurring court dates/times
- Build calendars with recurring usage capability (for both reservations of the court and registration of the participant)
- Add ball machine or any other resource to any court reservation (with or without additional fees added if applicable/desired)
- Show the court facility as reserved on the associated calendar(s)

**Marina Management & Reservations:**

- Manage boat slips and docks of all sizes



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- Manage boat and boat owner information
- Manage boat registration and insurance expirations (receive notification for expirations and send these to your marina clients)
- Manage seasonal rentals and provide varying registrations periods, as well as price breaks for repeat clients, automatically
- Manage transient rentals and allow transient clients to manage their space/slip/dock and communicate more effectively with your marina management team
- Manage wait lists and lotteries for highly valued spaces
- Manage payments annually, monthly and daily
- Manage rolling contracts, waivers, etc.
- Allow your clients to pay online with any payment method accepted (credit card, debit card, bank draft, gift certificate, vouchers, etc.)
- Generate invoices with all (chargeable/non-chargeable) resource detail listed (i.e., power, water, cable, club services, boat cleaning, etc.)
- Manage annual marina memberships to include all family members, vessels, etc.
- Upload pictures, slide-shows, video, etc.
- Email marketing to allow you to reach out to your clients for notification of all necessary updates (closure, new space, new offering, special pricing)
- Manage your client base more effectively and demographically market to specific segments of clientele throughout the year
- eTrak-plus provides a state-of-the-art Marina Management application for all your boat slip/dock needs

**Campground Management & Reservations:**

- Designated site calendar interaction for centralized reservations and viewing
- Track added equipment check out and check in times (grills, tanks, etc.)
- Charge for utilities (or a refundable deposit) at time of reservation
- Track rental fees including deposits
- Graphic campsite reservations (with hot-spots)
- Offer online registrants the same functionality as on-site registrants
- Create multiple reservations using a single shopping cart
- Provide the convenience of registering online 24 hours a day
- Access and update account profiles, review reservation history, cancel reservations
- Real-time site availability searches



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- Automatic confirmation and email receipt option with waiver and permit
- Allows guests to select from an interactive map (screen) or list
- Eliminate double-bookings - selected sites are shown as reserved on the calendar and removed from availability
- Accept multiple payment methods, split payments in one transaction, and up-front deposits
- Real-time access and interaction
- Customized to meet your site's specific volume and demand
- Robust, easy-to-use interface
- Individual and group check-in and check-out, reservation and registration transactions, quick customer and reservation lookups
- Track equipment inventory and usage
- Charge for late returns of equipment
- Real-time equipment availability searches
- Secure credit card processing
- Integrated, web-based, real-time connection to the central reservation system
- Reporting tools allows you to view equipment check-in and check-out

**Trip Excursion & Reservations:**

- Manage group bookings
- Establish any number of trips
- Track departure/return dates and times
- Produce trip roster and detailed reports
- Print trip agenda and receipt
- Group booking without names
- Set vehicle resources in the system to show reserved or available so maintenance team can prepare and maintain vehicles between trips

**Locker Rentals:**

- Track male and female locker rentals
- Produce locker rules and regulation form with a locker rental
- Track lock assignment and availability
- Track locker expirations and renewals
- Track locker damage deposits
- Search by locker category (full, half, combo, etc.)
- Built-in grace period and impound procedures



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1095 Playground Road  
Charleston, SC 29407

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- Pay fees via cash, check, eCheck, installment billing, ACH, EFT, split-payments, etc. (any other method of payment desired)
- Locker expiration audio warning during visit/check-in
- View availability and rent/reserve online in real-time

**Personal Trainer & Instructor Management:**

- Establish any number of trainers/instructors for one or more activities or classes
- Link multiple qualifications to each trainer/instructor
- Link unique fee rates to each qualification and instructor
- Simultaneously reserve trainer/instructor and facility
- Allow instructors to print/email their class roster and trainer schedules
- Pay trainers/instructors with built in fee rules (based on a percentage, flat fee, per user, etc.) and payment tracking
- Permission-based access for trainers and instructors to manage rosters and email notifications

**NON-RESIDENT FEES** - With a multitude of residents and visitors enjoying CITY programs, classes, leagues, parks and facilities annually, eTrak-plus will effectively manage resident and non-resident fees (if applicable) by importing CITY GIS Database and keeping this database updated on the interval and time-frame selected by the CITY team (as many times of year as necessary and/or required). eTrak-plus will manage one GIS database per client account.

**UNLIMITED TECHNICAL SUPPORT** – prior to purchasing eTrak-plus in 2010 we never thought it was fair to be charged for additional support so we don't limit our clients to a specific amount of support hours or type of support, which is why we provide unlimited 24/7 technical support.

**UNLIMITED USERS & COMPUTERS** - we don't think it's fair to limit our clients to a specific number of users or computers (otherwise referred to as licenses in the industry) so we allow for unlimited computers and users (simultaneous or otherwise).

**ANNUAL BUDGET MANAGEMENT** - We provide an all-inclusive annual fee that can be budgeted year after year, without any surprises. Guaranteed! CITY will have access to every application and service provided within the eTrak-plus platform and service. eTrak-plus confirms that our platform has all the applications CITY has requested and needs to manage every facility, department and sports related activity.

**DEDICATED SUPPORT REPRESENTATIVE** - eTrak-plus will provide CITY with an assigned dedicated support representative who will effectively collaborate with the entire eTrak-plus support team to provide CITY employees with unlimited 24/7 customer and technical support. Our dedicated support methodology allows client staff to focus their time and energy on the management and growth of their organization and the enhancement of the programs they offer, without wasting time and energy trying to managing a software solution and provider.

**KEY ETRAK-PLUS ACCOUNT PERSONAL PROPOSED**



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**Kevin Walsh, CPRP (Training and support lead through “go live”):** Joined the St. Andrew’s Parks and Playground Team October 1, 1996. With the acquisition of eTrak-plus, Kevin now serves dual roles; Executive Director for St. Andrew’s Parks and Playground and CEO of eTrak-plus. Kevin has extensive knowledge of the eTrak-plus service and platform as a “power user” for 25+ years. He also plays a crucial role in trouble-shooting, training and support. Kevin holds a Bachelor of Science in Recreation and Leisure from Southern Connecticut State University and a Past President of the South Carolina Recreation and Parks Association (SCRPA). He was awarded SCRPA Professional of the Year in 2005.

**Jerry Plybon (Project Lead prior to “project launch”):** has worked independently with the St. Andrew’s Parks and Playground on advertising and marketing projects since 2007 and his company supports the annual St. Andrew’s Golf Tournament which provides \$5,000 to \$8,000 dollars to the scholarship fund, helping Charleston, SC youths in need. He also owns a business development company in Charleston, SC. Jerry joined the eTrak-plus team in August of 2010 and is responsible for National Business Development and Sales for eTrak-plus. Jerry attended Marshall University (Political Science Major / Psychology-Minor) and prior to forming his own company, he was Vice-President of Business Development for TGI, responsible for business development within the America’s. Based in South Beach, FL, his primary focus and responsibility was developing and enhancing relationships in South America, spending the majority of time traveling to Argentina, Brazil and Mexico, allowing TGI to migrate business operations from global geographic areas with higher operating costs, to more affordable countries with a larger work force. Prior to TGI, Jerry was a business development executive in the telecommunications industry and responsible for managing nationwide voice and data networks & PBX hardware for multi-national operations.

With eTrak-plus Jerry participates in many of the state & national parks and recreation conferences, allowing him to effectively convey to the eTrak-plus Development Team, the needs of the parks and recreation professionals he meets. Working closely with the entire implementation staff, Jerry helps to manage the migration and “go live” for every new client. Jerry typically participates with the training and implementation to ensure the transfer of knowledge and management of best practices.

**Carl Kabbe (Data Migration Lead, Credit Card API Connection Lead, overall Development Team Lead):** Founder/Chief Developer of eTrak-plus. Mr. Kabbe founded eTrak-plus in 1980 to help manage the soccer league for which his daughter was involved and he was asked to coach. Parks and recreation agencies in the Northeast noticed the efficiencies and ease of use and requested other services from Mr. Kabbe’s development company and eTrak-plus has continued to grow using the same successful formula.

Carl holds undergraduate and graduate degrees in business and accounting from Bowling Green State University in Ohio and achieved his CPA in 1972. Carl’s technical capabilities, knowledge and experience are wide ranging with expertise in several languages (Java, C, etc.) and a variety of operating systems (Unix, Linux, Windows, etc.) specifically targeting application systems for parks and recreation and similar organizations.





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The eTrak-plus service and platform has grown and matured into one of the most efficient and feature-rich parks and playground management solutions available in the marketplace today. After working closely with Kevin Walsh for 25+ years, the two mutually agreed on a business arrangement that would allow St. Andrew's Parks & Playground (formally St. Andrew's Parish, Parks & Playground Commission) to purchase the company and service. The Commission approved the purchase and St. Andrew's Parks & Playground has owned and operated the company (officially) since October 2010. This marriage of ideas has helped the eTrak-plus service and platform gain substantial depth, which has helped current (and future) eTrak-plus clients achieve far more than previously possible.

Carl's primary responsibility today is managing the development team while still serving point on every new client data migration. To-date, Carl has migrated data from 90% of the competing market and his vast knowledge in this area allows eTrak-plus to provide new clients with a minimum data migration success rate of 75%....that's ALL data, including transactional and historic data.

**Joe Pease (Reports & Android Lead):** joined the eTrak-plus team in 2011 and brings a great deal of knowledge and enthusiasm to the development team. Joe has a vast knowledge in Object Programming in Java, Computational Graphics, HTML, XML, CSS, PHP, XML, Flash, MySQL, Jasper Reports and Graphic Design.

Joe is a key member of the eTrak-plus development team and plays an important role in the design of new applications, reports and services.

**Matt Roth (iPhone/iPad Lead):** joined the eTrak-plus team Sept 2012 and holds the following degree: ABET-accredited BS Computer Science from College of Charleston. Since joining the team, Matt has been a key member of the team on the following projects: iOS app updating/maintaining, management of outgoing email server for clients, maintaining email accreditation, performed non-data work on resource campground maps. High degree of knowledge with the following computer languages/platforms: Objective C, Java, Flash, HTML, Javascript, mysql

**Julie Gutierrez (West Coast On-Site Support Lead):** joined the eTrak-plus team March 1, 2012 and continues to maintain part-time responsibilities with LARPD (Livermore Area Recreation and Parks District). Julie has been an LARPD team member the majority of her life, as her father worked and retired from the agency and Julie was always by his side. She began serving the LARPD Aquatics Department (officially) in 2002 as Office Manager and quickly moved into the Finance Department and then into co-management of the LARPD IT Department with Don Humphrey.

Since our growth in the West required a highly qualified and skilled professional to serve as a crucial point of contact for 24/7 technical support and training, Julie was a perfect fit as a strategic LARPD project team leader during the implementation of eTrak-plus in 2012. We knew that Julie would be a great addition to our team and a valuable resource for our clients, so eTrak-plus is proud and thrilled to add her to our very talented team of professionals. Julie remains on the West Coast and work from her eTrak-plus office in San Francisco, CA.



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The part-time job responsibilities Julie continues to maintain at LARPD include IT and Finance under the leadership and direction of Don Humphrey (Finance & IT Manager).

- Chabot College - Associate in Arts, Liberal Arts & Science
- Chabot College - Associate in Science, Accounting
- Liberty University – Bachelor of Science, Business Administration

**Holly Crawford, CPRP (Customer Support Specialist):** Joined the eTrak-plus support team in 2013. Prior to joining the eTrak-plus support team, Holly was a client and served another SC Park & Recreation agency as their Recreation Facility's Assistant Director for (6) years. As the Assistant Director of the facility, Holly was responsible for managing full time and part-time employees, overseeing daily finances and yearly budget preparations. She developed and promoted new classes for target populations, planned and supervised special events/tournaments and played an integral role in selecting and implementing the eTrak-plus software. As a member of the eTrak-plus Support Team, Holly is responsible for supporting existing clients, training new clients, and online customer support.

- University of South Carolina- Bachelor of Science in Sport and Entertainment Management
- Certified Park and Recreation Professional (CPRP)- National Recreation and Parks Association
- Certified Tier II Technical Support Specialist
- CPR/Fist Aid/AED Instructor- American Red Cross
- Certified Group Fitness Instructor

**Frank Stefan, CPRP (#2 Lead Training & Support):** joined the St. Andrew's Parks and Playground team September 9, 1998. Prior to coming on-board full-time with eTrak-plus, Frank was the General Manager of the Family Fitness Plus Facility with approximately 125 staff members. He was responsible for overseeing all operations at the fitness center.

With eTrak-plus, Frank is a Senior Client Support Specialist and is one of the key team members responsible during the migration and training process of new clients. He also serves a crucial role in the technical support of all new and existing clients.

- Masters of Science in Physical Education from Ohio University
- Ohio University - Bachelor of Science in Recreation Studies (BSRS) with a concentration in Sports Management
- Ohio University - Master of Science in Physical Education (MSPE) with a concentration in Sports Management
- Certified Parks and Recreation Professional (CPRP) - National Recreation and Parks Association
- NC State University - School of Sports Management - Administrative and Programming tracks



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- Certified Pool/Spa Operator - State of South Carolina and the National Swimming Pool Foundation
- Graduate of the Leadership Enhancement and Development Program (LEAD) - South Carolina Recreation and Parks Association
- 2 years resident summer camp experience in resident summer camps
- 1 year experience in campground/program management
- 1 year experience in park programming
- 4 years' experience as an Athletic Director (Zebulon, NC and Charleston, SC)
- 12 years' experience as a General Manager of St. Andrew's Family Fitness Plus
- 2002 SCRPA Southern District Vice President
- 2004 SCRPA Young Professional of the Year

**Brian Burke (Floater/Fill-in Support):** joined the St. Andrew's Parks and Playground team November 7, 1997. He was previously the Tennis Director for St. Andrew's Parks & Playground and was on the professional tennis circuit for a number of years and coach of the Porter Gaud Tennis Team. Brian now serves as General Manager at the St. Andrew's Family Fitness Plus gym and racquetball center. Brian holds a Bachelor of Science in Marketing from South Carolina State and actively involved with the Junior League Tennis Association in the Charleston area. His experience and knowledge of the industry play a crucial role in our quest to ensure Best Practices in the area of tennis leagues, tennis facility and fitness center management.

**Rachel Ebaugh, CPRP (Project Lead after kick-off, #1 Support Lead):** joined the St. Andrew's Parks and Playground team August 9, 2007. Prior to joining eTrak-plus, Rachel was the Assistant Athletic Director for 3.5 years. Today, Rachel serves as Director, Client Support. Rachel holds a Master of Science in Recreation from James Madison University. She is actively involved with sports in the Charleston, SC area.

- Elon University - Bachelor of Arts, Communications, Minor Leisure Services
- James Madison University - Master of Science, Sport and Recreation Management
- Certified Parks and Recreation Professional (CRPR)
- Certified Youth sports Administrator (CYSA)
- (2) Years with University Recreation Facility Management with James Madison University
- (3) Years as a Group Fitness Instructor
- 2010 SCRPA Wellness Branch Chair

#### **IV. QUALIFICATIONS AND EXPERIENCE:**

eTrak-plus has been providing a complete parks & recreation management solution for (33) years, serving city and municipality clients in (13) states (approximately 75 clients). For examples of completed projects, we have included project detail for (6) recent migrations to eTrak-plus from varying competitors.

#### **V. FUTURE DIRECTION OF ETRAK-PLUS (5 YEAR PLAN)**

- Moving to an all native app environment which we are well positioned
- Fully integrated with social media (Q1-2014)



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- Tablet kiosk application (iOS) (Q4-2014)
- Facial recognition for access control (Q4-2014 contingent upon solid 3<sup>rd</sup> party peripheral)
- Migration from reliance upon Java/Flash to clustered Application Servers (see below):

**Migration from the use of Java/Flash to clustered Application Servers**

The concepts here are fairly simple; the display process (the eTrak-plus front end) needs to be reconfigured as native apps to ensure that we deliver a clean, responsive presentation layer. The reason we prefer native apps is because there fewer moving parts, i.e., there are no interpreters between the user and operating system. An option frequently suggested is HTML/javascript. The primary issues we have with this approach are;

- a) Transaction processing with stateless processes is difficult because the information displayed has to match the information (state) the server side has and simple actions like clicking the browser back button can make the state out of balance. The ways around this, e.g., store snapshots of the state from each page displayed, are very complex and very storage and processing intensive, i.e., the state on each page must be stored in the data and marked with an indicator of the page it represents.
- b) We do some processing that browsers were not designed to handle, e.g., looking for a specific character that tells us the information that follows is a member card number that must be processed immediately. This type of process is generally handled by javascript which is an interpreter employed by browsers to handle more complex functions. However, there are several versions of javascript interpreters which are employed by different browser both of which, browsers and javascript interpreters, constantly change so that developers have to constantly provide a work around for bugs in the browser and interpreters.
- c) The browsers and javascript interpreters require some CPU cycles on the client resulting in slightly slower presentation.

Our approach (from the beginning) has been to separate the server side and the display side and provide a mechanism to communicate between the two. This process allows us to make changes to one side, e.g., the iOS products, without impacting the other side. This means that converting to an app for the desktops is not like starting from scratch but rather just duplicating the existing screens in a new language.

Clustering and sharding are concepts which have to do with scalability and uptime. Clustering can be applied to either the application or data servers. The application servers need to be clustered so that stopping one server does not impact the users as they are just rerouted to one of the other servers. We need to do this but have not because we need to change the data access process to allow it (not a trivial task.) Our choice in the meantime is to provide ever more powerful application servers (our current application server normally runs in the 0-10% CPU usage range.)

Sharding is dividing the data into smaller pieces in order to provide greater speed getting to specific data. The offset is that some processing is required to decide where the data is, i.e., which physical server it is on. Our data sets are still relatively small (75GB) so sharding is not necessary or helpful.



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Clustering of data servers provides greater reliability. This is required to prevent data loss and provide uptime. We currently do this through the MySQL master-slave process with MySQL high availability and the mediator.

## VI. WARRANTIES

### Mutual Warranties

Each party warrants that (i) it has the right and power to enter into these Terms and Conditions, and (ii) it will comply with any applicable laws and regulations pertaining to these Terms and Conditions.

### eTrak-plus Limited Warranty

(a) Software. The life of the contract/agreement with eTrak-plus (the "Warranty Period"), eTrak-plus warrants that the Software will perform substantially in accordance with the functional specifications contained in this RFP response (the "Software Warranty"). (b) Services. eTrak-plus warrants that the Services will be performed in a professional and workmanlike manner in accordance with recognized industry standards.

### Remedies

If during the Warranty Period the Software fails to comply with the Software Warranty set forth above, eTrak-plus's entire liability and Client's exclusive remedy will be either a) repair or replacement of the Software, or if in eTrak-plus's opinion such repair or replacement is not possible, then b) termination of the SaaS Term and a pro-rated refund of the balance of any unused annual maintenance fee paid for the Software. This lifetime warranty is void if failure of the Software has resulted from accident, abuse, misuse or negligence of any kind in the use, handling or operation of the Software, including any use not consistent with the user implied or explained (written or verbal) documentation or eTrak-plus training. eTrak-plus's entire liability and Client's exclusive remedy for any breach of warranty with respect to the services as described above shall be eTrak-plus repeating the services performed.

### Disclaimers

Any written or oral information or representations provided by eTrak-plus agents, employees, resellers, consultants or service providers with respect to the use or operation of the Software will in no way increase the scope of eTrak-plus's warranty. eTrak-plus exercises no control whatsoever over the content of the information passing through its systems. Client and users must exercise their own due diligence before distributing and/or relying on information available on the Internet, and must determine that they have all necessary rights to copy, publish, or otherwise distribute such information under copyright and other applicable laws. Neither eTrak-plus nor its suppliers will be liable for any consequences of providing email services, including those suffered as a result of delivering or accessing information or content, such as accessing information with offensive, inaccurate or inappropriate content, the possibility of contracting computer viruses, or unauthorized access to or alteration, theft, or destruction of any data, files, programs, procedures, or information through accident, fraudulent means or devices, or any other method, regardless of whether such damage occurs as a result of eTrak-plus' or its suppliers' negligence. ETRAK-PLUS DOES NOT AND CANNOT WARRANT THE PERFORMANCE OR RESULTS OBTAINED BY CLIENT IN USING THE SOFTWARE, OR THAT THE SOFTWARE WILL MEET CLIENT'S REQUIREMENTS OR THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR FREE. EXCEPT FOR THE WARRANTIES SET FORTH ABOVE, ETRAK-PLUS EXPRESSLY DISCLAIMS ALL OTHER REPRESENTATIONS OR WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY (BY ANY TERRITORY OR JURISDICTION) TO THE EXTENT PERMITTED BY LAW, AND FURTHER ETRAK-PLUS EXPRESSLY EXCLUDES

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#### **VII. IMPLEMENTATION AND TRAINING:**

All on-site training(s) will be held / performed at the CITY facility of choice. Each CITY facility used for on-site eTrak-plus training should have ample power, WiFi and available LAN connection. Trainees should have access to computers or bring laptops to training and each training facility should have A/V equipment for use by eTrak-plus trainers during eTrak-plus training.

eTrak-plus does not typically provide manual hard-copies and new clients are trained in groups (System Administrators, Administrators and Operators). Each of these levels have specific roles and functions in eTrak-plus and training sessions vary greatly contingent upon the level and capacity of the team member. 35% to 50% of eTrak-plus training is interactive and hands-on so manuals have never served as a very good tool for eTrak-plus training. However, we don't believe that a manual is all bad and would be happy to discuss in advance of training the type of manual that would be support the WAKE COUNTY team. Even if the manual created is only used as a reference tool after-the-fact, it could still be a benefit and we are willing to make this change.

Another reason eTrak-plus has never implemented a manual is in-part how our company responds and reacts to client needs; when client-partners come to us with ideas of what they would like to see our platform/service do, we simply incorporate these into strategic development and create the capability on a global scale so all clients are able to benefit and take advantage of these changes, which really become upgrades that are derived from client-partner input.

eTrak-plus has a 2-3 person team on-site for (2) five day trainings (each of the 5 day trainings are typically 45 day apart). The 1<sup>st</sup> training is an introduction to the platform, providing WAKE COUNTY staff with a higher level understanding of the tools available to their departments. The 2<sup>nd</sup> training is more hands-on with a lot of one-one-one and team breakout sessions for specific groups (i.e. System Admin., Admin., and Operators). This 2<sup>nd</sup> training allows the team(s) to better understand systematically what's available to each, while also providing detailed and specific knowledge of the available capabilities which will allow these groups to more efficiently and effectively manage their tasks and responsibilities.

#### **VIII. QUALITY CONTROL INCLUDING ACCEPTANCE PROCEDURES AND TESTING PLAN**

**eTrak-plus Quality Control, Including Acceptance Procedure and Testing Plan**  
Quality control is one of our company's highest priorities. The actual procedures followed depend on the assessed risk of the changes made. Typically, a change made to a piece of core code, e.g., payment processing, is considered high risk and is tested broadly by multiple (internal) team members before the code change is allowed to be put into production. However, a report may be only tested by the developer and a single tester before being put into production as the risk is very low.

Also, the fact that the applications only run on servers in our server farm means that errors that do sneak through can be quickly corrected, usually within minutes without

notice; the majority (if not all) customers are never aware that an update has occurred.



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All issues and requests for enhancements are stored in a customer support system which facilitates tracking through the entire development, testing and release process. After the issue/enhancement has been entered in the system, it is evaluated for risk, complexity and skills required and assigned to appropriate developer(s).

After the developer has completed their work, the change is tested by the development team and assigned tester, could be JUnit or simple functional tests, to be certain it meets the functional requirements and performs flawlessly. It is then turned over to the final testers who confirm that the changes meet the functional requirements. If the change has the potential to impact other areas in the code, the testing is then expanded to include all areas and the number of testers is increased to handle the additional workload.

Note that all testing is done manually, although we do use testing scripts, as the complexity of the system and the constant stream of improvements requires that the time spent in keeping the automated scripts up to date exceeds the time to do the testing manually.

After the changes have been tested, they are committed to production. Typically, changes are pushed to production several days each week. This provides a system which has many small changes which are easily assimilated by the users rather than periodic major changes which require training to absorb.

## **IX. PROJECT APPROACH & WORK SCHEDULE:**

### **PROJECT APPROACH**

eTrak-plus implementation is unique, in large part due to efficiencies gained by our all-inclusive and fully integrated platform, allowing agency clients and their constituents/Internet users to move through process-flows with less constraints or issue. The design advantage shortens the learning-curve, allowing our trainers to more effectively train clients and allows the trainees to more effectively utilize the power of the eTrak-plus platform and service.

eTrak-plus designates a support and implementation team leader who (with support staff) will be responsible for building all programs, activities, facilities, etc. for the CITY. The eTrak-plus support team leader will manage all deliverables utilizing the eTrak-plus internal CRM platform to ensure tasks are completed as agreed and task holders are held accountable.

The eTrak-plus Team will build the CITY account within eTrak-plus which will include programs, activities, facilities, etc., with all associated fee rules, pictures, diagrams, etc. Once completed, we will provide access to the CITY account (with all converted data if applicable and agreed in advance) prior to the first eTrak-plus on-site training. eTrak-plus trainers will use the newly developed client account during training of CITY staff. In most cases eTrak-plus will include "data entry" of agency data as part of the training process for the agency team.

In a highly condensed 30k foot overview, training will be phased and start with group introduction to the eTrak-plus account built for the CITY. Our training team will start training CITY staff members in groups (i.e. Operators, Administrators and System Administrators) and then move into one-on-one sessions, which will allow

Administrators and System Administrators to receive detailed and in-depth hands-on-training at a granular level

**RFP response Submission (May 8, 2014)**

Timeline: May 8, 2014

During the eTrak-plus RFP response process we have developed tentative strategies and a time-line to migrate, data, train staff and successfully implement the complete eTrak-plus parks & recreation management solution. These strategies are detailed and shown below in Phase II to Phase VII.

**Pre-Meet Site-Visit (TBD)** - eTrak-plus understands that every parks and recreation agency operates differently and we use 'best practices' and 'Information Sharing' to better manage the migration and implementation of each and every eTrak-plus client. We have learned over the years that a two-day site visit with new client's, prior the official start of the project or training, is extremely productive. The team visits each and every site involved with the department and we talk each department head who manages the facility and the facility team members. This site visit allows our entire team the opportunity to get to know CITY staff first-hand, which allows a more effective and efficient migration to the eTrak-plus service and platform.

**Phase II: 2<sup>nd</sup> on-site/online demo, discussion and Q&A (TBD if necessary)**

Phase II Timeline: (1.5hrs to 2hrs via WebEx) TOTAL

This phase consists of key eTrak-plus team members providing the CITY Strategic Team with a WebEx DEMO (onsite if agreed). During the demonstration, we will provide a detailed overview of all applications of interest to the CITY (and included in the technical/functional questionnaire).

**SUB-TOTAL 1 DAYS**

**Phase III: KICK-OFF & JOINT STRATEGY SESSION (TBD)**

Phase III Timeline: (1 - 2) DAY(S) TOTAL

This phase consists of a (on-site visit, conference or web-conference) to kick-off the project and serve as a joint strategy session to discuss the following:

- ✓ Introduction of the two respective teams dedicated to the project (start/finish)
- ✓ Discuss and assign deliverables/tasks by and for both teams
- ✓ Discuss and agree on all time-lines
- ✓ Discuss and evaluate any potential challenges that may interfere with our projected time-lines
- ✓ Tweak, finalize and confirm each phase of the process

**SUB-TOTAL 1 DAY**

**Phase IV: data migration (TBD – receive 1<sup>st</sup> set of data)**

Phase IV Timeline: (90) DAYS TOTAL

**IF APPLICABLE/AGREED:** CITY will export and provide all data to be migrated to eTrak-plus

- CITY will export (from current software) a full back-up of the data and picture directory (for memberships)
- If possible/applicable, CITY will provide eTrak-plus with data mapping export fields (from previous provider) and eTrak-plus will map the CITY provided data



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**Fax:** (866) 338-1360  
**URL:** [www.eTrak-plus.com](http://www.eTrak-plus.com)

**RFP RESPONSE FOR:**  
Recreation Services Point-of-Sale &  
Reservation System

into eTrak-plus using import mapping fields matched to the export mapping fields provided.

#### **Data Testing (TBD)**

Data will be imported with fields mapped as agreed. When migrating data, eTrak-plus typically utilizes a seven-step process for data migration and testing:

##### **Step #1**

eTrak-plus receives data from CITY .

##### **Step #2**

eTrak-plus maps data into eTrak-plus for initial import into the CITY'S account in eTrak-plus.

##### **Step #3**

eTrak-plus tests the data accuracy with CITY 'S Project Management Team by utilizing a test sample. If any data issues are found the import data mapping fields are adjusted and move on the step #4.

##### **Step #4**

eTrak-plus requests a 2<sup>nd</sup> set of "clean" data from CITY , which is imported into eTrak-plus over-riding any missed-matched data fields previously imported in step #3.

##### **Step #5**

eTrak-plus tests data accuracy of the 2<sup>nd</sup> import with the CITY Project Management Team and if any data issues are found the import data mapping fields are adjusted and move on the step #6.

##### **Step #6 (Repeat Step #4)**

eTrak-plus requests a 3<sup>rd</sup> set of "clean" data from the CITY and the data is imported into eTrak-plus, over-riding any missed-matched data fields previously imported in step #4.

##### **Step #7 ("go live")**

eTrak-plus Support Team applies final testing to ensure accuracy and once confirmed, the eTrak-plus Development Team will use the 4<sup>th</sup> and final set of data for "go-live"

#### **SUB-TOTAL 90 DAYS**

#### **Phase V: SYSTEM PROGRAM/ACTIVITY BUILD (TBD)**

Phase V Timeline: (60) DAYS TOTAL TBD

This phase consists of the dedicated eTrak-plus support team designing and creating the 'tree' containing all CITY services. During our strategy session, the CITY team will explain how they want to interact within eTrak-plus and how each team member will want to see the programs and activities shown (both internally and externally or via the Internet). Each of the existing programs will be recreated with all fee rules (resident, non-resident, etc.) included as they are charged today (or will need to be charged in the future).

#### **SUB-TOTAL 60 DAYS**

#### **Phase VI: initial eTrak-plus Training (TBD)**



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Phase VI Timeline: TWO (4 - 5) DAY ON-SITE TRAININGS (8 - 10 TOTAL DAYS OF ON-SITE TRAINING)

This phase of Initial Training will be provided for the CITY parks and recreation employees at a CITY provided facility. The provided facility will include ample seating and necessary A/V equipment for all eTrak-plus training session(s).

Training will be broken into three groups (operators, administrators and system administrators) with the operators (requiring the least amount of training) being trained first with a refresher training at the conclusion of training for Administrators and System Administrators.

The training facility will be sufficient in size to accommodate the class/team to be trained.

#### **SUB-TOTAL 10 DAYS**

#### **Phase VII: Launch / “Go Live” (TBD)**

Phase VII Timeline: (15) DAYS TOTAL TBD

This phase is the Official Launch and final testing phase. At this point, the eTrak-plus account has been created and all applicable data has been migrated, built/entered and tested to ensure that CITY has a fully functioning account and all staff have been trained.

#### **SUB-TOTAL 15 DAYS**

#### ***Product Business Model***

eTrak-plus is an all-inclusive and complete web-based parks & recreation management solution. No additional software is required and the only tools currently used with eTrak-plus that are not part of the eTrak-plus service application are Java and Flash.

eTrak-plus was (thoughtfully) not designed as a modulated service/platform, simply because “modules” are (usually) autonomous, therefore adding additional cost to purchase and steps for operators/users, moving from one module to the next (i.e. from facility management/reservation application to registrations, then to point of sale, for example). Modulated platforms typically require specific applications (otherwise known as modules) to be purchased independently (outside of the core application) as needed, which sounds good if you don’t currently need them. However, when you do need them your agency would be required to purchase the needed module, then schedule and pay for the additional training for the added module and then pay for the added module from the CITY annual budget. ***This is primarily why we don’t use modules....we’re also a parks & recreation agency and we’ve worked with modulated systems prior to the purchase of eTrak-plus so we avoided this inefficiency in our system. Plus, modules don’t typically play well with other modules, forcing users to log out of one module prior to using another module.***

eTrak-plus does not charge transaction fees nor do we charge for licenses. Our clients may have as many user or computers as they like or need. Unlimited licensing is part of our service and offering. The applications listed below are part of our all-inclusive platform and service.

#### **SOFTWARE CHANGE MANAGEMENT PROCEDURE FOR BUG FIXES, UPGRADES AND CUSTOMIZATION:**

**eTrak-plus Upgrades**



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- One of the greatest benefits of a hosted solution is the method used when updating software: the automatic software updates mean organization don't go through the usual 'upgrade' process.
- Immediate deployment of new functionality: A hosted solution allows for quicker releases of maintenance fix requirements, commonly called "bug fixes" in the industry. If a bug is found (and all software has bugs) eTrak-plus can push out a 'bug fix' immediately (or by close of business on the day reported, at the very latest) as compared to with client-server technology.
- Zero down-time upgrades, which mean the system is available through upgrades.
- Quarterly updates are typical but minor 'bug fixes' happen on regular bases, without notice or fail.
- Since eTrak-plus is owned and operated by a Parks & Recreation Agency, and all of our Technical Support Staff are Parks & Recreation Professionals, we can immediately anticipate our client's needs. However, it is with our client's direction and input that our business model will most always follow.

## **QUALITY CONTROL INCLUDING ACCEPTANCE PROCEDURES AND TESTING PLAN**

**eTrak-plus Quality Control, Including Acceptance Procedure and Testing Plan**  
Quality control is one of our company's highest priorities. The actual procedures followed depend on the assessed risk of the changes made. Typically, a change made to a piece of core code, e.g., payment processing, is considered high risk and is tested broadly by multiple (internal) team members before the code change is allowed to be put into production. However, a report may be only tested by the developer and a single tester before being put into production as the risk is very low.

Also, the fact that the applications only run on servers in our server farm means that errors that do sneak through can be quickly corrected, usually within minutes without notice; the majority (if not all) customers are never aware that an update has occurred.

All issues and requests for enhancements are stored in a customer support system which facilitates tracking through the entire development, testing and release process. After the issue/enhancement has been entered in the system, it is evaluated for risk, complexity and skills required and assigned to appropriate developer(s).

After the developer has completed their work, the change is tested by the development team and assigned tester, could be JUnit or simple functional tests, to be certain it meets the functional requirements and performs flawlessly. It is then turned over to the final testers who confirm that the changes meet the functional requirements. If the change has the potential to impact other areas in the code, the testing is then expanded to include all areas and the number of testers is increased to handle the additional workload.

Note that all testing is done manually, although we do use testing scripts, as the complexity of the system and the constant stream of improvements requires that the time spent in keeping the automated scripts up to date exceeds the time to do the testing manually.



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After the changes have been tested, they are committed to production. Typically, changes are pushed to production several days each week. This provides a system which has many small changes which are easily assimilated by the users rather than periodic major changes which require training to absorb.

**X. IDENTIFICATION OF SUBCONTRACTORS**

N/A – eTrak-plus does not use subcontractors.

**XI. INSURANCE**

eTrak-plus will submit formal insurance documentation (in accordance to SECTION XIV) prior to execution of final agreement.

**XII. MAINTENANCE & SUPPORT  
MAINTENANCE AND SUPPORT PROGRAM**

eTrak-plus support includes all items as listed in this section. eTrak-plus technical and business support is provided 24/7 by a live operator. Our 24/7 support is unlimited and included in the fees charged by eTrak-plus. eTrak-plus is a Level II credit card processor.

**MAINTENANCE AND SUPPORT OVERVIEW**

**MAINTENANCE** - all server updates, maintenance is provided by eTrak-plus specialist and handled internally without the need to burden CITY staff with added responsibility.

**SUPPORT** – eTrak-plus support is provided 24/7 via our toll-free support line. The CITY will be assigned a dedicated eTrak-plus account manager as a static point of contact and this resource will be the interface to the entire eTrak-plus support team.

Support is unlimited and included in the annual fee proposed to the CITY.

The following supplies and services are included in Support and Maintenance:

- Unlimited technical support **24/7**, Monday through Sunday via toll free (877-513-8725), or email at [support@eTrak-plus.com](mailto:support@eTrak-plus.com)
- Unlimited phone support for System Down issues **24/7**
- Access to the eTrak-plus secure customer care web portal and online training materials
- Regular documentation and communication
- **Support also includes:**
  - Assistance with report customization (8am to 5pm)
  - Assistance troubleshooting Third Party products i.e. Jasper Reports, SkyLogix, M2SYS (or others as agreed)
- **Support services – hours, types, availability of assistance, etc.**
  - 24/7 technical support
  - Tier I, II, III
- **Access to training tools**
  - online
  - phone
  - email
- **Escalation procedures**

**TIER I**

**Available 24/7 - 24hr estimated MTTR (“R” = repair)**

This is the initial support level responsible for basic customer issues. The first job of an eTrak-plus Tier I specialist is to gather the customer’s information and to

determine the customer's issue by analyzing the symptoms and figuring out the underlying problem.

When analyzing/diagnosing the symptom/problem, it is important for the support specialist to identify what the customer is trying to accomplish so that time is not wasted on "attempting to solve a symptom instead of a problem."

Once identification of the underlying problem is established, the specialist can begin sorting through the possible solutions available. Our technical support specialists typically handle straightforward and simple problems while using internal knowledge management tools, which includes troubleshooting various methods for resolution. Specialist at this level have fairly in depth knowledge of our or service and platform but may not always retain the competency required for solving complex issues.

#### **TIER II**

##### ***Available 24/7 - 6hr Estimated MTTR ("R" = repair)***

Support Specialist at this level are responsible for assisting Tier I personnel solve basic technical problems and for investigating elevated issues by confirming the validity of the problem and seeking for known solutions related to these more complex issues. Typically the Support Specialist reviews the history to see what has already been accomplished by the Tier I team and the length of time trouble shooting the issue.

If a problem is new and/or personnel from this group cannot determine a solution, they are responsible for raising this issue to the Tier III support team.

#### **TIER III**

##### ***Available 24/7 - 4hr Estimated MTTR ("R" = repair)***

Tier III Support Specialists are experts in their fields and are responsible for not only assisting both Tier I and Tier II personnel, but with the research and development of solutions to new or unknown issues. Tier III technicians have the same responsibility as Tier II technicians in reviewing the work order and assessing the time already spent with the customer so that the work is prioritized and time management is sufficiently utilized.

If it is at all possible, the technician will work to solve the problem with the customer as it may become apparent that the Tier I and/or Tier II problem resolution process simply failed to discover the proper solution. The Tier III Support Specialist is responsible for designing and developing one or more courses of action, evaluating each of these courses in a test case environment, and implementing the best solution to the problem. Once the solution is verified, it is delivered to the customer and made available for future troubleshooting and analysis.

### **XIII. PCI/DSS COMPLIANCE OVERVIEW**

eTrak-plus is independently monitored by a third-party PCI/DSS Compliance vendor (SilverSky, previously PERIMETER E-Security) who provides the following services:

#### **Primary Services Provided by PERIMETER ESECURITY (now SilverSky):**

Primary PCI/DSS Compliance Services provided by SilverSky have been specifically mapped to PCI-DSS regulations. These services offer eTrak-plus the broadest amount of coverage from a risk mitigation standpoint. These are technologies that are specifically called out in the regulation (or sub-component of the regulation) and are necessary for all merchants to have.



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Vulnerability Assessments are critical components of our organization's security policy. With new vulnerabilities created daily, it's important that we keep an updated view of our current security posture. When we want to know how the recent updates affected our security posture, or when we're curious what impact our latest firewall or router changes had on a malicious individual's view of our network, the Vulnerability Assessment Services provided by SilverSky are our company's solution to determining the answers.

Vulnerability Assessments have become such a standard best practice that many regulatory bodies strongly recommend or require institutions to have a policy that includes them. The PCI Security Council (publisher of the PCI-DSS set of requirements) is among these bodies now requiring organizations to perform assessments at least quarterly. With so many reasons to scan, it makes sense to consolidate all these scans inside one easily accessible location that includes scan scheduling, report review, and remediation recommendations.

SilverSky provides eTrak-plus with the following scanning services, divided into the following types:

- **External** - this vulnerability assessment utilizes SilverSky's cloud-based scanners to perform scans on eTrak-plus externally facing devices. Performing scans from this perspective helps us to understand what an individual trying to break into our network would see.
- **Internal** - this assessment performs scan from inside of our network, revealing any possible vulnerabilities that an individual would see once they are past the edge devices.
- **PCI** - this external scan is customized to include the required Statement of Attestation and Self-Assessment Questionnaire mandated by the PCI-DSS set of requirements. In addition to the management and reporting portal, this option provides additional reporting options including an overview of our PCI compliance status and more insight into any areas that are currently out of compliance.
  - *SilverSky is a PCI Approved Scanning Vendor (ASV), passing a rigorous remote test conducted by each vendor on the PCI Security Standards Council's test infrastructure, which simulates the network of a typical security scan customer.*

Within each service listed above there are two versions available to eTrak-plus and we have selected the "Managed" service; see detail below:

- **Managed** – SilverSky performs monthly scans of the eTrak-plus network, service and servers. Their security experts review the results and discuss all findings with our Chief Developer to ensure that eTrak-plus mitigates all potential or perceived threats.

#### **XIV. ATTACHMENTS**

##### **A. REQUIRED FORMS**

##### **B. ADDITIONAL REQUIRED FORMS**



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- C. OPERATIONAL REQUESTS AND REQUIREMENTS**
- D. AGREEMENT TEMPLATE**
- E. ETRAK-PLUS SAMPLE REPORTS LIST**
- F. GENERIC TRAINING AGENDA**
- G. POINT OF SALE HARDWARE PRICING**
- H. ORGANIZATIONAL CHART**
- I. ETRAK-PLUS PCI COMPLIANCE CERTIFICATE**
- J. PRICING**
- K. TECHNICAL OVERVIEW**
- L. SAMPLE FINANCIAL REPORTING DOCUMENTS**
  - Cash drawer proofing
  - Collections by account
  - Collections by account summary
  - Collections by account with transaction detail
  - Refunded receipts
  - Summary shift transmittal with scholarships



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## ATTACHMENT A



## Attachment A - Required Forms

### Vendor Contact Form

Complete and include the following form in your response. Add additional rows as necessary but no material modifications to this form will be allowed.

<b>Vendor Name:</b>	eTrak-plus Complete Parks & Recreation Management Software Solution
<b>Contact Name:</b>	Jerry Plybon
<b>Title:</b>	Director, National Business Development
<b>Street Address:</b>	1095 Playground Road
<b>City, State, Zip:</b>	Charleston, SC 29407
<b>Phone:</b>	toll-free: 877-513-8725 / direct: 843-224-3261
<b>Email:</b>	jerry@etrak-plus.com

### Vendor Signature Form

I have reviewed all of the general information and specifications in the RFP, I have contacted the City regarding any needed clarifications, and have submitted this Proposal with a full understanding of the specifications.

If selected by the City as the Vendor, I agree to abide by the terms and conditions specified in this RFP.

<b>Company Officer Name:</b>	Kevin Walsh
<b>Title:</b>	CEO
<b>Signature:</b>	
<b>Date:</b>	04/29/2014
<b>Phone:</b>	877-513-8725

## Vendor Profile Form

Complete and include the following form in your response. No material modifications to this form will be allowed.

	Requirement Description	Reponse
1	How many years has your company been in business and how long has your product been on the market?	In business 34 years / on the market for 34 years
2	What is your company's Dunn & Bradstreet number?	we are a government agency and do not have a D&B#
3	How many resources do you have dedicated to the support and development of this product?	5 full time support employees / 3 full time developers
4	Describe the company's approach to product development and process for product enhancements.	We're also a parks & recreation agency that uses eTrak-plus so we develop per our needs and input from each client
5	Describe the company's other products and what synergies they might have for us.	eTrak-plus is all-inclusive of the needs and solutions for any parks and recreation agency. All available applications and services can be utilized to create efficiency within the agency
6	If any of your services will be sub-contracted to another party, provide name, contact information, and description of each service each subcontractor will perform.	N/A
7	How many clients does your company currently have using the product being proposed?	Approximately 60
8	Describe how your company delivers product support. Will an account team be assigned to the City? How many customers does this account team handle?	support provided 24/7. a support team leader is provided to every account and each team leader is supported by a 3 person team. each team leader is responsible for approximately 25 accounts.
9	During normal business hours, whom would we contact for service? How would we make contact?	our toll free support line is available 24/7 and if you wish to speak to a specific support representative you may dial the extension or asked to be transferred.
10	After normal business hours, whom would we contact for service? How would we make contact?	see #9 above.
11	What are your procedures for tracking and reporting status information and problem resolution timeframes to customers?	problem resolution entry and tracking are managed via the eTrak-plus CRM system. time frames provided are defined by the severity of the issue. Please see maintenance and support section.
12	As a local municipality in the State of Kansas, the City is required by law to enter into agreements bound by the Laws of the State of Kansas only, (See <b>Section X - Applicable Law, Nonwaiver</b> of the Agreement Template in Section E). Will your company be able to comply with this requirement?	Yes.

## References Form

Provide References of Customers using your product.

<b>1</b>	<b>Reference Company:</b>	City of Livonia Michigan
	<b>Address:</b>	33000 Civic Center Drive
	<b>City, State, Zip:</b>	Livonia, MI 48154
	<b>Contact Name:</b>	Lyle Trudell
	<b>Title:</b>	General Manager
	<b>Phone:</b>	734-466-2298
	<b>Product(s)/Service(s) purchased:</b>	Migration from RecWare Safari. Purchased the eTrak-plus complete parks & recreation management software solution.

<b>2</b>	<b>Reference Company:</b>	West Valley City Family Fitness Center
	<b>Address:</b>	5415 West 3100 South
	<b>City, State, Zip:</b>	West Valley City, UT
	<b>Contact Name:</b>	Jamie Young
	<b>Title:</b>	Recreation Supervisor
	<b>Phone:</b>	801-955-4000
	<b>Product(s)/Service(s) purchased:</b>	Migration from RecWare Safari to the eTrak-plus complete parks & recreation management software solution.

<b>3</b>	<b>Reference Company:</b>	City of Mission Kansas
	<b>Address:</b>	6200 Martway
	<b>City, State, Zip:</b>	Mission, KS 66202
	<b>Contact Name:</b>	Christy Humerickhouse
	<b>Title:</b>	Director
	<b>Phone:</b>	913-722-7210
	<b>Product(s)/Service(s) purchased:</b>	Migration from RecWare Safari to the eTrak-plus complete parks & recreation management software solution.



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**ATTACHMENT B**

## Attachment B - Additional Required Forms

### Hardware Requirements and Costs Form

Complete and include the following form in your response. Add additional rows as necessary but no material modifications to this form will be allowed.

Current hardware peripherals owned by the city are included along with the required quantity. If a hardware peripheral that the City currently owns is not supported, indicate a supported replacement equivalent with an item cost and total cost for the number of items indicated in the Qty field.

Proposals shall not include sales tax/use tax for the State of Kansas per the exemption certificate for the project. An additional 12 POS stations have been added to the hardware count.

Item	Description	Qty	Fully Supported (Yes/No)	Comments	Replacement Model (if not supported)	Replacement Item Cost (\$)	Total Item Cost (\$)
1	Preh Key Tec Keyboards	22		can be integrated with eTrak-plus		\$	\$
2	AGP Cash Drawers	22		can be integrated with eTrak-plus		\$	\$
3	Epson TV-88 Receipt Printers	22		can be integrated with eTrak-plus		\$	\$
4	Meteological Orbit Scanner	22		can be integrated with eTrak-plus		\$	\$
5	Hitachi PCT-KC8203 Biometric Scanner	22		eTrak-plus has a partnership w/M2SYS and uses this unit with approximately (10) clients		\$	\$
6	Fargo DTC 4000 Card Printer	2		can be integrated with eTrak-plus		\$	\$
7						\$	\$
8						\$	\$
9						\$	\$

Respondents shall include all items necessary to provide the products and/or services specified. Additional items must be itemized and added to the list above so that the City has a complete listing of all products and services the Respondent intends to bill for. Vendor price shall include ALL labor, materials, products, and services necessary to install and provide the products and/or services as specified. THE CITY SHALL NOT BE LIABLE FOR ADDITIONAL CHARGES THAT ARE NOT STATED IN YOUR PROPOSAL. ALL charges for overtime, installation, shipping, etc. must be included in your costs.

### Software Acquisition & Costs Form

Complete and include the following form in your response. Add additional rows as necessary but no material modifications to this form will be allowed.

Item	Description	Comments / Notes	Unit Cost	Quantity	Total Cost
1			\$		\$
2			\$		\$
3			\$		\$
4			\$		\$
5			\$		\$

### Implementation Services Costs Form

Complete and include the following form in your response. Add additional rows as necessary but no material modifications to this form will be allowed.

Task	Description	Comments / Notes	Total Task Cost
1	Project Management	Inclusive of the first year fee submitted	\$
2	Test / Prototype Environment Creation	Inclusive of the first year fee submitted	\$
3	Back-Office Setup, Configuration & Data Migration	Inclusive of the first year fee submitted	\$
4	Administration Training	Inclusive of the first year fee submitted	\$
5	Train the Trainer Training	if the City wants to alter the sample training provided or wants trainers on-site longer	\$ 1,000.00/per day/per trainer
6	Go-Live Support	inclusive of the first year fee submitted	\$
7	Back-Office Setup, Configuration, and Hardware support after Go-Live	eTrak-plus is 75% 3rd party neutral re: peripherals. we will help the city with the integration of the existing 3rd party peripherals but maintenance, etc. would need to be required by the hardware provider. All other items mentioned within this description are inclusive of the first year fee submitted.	\$

### Annual Maintenance & Support Costs Form

Complete and include the following form in your response. Add additional rows as necessary but no material modifications to this form will be allowed.

Year	Comments / Notes	Total Task Cost
0	Included with 1st year fees	\$ 0.00
1	hosting, maintenance, support, upgrades, updates, 24/7 toll-free support, bandwidth, storage, etc.	\$ 10,000.00
2	hosting, maintenance, support, upgrades, updates, 24/7 toll-free support, bandwidth, storage, etc.	\$ 10,000.00
3	hosting, maintenance, support, upgrades, updates, 24/7 toll-free support, bandwidth, storage, etc.	\$ 10,000.00
4	hosting, maintenance, support, upgrades, updates, 24/7 toll-free support, bandwidth, storage, etc.	\$ 10,000.00
5	hosting, maintenance, support, upgrades, updates, 24/7 toll free support, bandwidth, storage, etc.	\$ 10,000.00

### Other Services & Costs Form

Complete and include the following form in your response. Add additional rows as necessary but no material modifications to this form will be allowed.

Item	Description	Comments / Notes	Units	Unit Cost
1	Transaction Fees	eTrak-plus does not charge	transaction fees	\$ 0.00
2	Custom Report Development	Included	Hours	\$ 0.00
3	Emergency On-call Support (after hours support requests)	Included	Hours	\$ 0.00



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**ATTACHMENT C**



## **Attachment C - Operational Requests and Requirements**

Following is a description of the city's current processes and use of our existing CLASS solution with requirements of a new system.

Confirmation of any of the following system operations that the proposed operating system is currently capable of performing Do not include confirmation of modules that will be coming in any upgrades that fall after our proposed GO LIVE date.

### **Point of Sale**

The city currently utilizes point of sale stations at our two main community centers. The stations at the community centers are utilized by staff to assist patrons in purchasing: annual memberships (individual and family) to one or both of the community centers; daily passes, classes, lessons, childwatch and other services at the community centers.

The point of sale system must be able to support different pricing options for memberships as the city offers senior, military, resident, and other discounts. In addition, the city provides special individual and family membership pricing for city employees who are participating in the city's wellness program.

Currently the six municipal pools operate on a standard cash register system with the membership validation module being utilized for admission to the facilities. As a part of this recreation software upgrade, we are looking at upgrading the outdoor pools to POS and utilize it in the same manner that we currently do in the community centers. This would be an additional twelve POS terminals.

### **Facility Rentals**

The city utilizes facility rentals for two community centers with room rentals and pool party packages, park shelters, athletic fields and courts, Deanna Rose Farmstead tours, birthday parties, Arboretum and Botanical Gardens building rental, garden rentals for weddings, and shelter reservations. Most of the rentals are charged an hourly rate, some rentals are a package price. A large number of these facility rentals are done online by the patron, we will need to the ability to distinguish which facilities allow online rentals versus those that we must book.

### **Program Registration**

Our current program line-up includes indoor & outdoor swimming lessons, personal training, equipment orientation, swim & dive team, child watch, Farmers' Market vendor stalls, massages, leagues and special event registration. The ease of use in this function is highly important not only from the city staff, but also from the point of view of the members and registrants as a large portion of these items are done online.

## Leagues

Currently the city does not utilize the league scheduler in CLASS due to our configuration of teams, leagues, brackets and areas. We are very interested in looking at league schedulers as they might apply to our application.

We currently operate adult leagues for basketball, summer softball and volleyball. As a cooperative event, the city also participates in Hershey Track and Field, so any applications that we may be able to apply to that event would be an interest.

## Memberships

The city operates two community centers and six municipal pools on a membership (and daily pass) basis. Patrons currently have the ability to have various memberships to different areas that they need access to, these memberships have different durations and expiration dates.

Membership prices vary based on different promotions, discounts and residency. The ability to distinguish between types of memberships, durations (currently weekly, monthly, three month and annual), and facilities that patrons have purchased access to is key for our operation. Another key function is the ability to have scheduled payments for all types of memberships.

A key component of the point of sale system as related to memberships is the ability to either print membership cards that can be scanned as patrons enter one of the pools or facilities or use biometric scanning technology (fingerprint, vein readers, etc.) for membership confirmation

## Reports

The city utilizes the report function to accurately display information that pertains to all areas of our operation on a daily, weekly, monthly and annual basis. A large number of the reports that we utilize have been custom written within the city and CLASS. These reports include daily facility set-ups, reservation time, memberships, class capacity percentages and financial information.

The ability to have reports transferred, written in-house or by the software system team is vital to our operations on a citywide basis.

## Training

Our current use of the CLASS TRAINER is to train new staff members, test new memberships, rentals, and functions prior to them going live. In our current trainer database, the system directly mirrors the LIVE database so that training looks, act and functions exactly the same as it will at a work terminal. This is a key aspect as we train several hundred staff members on a yearly basis.

## Mobile

Currently we do not have the ability to take CLASS mobile. Our vision is to be able to use a mobile application for making notes on room rentals, as we do tours, inspections and set-ups. We would also like to be able to utilize this application as a mobile POS for sales of concessions, personal training, massage and other such functions. Having the ability for patrons to sign the tablet screen to acknowledge and confirm what is on the screen will play a vital role in our ability to go mobile.

Another use would be as a mobile secondary terminal to allow membership validation at peak times to get members into the facilities quicker. This mobile application will need to function the same as a typical POS in terms of cash reports.



**eTrak-plus**  
1095 Playground Road  
Charleston, SC 29407

**Tel:** (877) 51E-TRAK (513-8725)  
**Fax:** (866) 338-1360  
**URL:** [www.eTrak-plus.com](http://www.eTrak-plus.com)

**RFP RESPONSE FOR:**  
Recreation Services Point-of-Sale &  
Reservation System

**ATTACHMENT D**

## Attachment D - Agreement Template

# AGREEMENT FOR HARDWARE, SOFTWARE AND SERVICES PURCHASE

THIS AGREEMENT is made and entered into this day of , 201\_\_, by and between the City of Overland Park, Kansas, hereinafter referred to as “City,” and eTrak-plus, hereinafter referred to as “Contractor.”

## SECTION I - SCOPE AND ORDER OF PRECEDENCE

Contractor shall provide to the City fully functional hardware, software and related services all to the City’s full satisfaction and in compliance with the Request for Proposal issued by the City on \_\_\_\_\_, 201\_\_ (the “RFP”), attached hereto and incorporated by reference herein as Exhibit A; the Contractor’s response dated \_\_\_\_\_, 201\_\_ (the “RFP Response”), attached hereto and incorporated by reference as Exhibit B; and the defined Scope of Work attached hereto and incorporated by reference as Exhibit C.

If there is a conflict among any of the Exhibits referenced above, the following order of precedence shall apply:

1. This Agreement, excluding exhibits
2. The Scope of Work (Exhibit C)
3. The RFP (Exhibit A)
4. The RFP Response (Exhibit B)

The City acknowledges Contractor may utilize \_\_\_\_\_ to provide certain products maintenance and support under this Agreement. This Agreement shall govern the City’s relationship with \_\_\_\_\_. Contractor assumes any obligation and/or liability the City would have by utilizing \_\_\_\_\_ for the maintenance services.

## SECTION II - COMPENSATION

The City agrees to pay Contractor for all products and services contemplated by the Agreement, an amount not to exceed \$ 60,000.00 as detailed in the “Pricing sheets” attached hereto and incorporated by reference in Exhibit G. The total “not to exceed” consideration includes the following:

1. The total price for the accepted hardware is \$ 0 (all existing can be utilized & new hardware sold @ market price).
2. The total price for the accepted software is \$ 60,000.00.
3. The total price for five (5) years maintenance and support is \$ 50,000.00.
4. The total price for the related assistance services \$ 0.00.
5. Travel expenses not exceed \$ 0.00.

The Compensation will be paid to Contractor as follows:

**Phase I** If Phase I is related to hardware there is not hardware required to operate eTrak-plus. RE: hardware for PoS - the current hardware list provided is acceptable and eTrak-plus sees no issue with the continued use.

The City agrees to pay Contractor twenty-five percent (25%) of the hardware, software, maintenance and support, and related assistance services or \$ 15,000.00 for the delivery to the City and installation of hardware product into City IT infrastructure. Upon successful completion of hardware installation and implementation, as determined by the City and as described in "Phase I Acceptance," attached hereto and incorporated by reference as Exhibit D, City will accept HARDWARE implementation of Phase I as functional and complete. After Phase I Acceptance, Contractor will submit an invoice for \$ 15,000.00 to City. The City will pay Contractor for Phase I within thirty (30) days of receipt of undisputed invoice. This amount due net-30 from the date of contract signatures.

## **Phase II**

The City agrees to pay Contractor fifty percent (50%) of the hardware, software, maintenance and support, and related assistance services or \$ 30,000.00 at the conclusion of a successful test period as set forth in "Phase II, 30-day or less Acceptance," attached hereto and incorporated by reference as Exhibit E. At the conclusion of the successful test period, Contractor will submit an invoice for \$ 30,000.00 to City. The City will pay Contractor for Phase II within thirty (30) days or less of receipt of undisputed invoice.

## **Final Payment**

The City agrees to pay Contractor the remaining cost of hardware, software, maintenance and support, and related assistance services or \$ 15,000.00 plus actual travel expenses, not to exceed \$ 0.00 (included), upon successful migration of the remaining data files from the existing hardware to the accepted hardware. The migration will be deemed by City as functional and complete when: 1) Contractor has demonstrated and verified that all remaining files have been migrated successfully; 2) Contractor has demonstrated and verified hardware is fully exercised and functional; and 3) all criteria has been met on the "Final Acceptance Checklist," attached hereto and incorporated by reference as Exhibit F. Upon Final Acceptance by the City, the Contractor will submit to City an invoice for \$ 15,000.00 plus actual travel expenses, not to exceed \$ 0.00. The City will make the Final Payment to Contractor within thirty (30) days of receipt of undisputed invoice.

## **Timing**

eTrak-plus will accomplish the migration of all data files with the assistance of key City personnel. eTrak-plus agrees to use their best efforts to complete the Phase II migration process within a period of thirty (30) days or less following the acceptance of Phase I. City agrees to provide **all necessary Class data files and City IT knowledge** with the necessary support and resources in order to successfully migrate the data files within this timeframe. eTrak-plus will promptly disclose to City any real or anticipated delays in Phase(s) I or II.

### **SECTION III - DISPUTE RESOLUTION**

City and Contractor agree that disputes relative to the products delivered and work performed should first be addressed by negotiations between the parties. If direct negotiations fail to resolve the dispute, the party initiating the claim that is the basis for the dispute shall be free to take such steps as it deems necessary to protect its interests; provided, however, that notwithstanding any such dispute Contractor shall proceed with the work as per this Agreement as if no dispute existed; and provided further that no dispute will be submitted to arbitration without the parties' express written consent.

### **SECTION IV - TERMINATION FOR CONVENIENCE**

Either party may terminate this Agreement at their convenience by giving the other party written notice. Agreement will be terminated on the first day of the month following the month in which a termination notice is received by either party. Any termination shall not relieve the City of its obligations to pay Contractor for functional hardware received or services satisfactorily performed through the effective date of termination.

### **SECTION V - ASSIGNMENT**

Parties hereto agree that neither shall assign, sublet or transfer their interest in this Agreement without the written consent of the other and further agree that this Agreement binds the parties, their successors, trustees, assignees and legal representatives.

### **SECTION VI - PRIOR VERBAL OR WRITTEN STATEMENTS NOT BINDING**

It is understood and agreed that the written terms and provisions of this Agreement shall supersede all prior verbal and written statements of any and every official and/or other representative of the City and Contractor and such statements shall not be effective or be construed as entering into, or forming a part of, or altering in any way whatsoever, the written Agreement. In the event that the City issues a purchase order, work order, invoice or similar document relating to services performed, such purchase order or similar document shall be for the City's administrative purposes only and will not supplement, supersede, modify or affect any of the terms and conditions set forth herein.

### **SECTION VII - INDEPENDENT CONTRACTOR**

Contractor is an independent contractor, and as such, neither Contractor nor its personnel are agents or employees of the City. Contractor is responsible for payment of any and all federal, state and local taxes.

### **SECTION VIII - HOLD HARMLESS/INDEMNIFICATION**

Contractor agrees to defend, indemnify and hold harmless the City and its agents and/or employees from any and all claims, settlements, and judgments including but not limited to those for bodily injury, physical property damage and/or death that are caused by the Contractor and within its control and/or those that arise out of Contractor's or any of its agents, servants and/or employees' negligent or intentional acts,

and/or failure to act in the performance of this Agreement. Neither acceptance of the completed work, payment therefore or termination or expiration of this Agreement shall release Contractor of its obligation under this paragraph.

In the event of any proceeding (suit, claim, or action) against City arising from allegations that the hardware, software, or services, or part thereof, furnished by Contractor (hereinafter "Product") infringes on a U.S. patent, copyright, trade secret, intellectual property, or other proprietary right of any third-party, Contractor will, if such a proceeding does not result from modifications to the Product made by City use of any Product in combination with other products not furnished by Contractor, defend City's right, title, or interest in the Product, at Contractor's expense, provided City promptly notifies Contractor in writing of the allegation. Contractor shall make such defense by counsel of its own choosing, and City shall cooperate with said counsel.

In the event any Product furnished hereunder is, in Contractor's opinion, likely to or does become the subject of a claim of infringement of any duly issued patent or copyright or of any trade secrets or other intellectual property rights or other proprietary right of a third-party, Contractor may at its option and expense, procure for City the right to continue using the Product, or modify the Product to make it non-infringing but functionally the same, or replace the Product with a non-infringing equivalent.

A. Contractor agrees that:

1. Contractor shall observe the provisions of the Kansas act against discrimination and shall not discriminate against any person in the performance of work under the present Agreement because of race, religion, color, sex, disability, national origin, ancestry or age;
2. In all solicitations or advertisements for employees, Contractor shall include the phrase, "equal opportunity employer," or a similar phrase to be approved by the Kansas Human Rights Commission (the "Commission");
3. If Contractor fails to comply with the manner in which Contractor reports to the Commission in accordance with the provisions of K.S.A. 44-1031 and amendments thereto, Contractor shall be deemed to have breached the present Agreement and it may be canceled, terminated or suspended, in whole or in part, by the City;
4. If Contractor is found guilty of a violation of the Kansas Act Against Discrimination under a decision or order of the Commission which has become final, Contractor shall be deemed to have breached the present Agreement and it may be canceled, terminated or suspended, in whole or in part, by the City; and
5. Contractor shall include the provisions of subsections (A)(1) through (4) in every subcontract or purchase order so that such provisions will be binding upon such subcontractor or vendor. The provisions of this section shall not apply if:
  - a. Contractor employs fewer than four employees during the term of such contract; or
  - b. If Contractor contracts with the City cumulatively total \$5,000 or less during the fiscal year of the City.



- B. Contractor further agrees that Contractor shall abide by the Kansas Age Discrimination In Employment Act (K.S.A. 44-1111 et seq.) and the applicable provision in the Americans With Disabilities Act (42 U.S.C. 12101 et seq.) as well as all federal, state and local laws, ordinances and regulations applicable to this project and to furnish any certification required by any federal, state or local governmental agency in connection therewith.

## **SECTION X - PROHIBITION AGAINST CONTINGENT FEES**

Contractor warrants that it has not employed or retained any person, firm, or corporation, other than a bona fide employee working solely for Contractor, to solicit or secure the awarding of this Agreement based upon an arrangement that the person, firm or corporation would receive any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from the award of this Agreement for the breach or violation of the foregoing provision, the City shall have the right to terminate the Agreement without liability and, at its discretion to deduct from the contract price, or otherwise recover the full amount of such fee, commission, percentage, gift or consideration.

## **SECTION XI - APPLICABLE LAW, NONWAIVER**

This Agreement is entered into under and pursuant to, and is to be construed and enforceable in accordance with, the laws of the State of Kansas. The waiver of or failure to enforce any term or condition of this Agreement shall not be construed as a waiver of any other term or condition. If any provision is held to be unenforceable by a court or other tribunal, the enforceability of the other provisions shall not be affected.

## **SECTION XII – AGREEMENT TERM**

The term of this Agreement shall commence on the date above first written and shall continue in force through the five (5) year warranty and hardware and software support period required by the RFP (the Initial Term). The Agreement may be extended beyond the Initial Term on an annual basis by written Agreement of the parties to contemplate maintenance beyond the five (5) year maintenance period contemplated herein (the “Renewal Term(s)”). The Parties understand and agree that the cost of maintenance during any Renewal Term will not be more than ten (10%) over the cost of maintenance paid by the City in the preceding twelve (12) month period.

## **SECTION XIII – SUBCONTRACTORS**

Contractor shall not subcontract any of the work or services required by this Agreement without the prior written approval of the City. Should Contractor request and the City agree to work being subcontracted, Contractor shall be as fully responsible to the City for the acts and omissions of its subcontractors and of persons either directly or indirectly employed by said subcontractors, as Contractor is for the acts and omissions of the persons it directly employs.

## SECTION XIV - INSURANCE REQUIREMENTS

a. General –

Contractor shall secure and maintain, throughout the duration of this Agreement, insurance (on an occurrence basis unless otherwise agreed to) of such types and in at least such amounts as required herein. Contractor shall provide certificates of insurance and renewals thereof on forms provided or approved by the City. The City shall be notified by receipt of written notice from the insurer at least thirty (30) days prior to material modification or cancellation of any policy listed on the Certificate.

b. General Liability –

The Commercial General Liability insurance coverage that is to be provided by Contractor shall provide coverage for bodily injury and physical damage caused by Contractor while performing the Agreement.

### MINIMUM INSURANCE REQUIREMENTS

#### COMMERCIAL GENERAL LIABILITY POLICY

(Complete Certificate “Form B” or equivalent Acord form)

General Aggregate:	\$ 500,000
Products-Completed Operations Aggregate:	\$ 500,000
Personal & Advertising Injury:	\$ 500,000
Each Occurrence:	\$ 500,000

c. Automobile Liability –

Policy shall protect Contractor against claims for bodily injury and/or property damage arising from the ownership or use of all owned, if any, and hired and/or non-owned vehicles and must include protection for either:

A. Any Auto

OR

B. All Owned Autos, if any:  
Hired Autos; and

Non-Owned Autos.

Limits of liability protection required are \$500,000 combined single limit.

d. Workers' Compensation and Employer's Liability –

This insurance shall protect Contractor against all claims under applicable state Workers' Compensation laws. Contractor shall also be protected against claims for injury, disease or death of employees which, for any reason, may not fall within the provisions of a Workers' Compensation law. The policy shall include liability limits not less than the following:

Workers' Compensation:

Statutory

Employer's Liability:

Bodily Injury by Accident	\$100,000 each accident
Bodily Injury by Disease	\$500,000 policy limit
Bodily Injury by Disease	\$100,000 each employee

e. Industry Ratings –

The City will only accept coverage from an insurance carrier who offers proof that it:

- A. Is licensed to do business in the State of Kansas;
- B. Carries a Best's policy holder rating of A- or better; and
- C. Carries at least a Class VII financial rating.

OR

Is a company mutually agreed upon by the City and Contractor.

f. Subcontractors Insurance –

If a part of the Agreement is to be sublet, the Contractor shall either:

- 1. Cover all subcontractors in its insurance policies if allowed to by Contractor's insurance carrier, or
- 2. Require each subcontractor not so covered to secure insurance which will protect subcontractor against all applicable hazards or risks of loss as and in the minimum amounts designated.
- 3. Whichever option is chosen, Contractor shall indemnify and hold harmless the City as to any and all damages, claims or losses, including attorney's fees, for bodily injury, physical property damage and/or death that arises out of a subcontractor's or any of its agents, servants, and/or employees' negligent acts, and or failure to act in the performance of this Agreement arising out of the acts or omissions of its subcontractors.

g. Professional Liability Insurance –

This insurance shall protect the Contractor against claims for damage arising from the work

performed by Contractor as specified in Section I. The limits of protection shall be \$1 million.

**SECTION XV – ADJUSTMENT TO CONTRACT TERMS**

Changes to the terms of this Agreement may be made only in writing and must be approved by the City and Contractor. Should a decision be made to amend the terms of this Agreement, the City and Contractor must mutually agree in writing to the amended terms.

**SECTION XVI – CASH BASIS LAW**

The City is obligated only to make payments under this Agreement as may be lawfully made from funds budgeted and appropriated for the purposes as set forth in this Agreement during the City’s current budget year. In the event the City does not so budget and appropriate the funds, the parties acknowledge and agree that they shall be relieved from all obligations, without penalty, under this Agreement.

**SECTION XVII - SEVERABILITY CLAUSE**

Should any provision of this Agreement be determined to be void, invalid, unenforceable or illegal for whatever reason, such provision(s) shall be null and void; provided, however, that the remaining provisions of this Agreement shall be unaffected thereby and shall continue to be valid and enforceable.

**SECTION XVIII - EXECUTION OF AGREEMENT**

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their authorized officials on the day and year first above written.

CITY OF OVERLAND PARK, KANSAS [ Contractor\_\_\_\_ ]

Carl Gerlach, Mayor

Date Date

ATTEST:

Marian Cook  
City Clerk

APPROVED AS TO FORM:

Tammy M. Owens  
Deputy City Attorney



**eTrak-plus**  
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Charleston, SC 29407

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**RFP RESPONSE FOR:**  
Recreation Services Point-of-Sale &  
Reservation System

## ATTACHMENT E

Category	Report Title	Description
<b>Account activity</b>	Detailed account activity - Cash basis	Detailed activity for selected accounts, year and months
	Detailed account activity by account	Detailed account activity ordered by account, year and month
	Detailed account activity list	Account activity by year, month and account
	Summary account activity	Summary account activity by year, month and account
	Summary account activity - Cash basis	Summary activity for selected accounts, year and months
	Summary account activity by account	Summary account activity ordered by account, year and month
<b>Active members</b>	Active members - Labels 3x10 One per adress	Three across by ten down labels for a laser printer. Corresponds to Avery 3160 labels. One label per address
	Active members - One line	One line for memberships
	Active members - One line (One per address)	One line for memberships. Shows one list for every address.
	Active members - One line DOB MM/DD	One line for memberships with date of birth as MM/DD
	Active members by area	Names and addresses summarized by area. Shows percentages.
	Active members by residency	Count of active members by residency
	Active members by Zip Code	Names and addresses summarized by Zip Code. Shows percentages.
	Active members with expire date	Name, addresses and expire date
	Birthdays	Shows birthdays and ages for active members of the selected groups. Ordered by month, day and then last name.
	Count of active members by area	Count of active members by area
	Counts of active members	Counts of active members by family and individual for each of past 13 months
	Counts of active members - Livonia	Counts of active members by family and individual for each of past 13 months
	Counts of active members across residency	Counts of active members by residency for each of past 13 months
	Counts of active members with residency	Counts of active members by family and individual with residency for each of past 13 months
	Fee change letter (Livonia)	Member fee increase letter
	Pass Numbers	Shows a list of Pass numbers with prefix and who belongs to each one. Sorted by pass number.
	Pass Numbers By Name	Shows a list of Pass numbers with prefix and who belongs to each one. Sorted by name.
<b>Actual vs budget</b>	Revenue and counts across months - Non res total - Summary	12 months of revenue and counts of participants with residency. Non-resident revenue is total from non-residents.
	Revenue and counts across months - Non res total	12 months of revenue and counts of participants with residency by category and sub-category within each category. Non-resident
	Revenue and residency across months	12 months of revenue and counts of participants with residency
	Revenue and residency across months detailed	12 months of revenue and counts of participants with residency by category and sub-category within each category
	Revenue summary across months	12 months of revenue by category
	Summary across month	12 months of actuals with budget
<b>All collections for day</b>	By Form For Credit Cards Only	Cash drawer proofing sub-totaled by form of payment for only types of credit cards
	By Form For Shift	Cash drawer proofing sub-totaled by form of payment for a shift
	Summary by form for shift	Summary of collections by type
<b>All participants</b>	Summary shift transmittal with codes - One column	Cash basis summary transmittal for shift - all amounts are in one colum with accounting system codes
	Label for export/one per address	CSV - one line per address
	Labels (3 X 10) by address	Labels for (three across by ten down) laser for all participants ordered by address
	Labels (3 X 10), one per address to resi	3 X 10 labels, one per address to 'current resident'
<b>Analysis (Games for Inet)</b>	Labels by person	Labels (3 X 10) of all participants ordered by person name
	One line - Emails	Name and email address(s)
	One line with birth certificates	Name, short address, age for people with birth certificates on file
<b>Analysis (Games)</b>	Analysis of officials' ratings	Raw dump of officials' ratings
	Counts for sites and start times	Counts for sites and times
<b>Analysis (Memberships)</b>	Home and away balance and total games	Home and away balance. Also shows total games.
	Active members by age and res.- Detailed	Active members by age and residency with person name. Subtotaled by type and title
	Active members by age and residency	Active members by age and residency. Subtotaled by type and title
	Active memberships by size, age and res	Active memberships by size, age and residency. Subtotaled by type and title
	Lillington export	
	Member statistics	New and renewed memberships, attendance statistics and membership status statistics
	Members with no visits	One line roster of members with no visits during the specified period
	Memberships in date range with payments	Listing of memberships with a payment between dates. Includes payment plan and shows dues paid, totaled by category.
	Memberships sold in date range	Listing of memberships sold between dates. Includes payment plan and options for choosing residency.
	Memberships sold in date range by group size	Listing of memberships sold between dates. Shows couples, family or single membership.
	Memberships sold in date range by group size summary	Count of memberships sold between dates. Shows couples, family or single membership.
	Memberships sold in date range summary	Summary of memberships sold between dates
	Memberships sold in date range with payments	Listing of memberships sold between dates. Includes payment plan and shows dues paid, totaled by category.

	Memberships sold in date range with phones & emails	Listing of memberships sold between dates. Includes payment plan, phones and email addresses.
	Memberships terminated in date range with payments	Listing of memberships terminated between dates. Includes payment plan and shows dues paid, totaled by category.
	New and Renewed counts	New and renewed counts of memberships
	New Memberships	Shows address, email address, phones and date of birth for all new memberships in the selected date range
<b>Analysis (Payroll)</b>	Amounts by account and employee	Payroll amounts summarized by account and employee
	Amounts by department, function and empl	Payroll amounts summarized by department, function and employee
<b>Analysis (Registrations)</b>	Participants by area - Must have transactions (No detail)	Participants by area. Participants must have transactions to be selected. No transaction detail shown.
	Participants by area - Must have transactions (Shown)	Participants by area. Participants must have transactions to be selected. Transaction detail is shown for each person.
	Participants by area - Must have transactions (Summary)	Participants by area. Only counts by area shown.
	Participants by area - Bar graph	Participants by area. Only counts by area shown. Bar graph.
	Participants by item by area	Participants by item by area. Subtotals by area and item.
	Participants by item by area - Summary	Participants by item by area. Subtotals by area and item. Only totals shown.
	Registrations by area	Name, short address, phones, date of birth on one line with transactions listed below
	Registrations by area no transactions	Name, short address, phones, date of birth on one line
	Registrations by residency	Summary by residency
	Residency analysis	Counts and fees
<b>Assignments</b>	By date, time and site	Assignments by official by date, time and site
<b>Attendance</b>	Attendance across time	Attendance across time by age, residency. Also shows average number of visits by age. Shows up to 11 hours.
	Attendance by Address Area	Attendance by address area
	Attendance by Age and Gender	Attendance by gender and age demographic
	Attendance by membership type	Count of attendance by membership and drop in
	Attendance by membership type - no drop ins	Count of attendance by membership. Does not include drop ins
	Attendance by membership type with residency	Count of attendance by membership divided up by residency
	Attendance by scans and pass type	Count of attendance by scans. Doesn't include ticket sales.
	Attendance by Ticket Counts	Count of attendance by tickets sold. Doesn't include passes scanned.
	Attendance graphs	Graphs of attendance across day of week and time of day
	Attendance with Photo	Attendance for the selected memberships in the selected date range. Includes a photo of every member if available.
	Attendance within Time Range	Attendance within selected hours by age, residency. Also shows average number of visits by age. Shows up to 11 hours.
	Failed scans	Failed scans
	Failed scans by computer and pass	Failed scans ordered by computer and pass code
	Guest passes used by date and time	Guest passes used sorted by date and time
	Guest passes used by name	Guest passes used sorted by person name
	Member visits by time they entered	Visits by time the member entered
	Silver Sneakers attendance	Silver Sneaker member attendance by person by date and time
<b>Attendance (Single)</b>	Attendance of Single Member	Attendance for a single user, found on the Front Desk's Report options
	Attendance of Single Member with passes	Attendance for a single user, found on the Front Desk's Report options
<b>Attendance Forms</b>	Attendance form - Active portrait	Shows name of each person with column for attendance
	Attendance form - landscape	Shows name of each person with columns for up to 14 days that can be used to indicate attendance
	Attendance form - portrait	Shows name of each person with columns for up to 10 days that can be used to indicate attendance
	Attendance form - portrait (No status)	Attendance form by day for five days with no status for participant. Used for programs with attendance in areas.
	Attendance form by gender and age	Portrait. Name of participant grouped by gender, sorted by age
	Attendance form by grade	Portrait. name of participant sorted by grade. Starts new page.
	Attendance form by grade and gender	Portrait. name of participant sorted by grade and gender. Starts new page.
	Attendance form by school	Name & gender of person with dated columns. Separate page for each school.
	Attendance form by school and grade	Name, gender and grade level of person with dated columns. Separate page for each school and each grade level.
	Attendance form for camp counselors	Shows name of person with column for present and time out (if leave early)
	Attendance form with grade	Portrait. name of participant with grade.
	Attendance form with Medical Notes	Name and medical notes. empty columns in between dates.
	Attendance form with phones - Portrait	Shows name and phones of each person with columns for up to 10 days that can be used to indicate attendance
	Sign in - out with all who may pick up	Name and comments with space for signature for parent. Parent's name & number listed in small font under kids.
	Sign in - sign out	Sign in and sign out

	Sign in - sign out by schools Sign in - sign out for AM and PM	Sign in and sign out sheet grouped by schools. Includes age, who may pick up and space for additional notes Sign in AM sorted by bus stop, Sign out PM sorted by Group. Includes names and place for signature.
	Sign in - sign out for buses Sign in - sign out for buses grouped by schools Sign in - sign out plain	Sign in and sign out sheet for buses. Includes what school each child comes from, their age, who may pick up and space for additional notes Sign in and sign out sheet for buses. Grouped by schools with subtotals and includes age. Sign in and sign out. Does not show related transactions, e.g., no extended day.
	Sign in - sign out with camps Sign in - sign out with Extended Day Sign in sheet Sign in sheet - no date Sign in sheet - Seniors	Sign in and sign out sheet grouped by camp groups if assigned. Includes age, who may pick up and space for additional notes Sign in and sign out with extended day info in the "sign in" or "sign out" columns Name and grade with space for noting person is present and signature space for parent Name and comments with space for signature for parent. Sign in sheet for seniors who are charged \$1
	Sign in sheet with phone	Name and comments with space for signature by parent or participant and phone numbers if new participant
	Sign in with who may pick up	Name and comments with space for signature for parent. Parent space has half tone list of authorized people.
	Sign in with who may pick up - no date	Name and comments with space for signature for parent. Parent space has half tone list of authorized people.
<b>Attendance Reports</b>	After school and camp for week After school and camp for week - Attend only After school and camp for week - Fees to date After school and camp for week by school Lexington attendance summary Month attendance - Attend only	Attendance by person for a week with charges Attendance by person for a week Attendance by person for a week with to date charges Attendance by person for a week with charges, grouped and subtotaled by school After school for each center Attendance by person for a month
<b>Balances</b>	Balances with prices	Balances with prices
<b>By Account</b>	Revenue by account - summary Revenue by account and item Revenue by account by item summary  Revenue by account with detail By account by item - Detailed By account by item - Summary  Cash Collections with Item and payment type Collections by account - Detail Collections by account - Summary Collections by account, month and year Collections by year, month and account Collections, waivers, scholarships for revenue account Net revenue by account Net revenue by account with regular sales Net revenue by item with account and payment type Net revenue with item and payment type	Summary (one line for each account) of revenue from transactions. Revenue by account and item Revenue by account by item summary Revenue (from fees records) for a set of transactions with information about the item sold or site reserved, the responsible per Detailed collections by account with item detail Summary collections by account by item contains item, account, cash, check, charge, money order, scholarships and refunds. references cash on hand and doesn't include transfers. Detailed cash basis collections by account for dates, shifts and accounts Summary cash basis collections by account for dates, shifts and accounts Detailed collections by account, year and month Detailed collections by fiscal year, fiscal month and account Summary of collections by fee revenue account with waivers, scholarships and gift cards Summary of revenue and refunds by account Summary of revenue and refunds by account. Includes column for regular sales contains item, account, cash, check, charge, money order, scholarships and refunds contains account, item, cash, check, charge, money order, scholarships and refunds
<b>By Item and Site</b>	North Bergen membership analysis Revenue by account - detail Revenue by item and site - detail Revenue by item and site - summary Summary with residency and accounts With residency and accounts Cash receipts journal Collections by category and sub-category Collections by day and month Collections by item and residency Collections by item and residency -Sum Collections by item and section summary Collections by item summary - No refunds Collections by item summary with counts Collections by item-Refunds only Collections by month across account Counts of participants by item by age Detailed by item, site and transaction	North Bergen memberships Select items, report by account Revenue from transactions grouped by item and site and showing count and responsible person detail. Shows one line for each item and site. Revenue by item and site with accounts in crosstab and subtotals for residency Revenue by item and site with accounts in crosstab and subtotals for residency Collections by receipt for specific items Collections by item (PLU) grouped by category and sub-category Collections by day and month for specific items Cash basis detailed transmittal for only collections for shift subtotaled by item title and residency Cash basis transmittal for collections subtotaled by item title and residency Cash basis summary transmittal for only collections for shift ordered by item title and section Cash basis summary transmittal for only collections for shift ordered by item title - No refunds Cash basis summary transmittal for only collections for shift ordered by item title Cash basis detailed for refunds Collections by day and month across account Counts of participants by item and age Cash basis detailed transmittal for only collections for shift ordered by item title



	Detailed collections and counts w/ instructor pay	Collections and counts by item with instructor pay with participant detail
	Detailed collections by item - No refund	Cash basis collections by item with registration detail - No refunds
	Detailed collections by item and site	Taxes collected by item and site with receipt level detail. Includes used credit from account.
	Detailed collections by item, site and origin	Detailed collection by item and site with origin columns
	Detailed scholarships by item	Scholarshipped transactions ordered by item title
	Detailed select by item report by acct	Select by item, report by account
	Detailed select by item report by acct/person	Select by item, report by account and person
	Membership counts and amounts	Collections with counts for memberships
	PLU Hourly sales report - Active	Summary collections by item by hour using the Active format
	PLU sales report - Active	Summary collection by item using the Active format
	Summary collections and counts w/ instructor pay	Collections and counts by item with instructor pay
	Summary collections by account	Collections by account
	Summary collections by bank by item	Summary cash basis collections by bank by item
	Summary collections by item, site and origin	Summary collections by item and site with separate columns for origins
<b>Cash drawer</b>	40 Column Cash Drawer Proofing	Based off By Form For Shift but in 40 column printer format
	By Bank By Form For Shift	Cash drawer proofing sub-totalled by form of payment with separate sections for each bank
	By Bank By Form For Shift No Scholarships	Cash drawer proofing sub-totalled by form of payment with separate sections for each bank no scholarships
	By Form For Shift	Cash drawer proofing sub-totalled by form of payment for a shift
	By Form For Shift Including Scholar	Cash drawer proofing sub-totalled by form of payment for a shift. Includes scholarships.
	By form for shift no scholar	Cash drawer proofing sub-totalled by form, no scholarships included
	By Form For Shift Using CashDrawer	Cash drawer proofing sub-totalled by form of payment for each shift in a cash drawer with selected dates
	By Form For Shift With Approvals	Cash drawer proofing sub-totalled by form of payment for a shift with approval spaces
	By Form For Shift With Item Detail	Cash drawer proofing sub-totalled by form of payment for a shift
	By Form For Shift With Operator	Cash drawer proofing sub-totalled by form of payment with operator for each receipt
	By Receipt For Shift	Cash drawer proofing sub-totalled by receipt for a shift
	Credit Card Summary Activity	Summary of credit card activities with separate sections for collections and refunds
	Refunded for shift - Active	Refunds for shift using Active/Safari format
	Refunds For Shift	Refunds for shift(s)
	Refunds for shift (include credit cards)	Refunds for shifts including refunds to credit cards
	Refunds for Shift by Bank	Refunds for shift by bank
	Scholarships for shift	Scholarships using shift
	Standard For Shift	Cash Drawer Proofing For Shift
	Summary by form for shift	Summary of collections by type
	Summary proofings for date range	Cash drawer collections by shift across form of payment
	Voids by Form For Shift	Voided receipts by original form of payment for shift(s)
	Voids by Form For Shift by Bank	Voided receipts by original form of payment for shift(s) with separate sections for banks
<b>Cash Drawer Proofing</b>	Cash Drawer Proofing By Responsible Pers	Cash drawer proofing ordered by person who paid
	Cash Drawer Proofing By Type	Cash drawer proofing grouped and sub-totalled by form of payment
<b>Cash Drawer Proofing Fo</b>	Cash Drawer Proofing By Responsible Pers	Cash drawer proofing ordered by person who paid for an operator
	Cash Drawer Proofing By Type	Cash drawer proofing by type with selected operator
<b>Chart of accounts</b>	Accounts by account code	Listing of accounts by account code
<b>Collection letters</b>	Collection letter Ledyard	Letter for collecting
	Collection letter Lexington - BL	Letter for collecting
	Collection letter Lexington - LX	Letter for collecting
	Collection letter Patty	Letter for Patty to collect continuing program balances
	Expulsion letter Lexington - BL	Expulsion letter
	Generic collection letter	Letter for collecting continuing program balances
	Person statement - Lexington	Open balance report for person - Lexington County
<b>Commissions</b>	Commissions - Details	Detailed report of commissions
	Commissions - Summary	Summary report of commissions
	Commissions - Transmittal	Transmittal showing accounts payable and expense entries
<b>Confirmation of assignme</b>	Standard confirmation	Confirmation letters for officials
<b>Conflicts (Reservations)</b>	Schedule conflicts	Report of conflicts in the reservation_detail
<b>Conflicts (Team and leag</b>	Scheduling conflicts	Scheduling conflicts for teams. Also shows conflicts for the selected leagues.
<b>Counts</b>	Activity totals	Counts of residents/non-residents, adults/children with min/max/schedule. Grouped by item.
	Activity totals by session	Counts of residents/non-residents, adults/children with min/max/schedule. Grouped by item and session.
	Activity totals for full class	Counts of residents/non-residents, adults/children with min/max/schedule for items with maximum people registered. Grouped by item.
	Activity totals for under minimum	Counts of residents/non-residents, adults/children with min/max/schedule for items with less than minimum people registered. Grouped by item.
	Counts by category across months	Counts of registrations by category across months

	Counts by category from Online only	Counts of registrations by category from online sites
	Current registration counts	Counts of transactions for the current set of items. The current set of items may be restricted.
	Registration counts	Counts of registrations in a date range and given a set of items.
	Registration counts adults and children	Counts of active registrations in date range and given a set of items
<b>Deposit slips</b>	Deposit slip	Standard deposit slip
<b>EFT Reports</b>	EFT exceptions	EFT exceptions processed
	Payment processing details for transaction	Payment request processing with results and fee details
<b>EFT's and batch credit ca</b>	Batch processing results	Results of batch credit card processing
<b>EFT's due</b>	EFT's to be processed	EFT's to be processed
<b>Employee Internet</b>	Employee Inet schedule	Employee schedule
<b>Employee reports</b>	Employee labels	3 X 10 labels for employees
	Employee roster	Simple employee roster with function and dates authorized to work
	Employee work records	Work record information with pay grades
	Employee work records by division and function	Work record information with pay grades sorted by division, function and employee name
	Employee work records by division and name	Work record information with pay grades sorted by division and employee name
	Employee work records with employee number	Work record information with pay grades and employee number
<b>Expired members</b>	Labels 3 X 10	3 X 10 labels
	One line	Name, etc. for members that expired in the last 30 days. Includes options for choosing residency.
<b>Expiring members</b>	Custom letter	Custom form
	Labels for members with 12 months	Name and address for EFT members
	Labels for members with 12 months & start date	Name and address which pulls where membership start date is 1 year away from the set end date for EFT members
	Labels for members with 12 months & start date (Paid in FULL)	Name and address where membership was paid in full
	Letter to Expiring Members (Livonia)	Similar to Email Participants, but in report form so it can be generated for people without email. Excludes EFT, rolling memberships and people with an email address.
	Letter to Expiring Members (WVC)	Letter for expired memberships. Includes name, address and expiration date.
	Letter to Soccer Players (WVC)	
	Mail merge (Exclude EFT and fees)	Name and address for merging
	Mail merge (Exclude EFT)	Name and address for merging
	One line	Name, etc. for members expiring in the next 30 days.
	One line for rolling memberships	Name, etc. for members on a pay plan expiring in the next 30 days and converting to a rolling membership
	One Line with Email Info (Exclude EFT)	Show fees, emails, names and addresses of members expiring in the selected time frame. Excludes EFT and rolling memberships.
	One Line with Email Info and Attendance	Show fees, emails, names, addresses and last 90 day attendance of members expiring in the selected time frame. Excludes EFT and rolling memberships.
	One line with grade	Name, short address, phones, date of birth and grade on one line
<b>Game listings</b>	By date, site and time	Games by date, site and time with officials
	By date, time and site	Games by date, time and site with officials
	By site, date and time	Games by site, date and time with officials
<b>Game schedules - Inet us</b>	By date, site and start time	Schedule by grouped by date and ordered by time and site within date. Only dstart times are shown.
	By date, site and time	Games grouped by date. Games withing date are ordered by site name and time. Ending times are shown.
	By date, site and time w/ teams	Games ordered by date, time, site with teams listed at top
	By date, time and site	Games grouped by date. Games within date are ordered by time and site. Starting times only.
	By league and team	Schedule grouped by league and team name. Games ordered by date, time and site for each league and team.
	By site, date and time	Games grouped by site. Games are ordered by date and time within site. Only starting times are shown.
<b>Graphical</b>	Month Calendar Landscape	Month calendar that looks just like a calendar. Order of reservations is time. Single site.
	Month Calendar Portrait	Month calendar that looks just like a calendar. Order of reservations is time. Single site.
	Multi-site for day	Multiple sites for a day
	Multi-site for month	Multiple sites for a month. Max of 6 different sites.
<b>Grid format</b>	Games in grid	Games shown in grid format
<b>Hours</b>	Amounts by account and person	Summary of amounts to be paid
	Hours worked	Hours worked
	Hours worked - Totals on right	Hours worked
	Summary by account and person	Summary hours worked
	Summary by department and function	Summary of amount paid by department, function and person
<b>Info sheets after receipt</b>	Info sheet from note	Info sheet that gets contents from the item Inet Sheet note(s)
	Letter From Santa Form	Info sheet for Letters from santa to be printed out, filled, and sent back in
	Ormond Beach YBSA Form	Info sheet for Ormond Beach Youth Baseball and Softball
<b>Instructor Payments</b>	Instructor pay - Detailed	Instructor pay showing lots of details
	Instructor pay - Detailed (Lexington information)	Instructor pay showing lots of details

	Instructor pay - Detailed each on page Instructor pay - Summary Instructor pay - Summary by instructor Instructor pay - Transmittal	Instructor pay with lots of detail. Each instructor starts a new page Instructor pay showing one line per instructor One line total per instructor Transmittal showing accounts payable and journal entries to record amounts due instructors
<b>Instructor schedules</b>	Instructor schedules	Lesson schedules for instructors
<b>Inventory receipts</b>	Receipts from temp file Receiving report	Inventory receiving document before the data is saved Inventory received
<b>Invoices</b>	Invoices by Item	Shows the invoice for each person on the selected item, with one individual invoice per page.
<b>Item Master</b>	Item master listing (Alpha) Leagues with teams Teams with leagues	Alphabetic listing of items Leagues with teams and contacts Teams with leagues and contacts
<b>Labels (Non-participants)</b>	<u>Coach and manager labels</u> <u>Coach and Manager labels - Large top margin</u> <u>Team contact labels</u>	<u>Labels for team coaches and managers</u> <u>Labels for coaches and manager with 5/8" top margin</u> <u>Labels for team contacts</u>
<b>Labels (Participants)</b>	3 across X 10 down 3 across X 10 down for memberships 3 across X 10 with 5/8" top margin 3 across X 10 with small top margin Labels 3 x 10 - Name Only  Labels 3 X 10 - One per address Labels 3 X 10 - One per address without email  Labels 3 X 10 - One/address w/ tag line Labels 3 X 10 - One/address w/ tag line without email Labels 3 X 10 - With tag line  Labels 3 X 10 - With waitlist Labels for export  Parent labels 3 X 10 - One per address Unassigned players	Three across by ten down labels for a laser printer. Corresponds to Avery 3160 labels Three across by ten down labels for laser printer. Only transactions with fees are selected. 3 X 10 labels with .625" top margin 3 X 10 labels with .525" top margin 3 x 10 labels with only the person's name  Three across by ten down labels for a laser printer. Corresponds to Avery 3160 labels. One label per address  Three across by ten down labels for a laser printer. Corresponds to Avery 3160 labels. One label per address. Tag line is add  Three across by ten down with tag line at top Three across by ten down labels for a laser printer. Corresponds to Avery 3160 labels. One label per address, includes people on waitlist. Labels that can be exported as CSV or Excel Three across by ten down labels for a laser printer. Corresponds to Avery 3160 labels. One label per address. Name and address 3 X 10 labels for unassigned players
<b>Non-participant rosters</b>	Coach and manager labels	Labels for team coaches and managers
<b>Open balances</b>	Debt offset Gift card simple Gift cards that have been used Gift cards with remaining amounts Open Balances Open balances - One line per person Open balances - Reservations only Open Balances Grouped by Person Open credit balances only Open credit balances with details - Active Safari open balances	Debt offset report Shows number and amount Original amount, amount used and amount remaining. All cards have an amount used. Original amount, amount used and amount remaining. All cards have an amount remaining. Generic open balances report Generic open balances report - no transaction detail Generic open balances for only reservations Generic open balances report, shows totals for each person. lists people who have an open credit balance from payments in the specified date range Open credit balances with details Show Safari balances against eTrak
<b>Other Master Data</b>	Computers Pay grade listing	Listing of computers assigned to organization Pay grade listing
<b>Other reports</b>	Collection transactions for date range Receipts for check number	Standard cash drawer proofing Receipts for a reference (check, cash, money order, credit card, etc.) number
<b>P &amp; L's</b>	Detail for account(s) by month Detailed for item(s) - Cash basis Summary for account(s) by month Summary for item(s) - Cash basis	Detailed cash basis P & L for selected accounts (may be all accounts) Cash basis P & L with transaction detail Summary cash basis P & L for selected accounts (may be all accounts) Summary cash basis P & L
<b>Pass Formats</b>	Deerfield Coaches Deerfield league credentials Englewood agency pool pass Englewood employee Englewood pool pass Fitness Generic pass no background Generic pass no background note descript Livermore annual Livermore Believes	Picture on left, name and pass number on right Picture on left, name and pass number on right Agency pool pass for non-resident children Employee id Pool pass Picture on left, membership info on left, background image Generic pass, no background Generic pass, no background, uses note as title Logo, image, barcode and name

	Livermore Employee	
	Livermore Family	
	Livermore Instructor	
	Livermore Kid's Zone	
	Livermore PAL	
	Livermore Preschool	
	Livermore Senior	
	Livermore Senior Volunteer	
	Livermore Volunteer	
	Livonia annual	Background image, picture on left, bar code at bottom
	Livonia archery	Background image, picture on left
	Livonia Camp Swoosh	Picture on left, membership info on right, background iage
	Livonia outdoor pool	Background image, picture on left
	Livonia playground	Background image, picture on left
	Old Bridge Online Pass	
	Old Bridge Senior Pass	
	Ormond Rec Pass	Recreation pass for Ormond Beach
	Pass Leonia Vertical	
	Pass Leonia Vertical Babysitter	
	Pass with large margins	Picture on left, membership info on right, 2 1/2 inch top margin
	Pass with large margins - Babysitter	Picture on left, membership info on right, 2 1/2 inch top margin Babysitter as caption
	Pier parking pass	A simple parking pass
	Statesboro Master Pass	
	Statesboro Online Pass	
	Statesboro Season Pass	
	Temple Terrace	address & phone, image on right, barcode on left
	Tennis	Picture on left, membership info on right, background iage
	Ticket	Similar to Generic pass but with a barcode
	West Valley City Fitness	Background image, picture on left, bar code at bottom
<b>Payment request</b>	Lexington refund check request	Check request for a transaction refund
<b>Permit Formats</b>	Permit format Chandler	Permit with fees summarized by account (Chandler)
	Permit Format Generic	Generic permit format
	Permit Safari clone	Safari clone permit
	Permit Safari clone (LARPD version)	Based on Safari clone permit with minor differences requested by LARPD, such as no tax column.
	Permit Safari clone Change Log	Based on Safari clone permit, includes the normal header but shows changes made to the reservation instead of data or fees.
	Permit Temple Terrace Safari	Safari clone permit made for Temple Terrace with smaller font
<b>Person Statements</b>	Invoice	invoice for one person showing all fees with info
	Invoice without details (Livonia)	invoice for one person
	Personal Statement	Statement of open balances for person
<b>Person Tax Statements</b>	Person Tax Statement	Tax statement for person
<b>Receipt Detail</b>	Item detail for 40 column printer	Generic format for 40 column printer
	Item Detail Format 3	ItemDetailFormat3
	Item Detail Format Detailed Fees	Receipt detail format that shows the detail of scheduled fees
	Item detail format like Safari	Datndard format with summary schedule on second line
	Item Detail Format Simple for Dot Matrix	Standard format with schedule and notes for dot matrix printers
	Item detail no collections	Standard receipt format with no collections showing
	Item Detail No Schedule Info	Standard detail format but shows no schedule info
	Item Detail Simple	Standard format with schedules and notes but only fees, paid and due for amounts
	Item Detail Simple No Schedule	Standard format with notes but no schedules and only fees, paid and due for amounts
	Item Detail Simple w/ Team Name	Standard format with schedules and notes but only fees, paid and due for amounts. Team name below league name
	Item detail small font no schedule info	Item detail format no schedule info small font
	Item Detail with Schedule	Standard format with schedule and notes
	Item Detail with Schedule	Standard format with schedule and notes
	Item Detail With Schedule From Fees	Standard format with schedules and notes, schedule is from fees records (used for extended day)
	Item Detail with Starting Date	Standard format with starting date
	Item detail with summary schedule (Safari)	Mimics Safari with summary schedule information
	Reservation detail	Simple reservation detail
<b>Receipt Footer</b>	Footer Format 2	FooterFormat2
<b>Receipt Formats</b>	40 column receipt	Format for 40 column thermal printer.

	40 column receipt for WVC credit cards 40 column receipt No Margins Generic with separate release Generic with separate release - Internet Generic with separate release - West Ash no waiver Open cash drawer Organization Format 1 Organization Format with Emergency Info Receipt - Don't use Receipt for tennis Receipt for window envelopes Receipt Format Generic Receipt Format Generic (Madison) Receipt Format Generic - Organization Receipt Format Generic Courier	Format for 40 column thermal printer. Designed for WVC credit cards and has signature line.  Generic receipt format with release on separate page Generic receipt format with Internet release(s) on separate page Generic receipt format with release on separate page Converted from SportsLog data... Undefined at creation Prints a space OrganizationFormat1 Organization format with parents and phones. Small font (8 pitch.) Converted from SportsLog data... Undefined at creation Converted from SportsLog data... Undefined at creation Generic receipt format with organization and responsible person on left Generic receipt format. Uses OrganizationFormat1 for header. based off ReceiptFormatGenericSafari but also shows balance applied, remaining and total fees. Generic receipt format. Uses OrganizationFormatOrganizationName for header. Generic receipt format for dot matrix printers. Uses OrganizationFormat1Courier for header.
	Receipt Format Generic For Center Receipt Format Generic Safari Receipt Format Generic Safari (No Notes) Receipt Format Generic Safari No Margins Receipt Format Generic Small Font Receipt Format Generic With CC Signature Receipt Format with Site Info and Logo in Header Receipt generic - Half page	Generic receipt format. Organization information includes center information. First used at Ormond Beach. Generic receipt format with fixed item detail formats Generic receipt format with fixed item detail formats. Designed for LARPD  Generic receipt format using 8 pitch font instead of 10 Generic receipt format with signature for credit card transactions Lexington receipt format Generic receipt - Half page Generic receipt format. Uses OrganizationFormat1 for header. No release is shown even if organization uses one.
	Receipt generic Format No Release	Generic receipt format. Uses OrganizationFormat1 for header. No release or footer is shown even if organization uses one. Show
	Receipt generic Format No Release/Footer Receipt Safari Receipt with logo in background Receipts for centers registration receipt registration receipt Reservation Receipt	Format based strictly off of Safari style. Designed for Temple Terrace. Generic receipt format with logo placed in the back in half tone. Uses OrganizationFormat3 for header. Has the Lexington body format. Uses OrganizationFormatWithSiteInfo for header. Converted from SportsLog data... Undefined at creation Converted from SportsLog data... Undefined at creation Converted from SportsLog data... Undefined at creation
<b>Receipt Header</b>	Organization Format 2	OrganizationFormat2
<b>Receipt Payment Details</b>	Payment Format 1	PaymentFormat1
<b>Receipt Responsible Pers</b>	Responsible Person Format 1 Responsible person small font	ResponsiblePersonFormat1 Responsible person using small font (8 pitch)
<b>Receipts by Person</b>	Collections grouped by person	Collections (receipts) grouped by the name of the person who gave the money
<b>Receipts by Type</b>	Collections grouped by form of payment	Collections (receipts) groupe by form of payment
<b>Releases</b>	Detailed personal and medical information only Family release no medical	Person detailed information, parents, emergency contacts, medical information and an area for notes Consent or release form for all members of a family
	Generic release Generic release no doctors/hospital Generic release no medical Lexington County Wellness Questionnaire	Person info, parent info, emergency contacts, medical condicions, doctors and hospital with release statement Person info, parent info, emergency contacts and medical condicions with release statement Person info, parent info, and emergency contacts with release statement Lexington County (SC) wellness questionnaire
<b>Reservation checklists</b>	Senior center cleaning	Goose Creek senior center cleaning staff
<b>Revenue Analysis</b>	Analysis of a set of items Analysis of all items in a date range Memberships by type and age Revenue by area	Shows counts, revenue and collections for selected items with sessions. Shows counts of registrations, fees charged and amounts collected for all items in a date range Memberships by type and age Collections and counts by address area
<b>Rosters - Inet users</b>	Birth certificate (single) Birth certificates Bus route - Pickup sheet By grade and gender, show medical Count of uniforms Count of uniforms by camp Emails with pass numbers Englewood Football Pass Labels 3 x 10	Birth certificate with name Birth certificate with name Bus route, bus stop, name, phones, birth date and age... new page for each bus route One line paged by grade and gender. Shows medical, trips and uniform. Counts of uniforms (SKU's) Counts of uniforms (SKU's) by camp Name, emails and pass numbers Special format pass as roster 3 x 10 labels

Labels with 5/8" top margin	3 x 10 labels with .625" top margin
Little League Roster	Little format from one line
Names only	Name, that's all folks!
One line	Name, short address, phones and date of birth on one line
One line - each team on separate page	Name, short address, phones and date of birth with each team starting new page
One line - Emails	Names and emails
One line - Phones, emails and Residency	Name, phones, emails and residency on one line
One line - Waitlist only	Name, short address, phones and date of birth on one line
One line by Transaction	Name, short address, phones. Ordered by transaction serial.
One line with Email, School and Uniforms	Name, etc. with phones, email addresses, parents names and phone numbers and uniforms
One line with fee and payment detail	Name, short address and phones with fees and payments. Grouped by section which allows multiple transactions for each person.
One line with Fees and Payments	Name, short address, phones and date of birth on one line with fees and payments on second line
One line with fees and payments by transaction	Name, short address, phones and date of birth on one line with fees and payments on second line
One line with gender and email	Name, short address, phones and date of birth on one line; gender and notes on second line
One line with gender and email by team	Name, short address, phones and date of birth on one line; gender and notes on second line; each team on new page
One line with grade	Name, short address, phones, date of birth and grade on one line
One line with item title	Name, item title, phones and date of birth on one line
One line with medical and trips	One line with uniforms, medical and trips
One line with notes	Name, short address, phones and date of birth on one line; notes on second line
One line with parents	Name, short address, phones and date of birth on one line, parents on second line
One line with partner	Name, short address, phones and partner
One line with pass number	Name, address and pass number on one line
One line with questions and answers	Name, short address, phones and date of birth on one line; questions and answers on separate line
One line with registration count	Name, short address, phones, date of birth and count of items purchased on one line
One line with residency, grade and payments	Name, grade, age, gender, phones, emails, residency and total payments from participants on one line. Created for Temple Terrace.
One line with schools	Name, short address, phones and date of birth on one line with school on next line
One line with team	Name, short address, age, etc. with team for each person
One line with teams - no new page	Name, short address, phones and date of birth with each team starting new page
One line with uniforms	One line of information with uniform information shown on the right margin and total uniforms at bottom
One line with uniforms and residency	One line of information with uniform information shown on the right margin, residency for each individual and total uniforms at bottom
One line with uniforms by team	One line of information with uniform information shown on the right margin and total uniforms at bottom. Each team starts on ag
One line, gender, email, parents by team	Name, short address, phones, emails, parents
Participants with phones and ages	Participants with phones and ages.
Phones	Day, evening, emergency and cell phones for each participant
Phones for players	Players with phones grouped by team. Two columns.
Player rating form	Name, age and birthdate with ratings from 1 to 5 and notes space
Player rating form - Goose Creek	Name, age, birthdate and columns for ratings
Player rating form 6 columns	Name, age, birthdate and columns for six ratings
Player rating form Greenwood	Name, age and birthdate with ratings from 1 to 3 and notes space
Simple	Two lines of information
Simple with comments	Two lines of information with comments shown on the right margin
Simple with new page for team	Name, address, parent, phones on two lines. Team name with coaches on top of each page.
Simple with uniforms	Two lines of information with uniform information shown on the right margin and total uniforms at bottom
Sort by age	One line (name, address, phones and date of birth with age) of personal information sorted by age in years and months
Sort by grade	One line (name, address, phones and date of birth with age) of personal information sorted by grade
Sort by grade - paged	One line (name, address, phones and date of birth with age) of personal information sorted by grade with each grade starting on
Sort by grade and gender - Paged	Sorted by grade and gender starting new page on each
Sort by pass number	Sort by pass number. For membership usage only.
Unassigned players by age	Unassigned players sorted from youngest to oldest
Unassigned players only	Players with no team assignment
<b>Rosters (Non-participants)</b> One line	Non-participants with one line of information ordered by person name (Landscape)
One line by item name	Non-participants with one line of information ordered by item title (Landscape)
<b>Rosters (Participants)</b> Activity Roster	Activity roster. Designed for Chandler
Activity Roster with Waitlist	Activity roster. Designed for Chandler
After school registrant records	One page per person, complete information including parents, emergency contacts, medical

Sheet 1

Babe Ruth	Babe Ruth format (Must be run one team at a time)
Babe Ruth Export	Name, etc. for export to Excel
Birth certificate (single)	Birth certificate with name
Birth certificates	Birth certificate with name
Breakfast with Santa	Name with counts by fee rule
Bus route - Pickup sheet	Bus route, bus stop, name, phones, birth date and age... new page for each bus route
By grade and gender, show medical	One line paged by grade and gender. Shows medical, trips and uniform.
Count of uniforms	Counts of uniforms (SKU's)
Count of uniforms by camp	Counts of uniforms (SKU's) by camp
Emails for export	Names and emails
Emails with pass numbers	Name, emails and pass numbers
Englewood Football Pass	Special format pass as roster
Labels 3 x 10	3 x 10 labels
Labels with 5/8" top margin	3 x 10 labels with .625" top margin
Labels with bar codes	Name, picture and master pass number
Little League Roster	Little format from one line
Name with uniform (Uniform report)	Name with uniform size for reporting uniform purchases
Name, phones and email for export	Names, phones and email addresses for export
Names only	Name, that's all folks!
Names with columns	Name with columns
One line	Name, short address, phones, emails and date of birth on one line
	Name, short address, phones and date of birth on one line. Shows all even if they are duplicates for the same person.
One line (includes duplicates)	Name, short address, phones and date of birth on one line
One line - Camps	Name, short address, phones and date of birth with each team starting new page
One line - each team on separate page	Name and phones with each team starting new page
One line - each team on separate page no addresses	Names and emails
One line - Emails	Name, phones, and emails on one line
One line - Phones and emails only	Name, phones, emails and residency on one line
One line - Phones, emails and Residency	Name, residency and any memberships for each person
One line - Residency and Memberships	Name, short address, phones and date of birth on one line
One line - Waitlist only	Name, short address, phone numbers ordered by waitlist and lottery number
One line by lottery number	Name, short address, phones. Ordered by transaction serial.
One line by Transaction	Name, address for Babe Ruth XLS sheets
One line for Babe Ruth	One line
One Line for export to Demosphere	Name, short address, phones, emails and date of birth on one line. Only shows results for people with a Kaiser Scholarship.
One line for Kaiser Scholarships only	
One line from Online only	Name, short address, phones, emails and date of birth on one line. Only shows registrations made from online.
One line grouped by origin	Name, short address, phones and date of birth on one line grouped by origin of registration
One line has Birth Cert	Name, address, etc. but only for participants with birth certificates
One line name only w/ fees and payments	Name with fees and payments
One line no Birth Cert	Name, address, etc. but only for participants without birth certificates
One line with age in months	One line of information about each participant showing age in months
One line with age in years	One line of information about each participant showing age in years with no months
One line with camp group	One line with camp group. Includes name, camp group and date of birth
	Similar to "One line with camp group" but in a 3 column list format for easier checking. Does not include date of birth
One line with camp group (List format)	Name, short address, phones and date of birth on one line
One line with Date of Birth	Name, etc. with phones, email addresses, parents names and phone numbers and uniforms
One line with Email, School and Uniforms	
One line with emergency and medical and session info	Name, short address, phones, date of birth, on one line with medical and emergency below. Session info in title
	Name, short address and phones with fees and payments. Grouped by section which allows multiple transactions for each person.
One line with fee and payment detail	Name, short address, phones and date of birth on one line with fees and payments on second line
One line with Fees and Payments	Name, short address, phones and date of birth on one line with fees and payments on second line
One line with fees and payments by transaction	Name, short address, phones and date of birth on one line with fees and payments on second line. Includes a total of all fees paid
One line with fees and payments with total fees	Name, short address, phones and date of birth on one line; gender and notes on second line
One line with gender and email	Name, short address, phones and date of birth on one line; gender and notes on second line; each team on new page
One line with gender and email by team	
One line with grade	Name, short address, phones, date of birth and grade on one line

One line with item title	Name, item title, phones and date of birth on one line
One line with medical and emergency	Name, short address, phones, date of birth, on one line with medical and emergency below. Includes answers to questions asked during registration. Uses Landscape view.
One line with medical and trips	One line with uniforms, medical and trips
One line with notes	Name, short address, phones and date of birth on one line; notes on second line
One line with parents	Name, short address, phones and date of birth on one line, parents on second line
One line with partner	Name, short address, phones and partner
One line with pass number	Name, address and pass number on one line
One line with questions and answers	Name, short address, phones and date of birth on one line; questions and answers on separate line
One line with registration count	Name, short address, phones, date of birth and count of items purchased on one line
One line with residency, grade and payments	Name, grade, age, gender, phones, emails, residency and total payments from participants on one line. Created for Temple Terrace.
One line with schools	Name, short address, phones and date of birth on one line with school on next line
One line with schools, grade and days attending	Name, school, grade and the days they will be attending
One line with Session	Name, item's session, phones and emails
One line with session info	Name, short address, phones and date of birth on one line. Session info in title
One line with sku detail	One line of information with sku details. Used for reporting who has what sku.
One line with team	Name, short address, age, etc. with team for each person
One line with teams - no new page	Name, short address, phones and date of birth with each team starting new page
One line with uniforms	One line of information with uniform information shown on the right margin and total uniforms at bottom
One line with uniforms and residency	One line of information with uniform information shown on the right margin, residency for each individual and total uniforms at bottom
One line with uniforms by team	One line of information with uniform information shown on the right margin and total uniforms at bottom. Each team starts on a new page
One line with uniforms with name	One line of information with uniform information, including the name to be placed on the uniform, shown on the right margin and
One line, gender, email, parents by team	Name, short address, phones, emails, parents
Participants with phones and ages	Participants with phones and ages.
Phones	Day, evening, emergency and cell phones for each participant
Phones for players	Players with phones grouped by team. Two columns.
Phones only	Only the phone number, no names
Player rating form	Name, age and birthdate with ratings from 1 to 5 and notes space
Player rating form - Goose Creek	Name, age, birthdate and columns for ratings
Player rating form 6 columns	Name, age, birthdate and columns for six ratings
Player rating form 9 columns	Name, age, birthdate and columns for nine ratings
Player rating form 9 columns by team	Name, age, birthdate and columns for nine ratings ordered by team and player within team
Player rating form Greenwood	Name, age and birthdate with ratings from 1 to 3 and notes space
Release for camp participants	Complete personal, medical, emergency information for campers
Simple	Two lines of information
Simple with comments	Two lines of information with comments shown on the right margin
Simple with jersey, weight and re-weight	Name, address, phones and a column each for jersey, weight and re-weight
Simple with new page for team	Name, address, parent, phones on two lines. Team name with coaches on top of each page.
Simple with uniforms	Two lines of information with uniform information shown on the right margin and total uniforms at bottom
Sort by age	One line (name, address, phones and date of birth with age) of personal information sorted by age in years and months
Sort by grade	One line (name, address, phones and date of birth with age) of personal information sorted by grade
Sort by grade - paged	One line (name, address, phones and date of birth with age) of personal information sorted by grade with each grade starting on new page
Sort by grade and gender - Paged	Sorted by grade and gender starting new page on each
Sort by grade with uniforms	Sorted by grade, paged on change in grade. Shows uniforms
Sort by pass number	Sort by pass number. For membership usage only.
Sponsors	Name and address of sponsor and name, address and phone numbers of contact
Unassigned players by age	Unassigned players sorted from youngest to oldest
Unassigned players only	Players with no team assignment
Volunteers	Name and function for volunteer plus names of children
<b>Schedules</b>	Simple tabular personnel schedule
<b>Snapshot Reports</b>	Shows counts and fees (revenue) with person and item/site details for transactions processed by one or more operators in a date
<b>Sponsors</b>	List of sponsors
<b>Standard</b>	List of sponsors with contacts
By date with team vs team	Schedule for Nanci Reid
By date, site and start time	Schedule by grouped by date and ordered by time and site within date. Only dstart times are shown.



	By date, site and time By date, site and time - Landscape By date, site and time w/ teams By date, time and site By date, time and site with teams	Games grouped by date. Games withing date are ordered by site name and time. Ending times are shown. Games by date, site and time. Paper is landscape. Games ordered by date, time, site with teams listed at top Games grouped by date. Games within date are ordered by time and site. Starting times only. Schedule by date, time and site with team listing at top and notes at top and bottom
	By league and team By site, date and time Date, time and site with teams & logins	Schedule grouped by league and team name. Games ordered by date, time and site for each league and team. Games grouped by site. Games are ordered by date and time within site. Only starting times are shown. Schedule by date, time and site with team listing at top and notes at top and bottom Games grouped by date. Games within date are ordered by time and site. Starting times only. Only one team shown.
	Practice - By date, time and site Schedules With User Login Info Score sheet - Order by date, site, time Site, date, time report for file output	Schedules with user information for OYSA leagues. Score sheet by date, site and time. New page on change of date Site, date and time report with only detail and no spaces so the resulting data file will need no editing
<b>Standings</b>	Points for wins Points for wins. Games by date after Points for wins. Games by date before Points for wins. Games by site after Points for wins. Games by site before Points for wins. Games by date after Points for wins. Games by date before	Points for wins. No games displayed. Points for wins. Games ordered by date and site and presented after the standings. Points for wins. Games ordered by date, time and site. Points for wins. Games ordered by site and date and presented after standings. Points for wins. Games ordered by site, date and time. Points for wins. Games ordered by date and reported after the standings. Points for wins. Games ordered by date, site and time.
<b>Statements</b>	Tax statements	Shows amounts paid with registrant detail
<b>Tabular</b>	Activities with dates, times and sites  Activities with dates, times and sites with notes By date, site and time - Large print By date, site and time landscape By date, time and site landscape By site, date and time landscape By site, date and time with item info as string Rental Report with Total Hours Tabular by date, site and time  Tabular by date, site and time (reservation times) Tabular by date, site and time - Summary Tabular by date, time and site Tabular by site, date and time Tabular by site, date and time with no phones  Tabular Total Maintenance	Tabular calendar ordered by activity, date, time and site. Prints in 2 columns on each page. Tabular calendar ordered by activity, date, time and site. Also includes reservation notes, who reserved and number of expected participants Tabular calendar ordered by site, date and time with large print Tabular calendar ordered by date, site and time landscape Tabular calendar ordered by date, time and site landscape Tabular calendar ordered by site, date and time landscape Tabular calendar ordered by site, date and time with item information as string Reservations ordered by site with total time for each reservation and site Tabular calendar ordered by date, site and time Tabular calendar ordered by date, site and time that includes start time, event start, event end and reservation end time Tabular calendar ordered by date, site and time Tabular calendar ordered by date, time and site Tabular calendar ordered by site, date and time Tabular calendar ordered by site, date and time; no phone numbers Tabular calendar ordered by date, site and time that shows any resources attached to the reservation. Ideal for maintenance to keep track of resources.
<b>Tax liability</b>	Tax Exempt	
<b>Team and league</b>	By league and team	Game schedule by team
<b>Team Rosters</b>	Teams with coaches Teams with sponsors	Team with responsible person and coach information Teams with coaches and sponsors
<b>Test</b>	Reservations Reservation_detail_safari	Reservation details for converted Details of Safari reservations
<b>Times clocked in and out</b>	Times clocked in and out	Times clocked in and out order by name and time or time and name
<b>Transaction history</b>	Person payment history Person transaction history	Transactions and payments for a person for a date range Transaction history for a person
<b>Transaction statements</b>	Transaction statement  Transaction statement - Lexington	Report of a transaction in statement format showing fees, collections and adjustments Report of a transaction in statement format showing fees, collections and adjustments with Lexington County logo
<b>Transmittal</b>	Detailed transmittal Summary transmittal	Detailed transmittal of collections Transmittal of collections
<b>Transmittals</b>	Account activity by journal entry Cash basis - by Journal Entry Cash distributions by account summary Collections by account Collections by account - No refunds Collections by account - Summary Collections by account and receipt - Active	Account activity by journal entry Cash basis detailed shift transmittal ordered and sub-totaled by journal entry serial  Cash basis detailed transmittal for only collections for shift Cash basis detailed transmittal for only collections for shift with no refunds Cash basis summary collections by account Cash basis details distribution of collections (like Safari and Active.net)

Collections by account summary (Statesboro)	Cash basis summary distribution of collections (like Safari and Active.net) designed for Statesboro
Collections by account summary CashDrawer	Cash basis summary distribution of collections (like Safari and Active.net) designed for Statesboro. Uses each shift in a cash drawer with selected dates
Collections by item and residency	Cash basis detailed transmittal for only collections for shift subtotaled by item title and residency
Collections by item and residency -Sum	Cash basis transmittal for collections subtotaled by item title and residency
Collections by item and section summary	Cash basis summary transmittal for only collections for shift ordered by item title and section
Collections by item detailed	Cash basis detailed transmittal for only collections for shift ordered by item title
Collections by item summary	Cash basis summary transmittal for only collections for shift ordered by item title
Collections by item with counts	Collections by item with counts
Collections by item with pass numbers	Collections by item with counts and pass numbers
Collections by item-Refunds only	Cash basis detailed for refunds
Daily deposit summary - Deerfield Pier	Collections for Deerfield Pier
Detailed collections - Dr and Cr	Cash basis collections detail by journal entry
Detailed collections - Dr and Cr by receipt number	Dr and Cr account activity for shift including credit memos and scholarships (like ActiveNet collections detail by receipt)
Detailed collections - Dr and Cr No shifts shown	Cash basis collections detail by journal entry. No shifts shown.
Oracle business interface	Just a demo report
Returned checks for shift	Returned checks recorded on shift
Summary collections - Dr and Cr	Cash basis collections for journal entries.
Summary collections - Dr and Cr for Cash Proofing	Cash basis collections for comparison to cash drawer proofing. Does not include voided transactions or credit refunds.
Summary collections - Dr and Cr No shifts shown	Cash basis collections for journal entries. No shifts in header.
Summary collections - Revenue only	Cash basis collections. Revenue side only
Summary collections by bank by item	Summary cash basis collections by bank by item
Summary one column by exact form	Cash basis summary transmittal for shift. All amounts are in one column with separate pages for each exact (American Express, V
Summary one column by form	Cash basis summary transmittal for shift. All amounts are in one column with separate pages for each form of payment.
Summary one column by form - No shifts	Cash basis summary transmittal for shift. All amounts are in one column with separate pages for each form of payment. No shifts
Summary shift transmittal - One column	Cash basis summary transmittal for shift - all amounts are in one column
Summary shift transmittal - One column (no EFT)	Cash basis summary transmittal for shift - all amounts are in one column. Doesn't show EFT payments.
Summary shift transmittal - One column (showing paid outs)	Cash basis summary transmittal for shift - all amounts are in one column. Shows a seperate row for credit cards paid out.
Summary shift transmittal - One column - No shifts	Cash basis summary transmittal for shift - all amounts are in one column. No shifts shown.
Summary shift transmittal - One column with returned checks	Cash basis summary transmittal for shift - all amounts are in one column. Shows returned check amounts seperated.
Summary shift transmittal by operator - One column	Cash basis summary transmittal for shift with separate page for each operator - all amounts are in one column
Summary shift transmittal with codes - One column	Cash basis summary transmittal for shift - all amounts are in one colum with accounting system codes
Summary transmittal with scholarships	Cash basis summary transmittal for shift including scholarships - all amounts are in one column
Summary transmittals for date range	Summary of transmittals for a date range
<b>Trial balance</b>	Detailed trial balance
<b>Utilization</b>	Activities
<b>Versus</b>	By date, site and time.
	Versus schedule. Two columns (portrait.) Order of games is date, site and time. Away team listed first.
	By date, site and time. Home first.
	Versus schedule. Two columns (portrait.) Order of games is date, site and time. Home team is listed first.
	By date, time and site
	Versus schedule. Three columns. Order of games is date, time and site. Away team listed first.
	By date, time and site. Home first.
	Versus schedule. Two columns (portrait.) Order of game is date, time and site.
<b>Voided Receipts</b>	Voided receipts
	Voided receipts list
	Voided receipts with reason
	Voided receipts list that also shows the reason for the void if given
<b>Who has (lockers)</b>	Lockers Rented by Date
	Shows which lockers are rented, by whom and for what dates. Ordered by First Rental Date.
	Lockers Rented by Locker Number
	Shows which lockers are rented, by whom and for what dates. Ordered by Locker Number.



**eTrak-plus**  
1095 Playground Road  
Charleston, SC 29407

**Tel:** (877) 51E-TRAK (513-8725)  
**Fax:** (866) 338-1360  
**URL:** [www.eTrak-plus.com](http://www.eTrak-plus.com)

**RFP RESPONSE FOR:**  
Recreation Services Point-of-Sale &  
Reservation System

**ATTACHMENT F**

## TRAINING SCHEDULE & AGENDA "SITE VISIT 1"

DATE: TBD

eTrak-plus for TBD

<b>Please Bring/Provide:</b>	Two (2) training rooms with one computer (ideally) for each trainee with Internet Connectivity	TBD
	Team of two with (2) trainers	eTrak-plus
	All applicable training material	eTrak-plus

<u>Day</u>	<u>Date</u>	<u>Session</u> <u>Details</u>	<u>Time</u>
Day 1	TBD	<p><b><u>INITIAL SITE VISIT</u></b></p> <p>Meet and Greet Tour of major facilities and any facilities with access control</p> <p>Review Shared Dropbox files with POC Lunch Discuss major concerns with each division (can POC schedule each?)</p> <p>Review Training Agenda and set up Weekly WebEx Meetings Review System Administrator Questionnaire</p>	<p>9:00am – 9:20am 9:20am – 11:00am 9:20 – 9:35 Site Visit 9:50 – 10:10 Site Visit 10:30 – 10:45 Site Visit 10:50 – 11:05 Site Visit 11:00 am – 12:00pm 12:00pm – 1:00pm 1:00pm – 4:00pm Dept. Meeting - 1:00 – 1:30 Dept. Meeting - 1:30 – 2:00 Dept. Meeting - 2:00 – 2:30 Dept. Meeting - 2:30 – 3:00 Dept. Meeting - 3:00 – 3:30 Dept. Meeting - 3:30 - 4:00 4:00pm – 4:30pm 4:30pm – 5:00pm</p>
Monday	TBD	<p><b><u>FIRST TRAINING VISIT</u></b></p> <p>Session I - Operator Training – to learn system outcomes Introduction to eTrak-plus Front desk screen – explain all aspects in detail Registering individuals Entering personal data Pictures Families Other functions Reprint a receipt Void a receipt End shift</p>	9:00am – 12:00pm

		Combine duplicate people Emailing All reports How do I / Help	
	TBD	TEAM MEMBERS TO BE TRAINED (System Administrators and Administrators Only)	
Monday	TBD	Session II - Administrator > Setup Facilities Related Resources Key words Availability Reservation rules Fee rules Complementary Resources	1:00pm – 4:00pm
	TBD	TEAM MEMBERS TO BE TRAINED (2 groups)	
Monday	TBD	Practice Session II – Administrator > Setup Facilities TEAM MEMBERS TO BE TRAINED (2 groups) Questions and Answers	4:15pm – 5:00pm
Tuesday	TBD	Session III - Administrator > Setup Item > POS Basic Information Explain how the different types of items assign different sets of rules Notes, etc Processing rules Internet Options Inventory rules Related items Prerequisites Fees – just basic Sections and Teams When to Clear Cache – after making any changes to fees	9:00am – 12:00pm
	TBD	TEAM MEMBERS TO BE TRAINED (All System Administrators and Administrators Only)	
Tuesday	TBD	Practice Session III – Administrator > Setup Item > POS TEAM MEMBERS TO BE TRAINED (All System Administrators and Administrators Only)	1:15pm – 2:00pm
Tuesday	TBD	Session IV – Administrator > Explorer Explorer – explain how and why. Can access Items from this point, but slow Separate Trees	2:15pm – 5:00pm

		Trees in Categories Categories in Categories Sibling / Child Why won't my Section show on Front Desk DON'T DESTROY TREES!	
	TBD	TEAM MEMBERS TO BE TRAINED (All System Administrators and Administrators Only)	
Wednesday	TBD	Session V A&B - Administrator > Setup Item > Instructional Programs Basic Information Notes, etc Processing rules Internet Options Related items Prerequisites Restrictions Instructors Fees –in DETAIL Sections and Teams When to Clear Cache – after making any changes to fees	9:00am – 12:00pm
	TBD	TEAM MEMBERS TO BE TRAINED (2 groups)	
Wednesday	TBD	Practice Session V - Administrator > Setup Item > Instructional Programs Focus on Complex Fee Rules Pay Instructors	1:15pm – 3:00pm
		TEAM MEMBERS TO BE TRAINED (2 groups)	
Wednesday	TBD	Session VI A - Administrator > Setup Item > Membership Training Basic Information Notes, etc Processing rules Internet Options Membership rules Related items Prerequisites Restrictions Fees – Payment Plans Sections and Teams When to Clear Cache – after making any changes to fees	3:05pm – 5:00pm
	TBD	TEAM MEMBERS TO BE TRAINED (TBD)	
Day 4	TBD	Session VI B - Administrator > Setup Item > Camps	3:05pm – 5:00pm

Basic Information  
 Notes, etc  
 Processing rules  
 Internet Options  
 Related items  
 Prerequisites  
 Restrictions  
 Instructors  
 Fees  
 Sections and Teams  
 When to Clear Cache – after making any changes to fees

TBD TEAM MEMBERS TO BE TRAINED (TBD)

Thursday

TBD Session VII A - Administrator Leagues & Teams Training

9:00am – 12:00pm

Basic Information  
 Notes, etc  
 Processing rules  
 Internet Options  
 League rules  
 Assigning Preferences  
 Related items  
 Prerequisites  
 Restrictions  
 Coordinators  
 Fees – Payment Plans  
 Sections and Teams  
 Set up teams  
 League Scheduling  
 Enter Scores  
 When to Clear Cache – after making any changes to fees

TBD TEAM MEMBERS TO BE TRAINED (TBD)

Thursday

TBD Session VII B- Administrator > Setup Items > Reservation Items

9:00am – 12:00pm

Basic Information  
 Notes, etc  
 Processing rules  
 Internet Options  
 Reservation rules  
 Related items  
 Prerequisites  
 Fees – can be used instead of / in addition to resource fees  
 Sections and Teams  
 When to Clear Cache – after making any changes to fees

TBD TEAM MEMBERS TO BE TRAINED (TBD)

Thursday TBD Practice Session - Administrator > Setup Items 1:15pm – 3:00pm  
 Focus on Complex Fee Rules  
 Pay Instructors  
 TBD TEAM MEMBERS TO BE TRAINED (All System Administrators and Administrators Only)

Day 5 TBD Session VI A - Administrator > Setup Item > Membership Training 3:05pm – 5:00pm  
 Basic Information  
 Notes, etc  
 Processing rules  
 Internet Options  
 Membership rules  
 Related items  
 Prerequisites  
 Restrictions  
 Fees – Payment Plans  
 Sections and Teams  
 When to Clear Cache – after making any changes to fees  
 TBD TEAM MEMBERS TO BE TRAINED (TBD)

Thursday TBD Session VI B - Administrator > Setup Item > Camps 3:05pm – 5:00pm  
 Basic Information  
 Notes, etc  
 Processing rules  
 Internet Options  
 Related items  
 Prerequisites  
 Restrictions  
 Instructors  
 Fees  
 Sections and Teams  
 When to Clear Cache – after making any changes to fees  
 TBD TEAM MEMBERS TO BE TRAINED (TBD)

Day 6 TBD Session VII A - Administrator Leagues & Teams Training 9:00am – 12:00pm  
 Basic Information  
 Notes, etc  
 Processing rules  
 Internet Options  
 League rules



		Assigning Preferences Related items Prerequisites Restrictions Coordinators Fees – Payment Plans Sections and Teams Set up teams League Scheduling Enter Scores When to Clear Cache – after making any changes to fees	
	TBD	TEAM MEMBERS TO BE TRAINED (TBD)	

Friday	TBD	Session VII B- Administrator > Setup Items > Reservation Items Basic Information Notes, etc Processing rules Internet Options Reservation rules Related items Prerequisites Fees – can be used instead of / in addition to resource fees Sections and Teams When to Clear Cache – after making any changes to fees	9:00am – 12:00pm
	TBD	TEAM MEMBERS TO BE TRAINED (TBD)	
Friday	TBD	Wrap-up Session (working lunch) Questions and Answers Next Steps	12:00pm – 2:00pm
	TBD	TEAM MEMBERS TO BE TRAINED (All System Administrators and Administrators Only)	

**END OF FIRST TRAINING VISIT**

Interim Training                      Weekly Webex Meetings

## TRAINING SCHEDULE & AGENDA "SITE VISIT 2"

DATE: TBD

eTrak-plus for TBD

<b>Please Bring/Provide:</b>	Two (2) training rooms with one computer (ideally) for each trainee with Internet Connectivity	TBD
	Team of two with (2) trainers All applicable training material	eTrak-plus eTrak-plus

<u>Day</u>	<u>Date</u>	<u>Session</u> <u>Details</u>	<u>Time</u>
Day 7	TBD	<b><u>FINAL TRAINING VISIT</u></b> Session VIII – Administrator Training Create HTML snippet – invite web Set up employees Pay instructors Other functions Miscellaneous master data Help authoring Approve New Internet Users Question and answer TEAM MEMBERS TO BE TRAINED (All System Administrators and Administrators Only)	9:00am – 12:00pm
Day 7	TBD	Session IX A - System Administrator Training General information – highlight information added and where/what changed Internet Welcome Screen – overview and varying reasons for static or dynamic approach Adding computer – Process review Budget account information – review which line-items go to which appropriate budget acct. Reports – Upon review and agreement, we will activate, add and tweak reports as necessary Operating rules – We will make changes to how your system behaves from here – For example... Personal Information – this is where we tell the system what customer information is required Address info Sessions – This is required if we are rolling over sections or using league scheduling Approvals – Groups, Rules, Who May Approve Other data – Quick review of items, call if needed Help authoring TEAM MEMBERS TO BE TRAINED (System Administrators Only)	1:00pm – 5:00pm

Day 7	TBD	Session IX B – Division Meeting Review needs and concerns	1:00pm – 3:00pm
Day 7	TBD	Session X B – Division Meeting Review needs and concerns	3:00pm – 5:00pm
Day 8	TBD	Session XI – Inventory Control	9:00am – 10:30am
Day 8	TBD	Practice Session XII – Set up Items Review Start to Finish TEAM MEMBERS TO BE TRAINED (All System Administrators and Administrators Only) Question and answer	10:30am – 12:00pm
Day 8	TBD	Session XIII - Administrator > Setup Item > Lessons	1:00pm – 2:15pm
Day 8	TBD	Session XIV - Administrator > Setup Item > Rental Items	2:20pm – 3:35pm
Day 8	TBD	Session XV- Administrator > Setup Item > Tickets	3:45pm – 5:00pm
Day 9	TBD	Session XVI A - Operator Training Introduction to eTrak-plus Front desk screen – explain all aspects in detail Registering individuals Entering personal data Pictures Families Find/Create/Edit an Organization Other functions Reprint a receipt Void a receipt End shift Combine duplicate people Emailing All reports How do I / Help Assisting online customers No back button or close	9:00pm – 12:00pm

TEAM MEMBERS TO BE TRAINED (TBD)

Day 9	TBD	Session XVI B – Division Meeting with Parks & Recreation Review needs and concerns	9:00pm – 11:00am
Day 9	TBD	Session XVII A - Operator Training (repeat) Introduction to eTrak-plus Front desk screen – explain all aspects in detail Registering individuals Entering personal data Pictures Families Find/Create/Edit an Organization Other functions Reprint a receipt Void a receipt End shift Combine duplicate people Emailing All reports How do I / Help Assisting online customers No back button or close	1:00pm – 4:00pm
TEAM MEMBERS TO BE TRAINED (TBD)			
Day 9	TBD	Session XVII B – Division Meeting Review needs and concerns	1:00pm – 3:00pm
Day 9	TBD	Session XVIII B – Division Meeting Review needs and concerns	3:00pm – 5:00pm
Day 10	TBD	<b>GO LIVE DIVISION XYZ</b> <b>GO LIVE DIVISION XYZ</b>	9:00am – 12:30pm 1:30pm – 5:00pm
Day 11	TBD	<b>GO LIVE DIVISION XYZ</b> <b>GO LIVE DIVISION XYZ</b>	9:00am – 10:30am 10:30am – 12:00pm

Day 11	TBD	Wrap-up Session (working lunch) Questions and Answers Review TEAM MEMBERS TO BE TRAINED (TBD)	12:00pm – 1:30pm
Day 12		Session XIX - Operator Training (repeat) Introduction to eTrak-plus Front desk screen – explain all aspects in detail Registering individuals Entering personal data Pictures Families Find/Create/Edit an Organization Other functions Reprint a receipt Void a receipt End shift Combine duplicate people Emailing All reports How do I / Help Assisting online customers No back button or close TEAM MEMBERS TO BE TRAINED (TBD)	5:00pm – 8:00pm



**eTrak-plus**  
1095 Playground Road  
Charleston, SC 29407

**Tel:** (877) 51E-TRAK (513-8725)  
**Fax:** (866) 338-1360  
**URL:** [www.eTrak-plus.com](http://www.eTrak-plus.com)

**RFP RESPONSE FOR:**  
Recreation Services Point-of-Sale &  
Reservation System

**ATTACHMENT G**

## HARDWARE & PRICING

### HARDWARE

Since eTrak-plus is 3<sup>rd</sup> party-peripheral neutral, it is possible that existing City hardware may work with eTrak-plus. However, should the City need to replace any existing gear, eTrak-plus suggest the use of hardware peripherals from the list below:

### HARDWARE & PRICING:

1. **BARCODE SCANNER**

(Current market value for the suggested Metrologic MK7120-31A38 Barcode Scanner) = **\$269.00 per unit**

2. **PHOTO ID CAMERA**

(960-000585 - Logitech Photo ID Camera WEBCAM C310 HD 720P with MIC/5MP) = **\$67.40 per unit**

3. **CREDIT CARD READER**

(Current market value for the suggested MagTek SureSwipe Credit Card Reader) = **\$69.00 per unit**

4. **TOUCH SCREEN DISPLAY MONITOR**

(Current market value for the suggested HP Compaq L2206tm) = **\$275.00 per unit**

5. **CREDIT CARD RECEIPT PRINTER 40 COLUMN**

(Current market value for the suggested Epson TM-T88V POS Printer) = **\$408.00 per unit**

6. **POS CASH DRAWER**

(Current market value for the suggested WCD 5000 Cash Drawer) = **\$175.40 per unit**

7. **Card Printer**

(Current market value for the suggested Fargo DTC1000 ID Card Printers Double-sided printing, base model with USB interface and 2-year warranty) = **\$1,989.90 per unit**

8. **PVC CARDS**

(Current market value for the suggested Fargo (81754) Plastic ID Cards UltraCard PVC Cards, 30 mil, CR-80, 500 count) = **\$40.00 per 500 (\$0.0798 per card)**

*We will need to discuss all hardware needs in more detail to better understand what is actually needed. For example, it would not be necessary to print membership cards if the City decided to use key tags (bar code on one side and logo on the other) or finger-vein readers. eTrak-plus orders (or obtains pricing) from BarcodesInc.com (or other similar vendor) and they sometimes provide bundled packages (to include: card printer, card stock, ribbon, software and a webcam) for approximately \$1,500.00 per station.*



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**RFP RESPONSE FOR:**  
Recreation Services Point-of-Sale &  
Reservation System

**ATTACHMENT H**



# St. Andrews Parks & Playground d.b.a. eTrak-plus

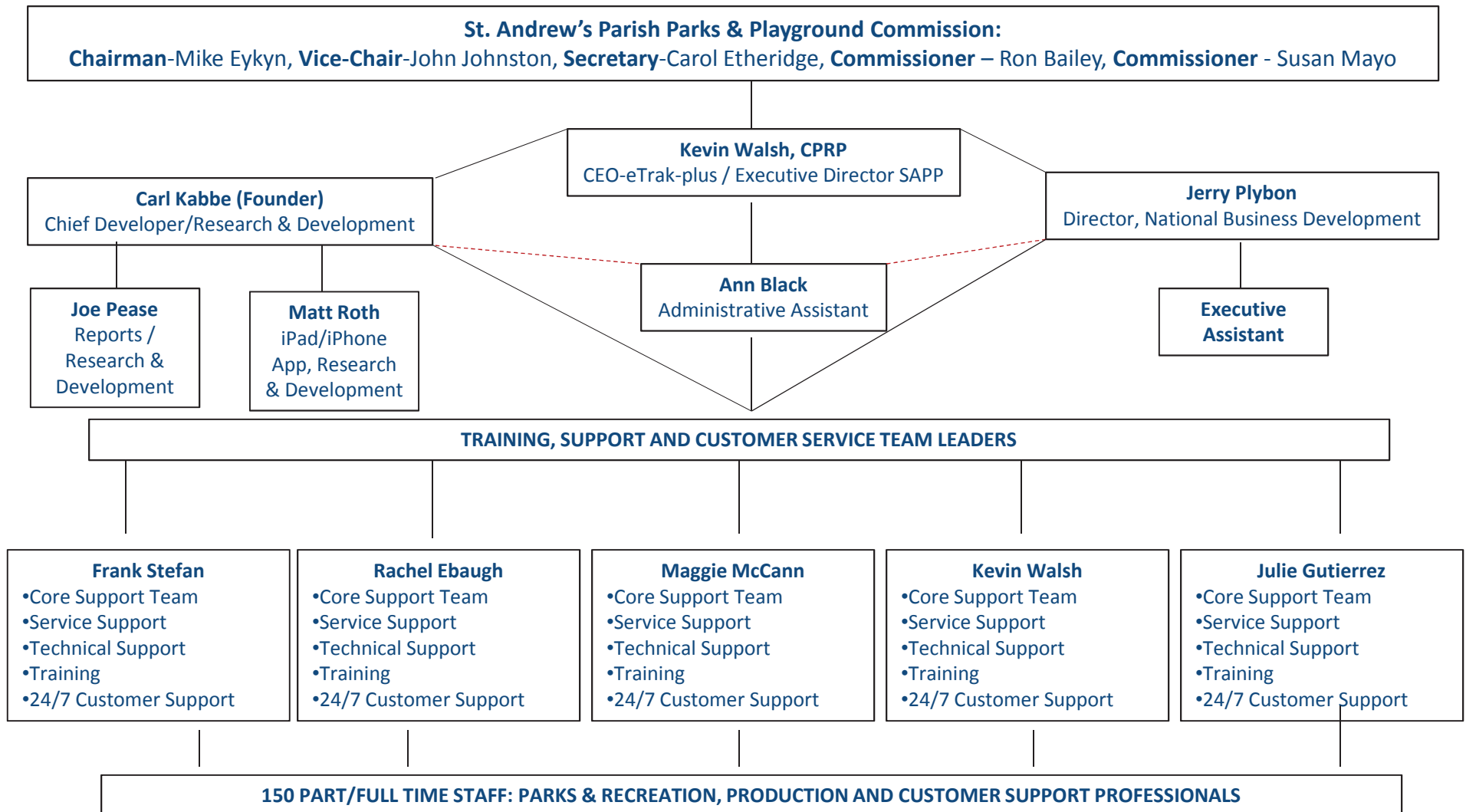
(formally: St. Andrews Parish Parks & Playground Commission)

JANUARY 2013

## ORGANIZATIONAL CHART

St. Andrew's Parish Public Service District

Population 18,000 (serving 75,000)





**eTrak-plus**  
1095 Playground Road  
Charleston, SC 29407

**Tel:** (877) 51E-TRAK (513-8725)  
**Fax:** (866) 338-1360  
**URL:** [www.eTrak-plus.com](http://www.eTrak-plus.com)

**RFP RESPONSE FOR:**  
Recreation Services Point-of-Sale &  
Reservation System

## ATTACHMENT I



## Rapid7, Inc. Scan Report - Attestation of Scan Compliance

Scan Customer Information	
Company: eTrak-plus	
Contact: Carl Kabbe	Title:
Telephone: 843-763-3880	E-mail: carl@etrak-plus.com
Business Address: 810 Travelers Boulevard	
Country: United States	City: Summerville
State/Province: South Carolina	ZIP: 29485
URL: <a href="http://etrak-plus.com/">http://etrak-plus.com/</a>	

Approved Scanning Vendor Information	
Company: Rapid7, Inc.	
Contact: Derek B. Kolakowski	Title: ASV Program Manager
Telephone: (617) 247-1717	E-mail: derek_kolakowski@rapid7.com
Business Address: 800 Boylston Street Prudential Tower, 29th Floor	
Country: USA	City: Boston
State/Province: MA	ZIP: 02199
URL: <a href="http://www.rapid7.com">www.rapid7.com</a>	

### Scan Status

- Compliance Status **PASS**
- Number of unique components scanned: 1
- Number of identified failing vulnerabilities: 0
- Number of components found by ASV but not scanned because scan customer confirmed components were out of scope: 0
- Date scan completed: April 15, 2014
- Scan expiration date (90 days from date scan completed): July 14, 2014

### Scan Customer Attestation

eTrak-plus attests on April 16 2014 that this scan includes all components\* which should be in scope for PCI DSS, any component considered out-of-scope for this scan is properly segmented from my cardholder data environment, and any evidence submitted to the ASV to resolve scan exceptions is accurate and complete. eTrak-plus also acknowledges the following: 1) proper scoping of this external scan is my responsibility, and 2) this scan result only indicates whether or not my scanned systems are compliant with the external vulnerability scan requirement of PCI DSS; this scan result does not represent my overall compliance status with PCI DSS or provide any indication of compliance with other PCI DSS requirements.

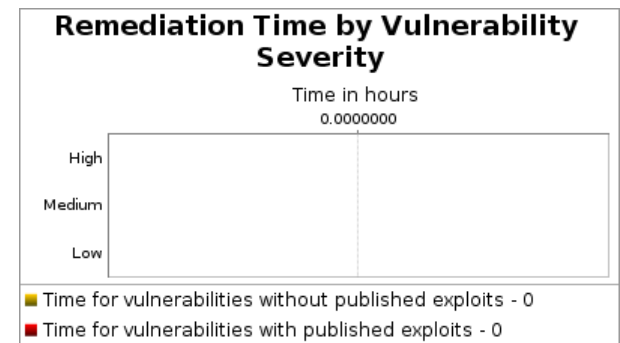
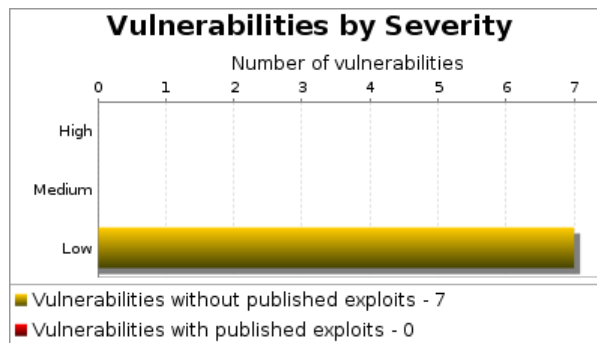
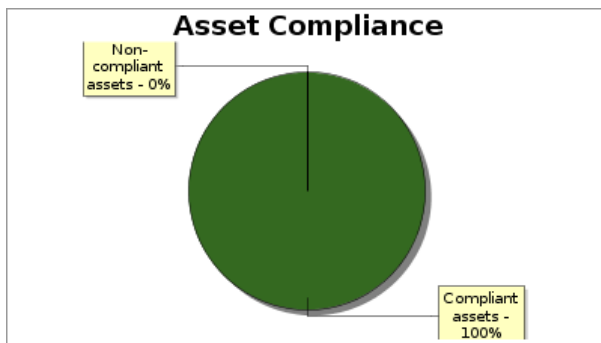
### ASV Attestation

This scan and report was prepared and conducted by Rapid7, Inc. under certificate number 3906-01-15 , according to internal processes that meet PCI DSS requirement 11.2 and the PCI DSS ASV Program Guide. Rapid7, Inc. attests that the PCI DSS scan process was followed, including a manual or automated Quality Assurance process with customer boarding and scoping practices, review of results for anomalies, and review and correction of 1) disputed or incomplete results, 2) false positives, and 3) active scan interference. This report and any exceptions were reviewed by Derek Kolakowski.

# 1. Scan Information

Scan Customer Company: eTrak-plus	ASV Company: Rapid7, Inc.
Date scan was completed: April 15, 2014	Scan expiration date: July 14, 2014

# 2. Asset and Vulnerabilities Compliance Overview



\* An exploit is regarded as "published" if it is available from Metasploit or listed in the Exploit Database. Actual remediation times may differ based on organizational workflows.

# 3. Component Compliance Summary

174.141.46.202	<b>PASS</b>
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# 4. Vulnerabilities Noted for each IP Address

## 4.1. 174.141.46.202

IP Address	Vulnerabilities Noted per IP address	Severity Level	CVSS Score	Compliance Status	Exceptions, False Positives, or Compensating Controls Noted by the ASV for this Vulnerability
174.141.46.202 protocol: tcp port: 8443	Undefined CVE, Untrusted TLS/SSL server X.509 certificate	medium	5.8	<b>PASS</b>	False Positive noted by Kathleen Kanders: This is a confirmed false positive. Case # 81108.

IP Address	Vulnerabilities Noted per IP address	Severity Level	CVSS Score	Compliance Status	Exceptions, False Positives, or Compensating Controls Noted by the ASV for this Vulnerability
174.141.46.202 protocol: tcp port: 80 instance: HTTP	Undefined CVE, A service discloses version information	low	0.0	<b>PASS</b>	
174.141.46.202 protocol: tcp port: 80 instance: HTTP	Undefined CVE, A running service was discovered	low	0.0	<b>PASS</b>	
174.141.46.202 protocol: tcp port: 443 instance: <unknown>	Undefined CVE, A running service was discovered	low	0.0	<b>PASS</b>	
174.141.46.202 protocol: tcp port: 8009 instance: HTTP	Undefined CVE, A running service was discovered	low	0.0	<b>PASS</b>	
174.141.46.202 protocol: tcp port: 8443 instance: HTTPS	Undefined CVE, A running service was discovered	low	0.0	<b>PASS</b>	
174.141.46.202 protocol: tcp port: 8997 instance: <unknown>	Undefined CVE, A running service was discovered	low	0.0	<b>PASS</b>	
174.141.46.202	Undefined CVE, TCP timestamp response	low	0.0	<b>PASS</b>	

## 5. Special Notes by IP Address

NOTE 1 - Note to scan customer: Browsing of directories on web servers can lead to information disclosure or potential exploit. Due to increased risk to the cardholder data environment, please 1) justify the business need for this configuration to the ASV, or 2) confirm that it is disabled. Please consult your ASV if you have questions about this Special Note.

NOTE 2 - Note to scan customer: Due to increased risk to the cardholder data environment when remote access software is present, please 1) justify the business need for this software to the ASV and confirm it is either implemented securely per Appendix C or disabled/removed. Please consult your ASV if you have questions about this Special Note.

NOTE 3 - Note to scan customer: Due to increased risk to the cardholder data environment when a point-of-sale system is visible on the Internet, please 1) confirm that this system needs to be visible on the Internet, that the system is implemented securely, and that original default passwords have been changed to complex passwords, or 2) confirm that the system has been reconfigured and is no longer visible to the Internet. Please consult your ASV if you have questions about this Special Note.

NOTE 4 - Note to customer: As you were unable to validate that the configuration of the environment behind your load balancers is synchronized, it is your responsibility to ensure

that the environment is scanned as part of the internal vulnerability scans required by the PCI DSS.

## 6. Vulnerability Details

### 6.1. Medium

These vulnerabilities must be corrected and the environment must be re-scanned after the corrections. Organizations should take a risk-based approach to correct these types of vulnerabilities, starting with the ones having the highest CVSS scores.

#### 6.1.1. Untrusted TLS/SSL server X.509 certificate (tls-untrusted-ca)

Severity	Medium
CVSS Score	5.8 (AV:N/AC:M/Au:N/C:P/I:P/A:N)
Description	The server's TLS/SSL certificate is signed by a Certification Authority (CA) that is not a well-known, trusted one. It could indicate that a TLS/SSL man-in-the-middle is taking place and is eavesdropping on TLS/SSL connections.

#### Affects

IP Address	Port	Instance	Compliance Status	Evidence	Exceptions, False Positives, or Compensating Controls Noted by the ASV for this Vulnerability
<a href="http://174.141.46.202">174.141.46.202</a>	8443/tcp		<b>PASS</b>	<ul style="list-style-type: none"> <li>TLS/SSL certificate signed by unknown, untrusted CA: SERIALNUMBER=07969287, CN=Go Daddy Secure Certification Authority, OU=http://certificates.godaddy.com/repository, O="GoDaddy.com, Inc.", L=Scottsdale, ST=Arizona, C=US -- Path does not chain with any of the trust anchors. The list of well-known, trusted CAs is:CN=DigiCert Assured ID Root CA, OU=www.digicert.com, O=DigiCert Inc, C=US</li> <li>CN=TC TrustCenter Class 2 CA II, OU=TC TrustCenter Class 2 CA, O=TC TrustCenter GmbH, C=DE</li> <li>EMAILADDRESS=premium-server@thawte.com, CN=Thawte Premium Server CA, OU=Certification Services Division, O=Thawte Consulting cc, L=Cape Town, ST=Western Cape, C=ZA</li> </ul>	False Positive noted by Kathleen Kanders: This is a confirmed false positive. Case # 81108.

IP Address	Port	Instance	Compliance Status	Evidence	Exceptions, False Positives, or Compensating Controls Noted by the ASV for this Vulnerability
				<ul style="list-style-type: none"> <li>• CN=SwissSign Silver CA - G2, O=SwissSign AG, C=CH</li> <li>• CN=SwissSign Platinum CA - G2, O=SwissSign AG, C=CH</li> <li>• CN=Equifax Secure eBusiness CA-1, O=Equifax Secure Inc., C=US</li> <li>• EMAILADDRESS=server-certs@thawte.com, CN=Thawte Server CA, OU=Certification Services Division, O=Thawte Consulting cc, L=Cape Town, ST=Western Cape, C=ZA</li> <li>• CN=UTN-USERFirst-Client Authentication and Email, OU=http://www.usertrust.com, O=The USERTRUST Network, L=Salt Lake City, ST=UT, C=US</li> <li>• EMAILADDRESS=personal-freemail@thawte.com, CN=Thawte Personal Freemail CA, OU=Certification Services Division, O=Thawte Consulting, L=Cape Town, ST=Western Cape, C=ZA</li> <li>• CN=UTN-USERFirst-Hardware, OU=http://www.usertrust.com, O=The USERTRUST Network, L=Salt Lake City, ST=UT, C=US</li> <li>• CN=Entrust Root Certification Authority, OU="(c) 2006 Entrust, Inc.", OU=www.entrust.net/CPS is incorporated by reference, O="Entrust, Inc.", C=US</li> <li>• CN=Certum CA, O=Unizeto Sp. z o.o., C=PL</li> <li>• CN=AddTrust Class 1 CA Root, OU=AddTrust TTP Network, O=AddTrust AB, C=SE</li> <li>• CN=Entrust Root Certification Authority - G2, OU="(c) 2009 Entrust, Inc. - for authorized use only", OU=See www.entrust.net/legal-terms, O="Entrust, Inc.", C=US</li> <li>• OU=Equifax Secure Certificate Authority, O=Equifax, C=US</li> </ul>	

IP Address	Port	Instance	Compliance Status	Evidence	Exceptions, False Positives, or Compensating Controls Noted by the ASV for this Vulnerability
				<ul style="list-style-type: none"> <li>• CN=QuoVadis Root CA 3, O=QuoVadis Limited, C=BM</li> <li>• CN=QuoVadis Root CA 2, O=QuoVadis Limited, C=BM</li> <li>• CN=DigiCert High Assurance EV Root CA, OU=www.digicert.com, O=DigiCert Inc, C=US</li> <li>• EMAILADDRESS=info@valicert.com, CN=http://www.valicert.com/, OU=ValiCert Class 1 Policy Validation Authority, O="ValiCert, Inc.", L=ValiCert Validation Network</li> <li>• CN=Equifax Secure Global eBusiness CA-1, O=Equifax Secure Inc., C=US</li> <li>• CN=GeoTrust Universal CA, O=GeoTrust Inc., C=US</li> <li>• CN=thawte Primary Root CA - G3, OU="(c) 2008 thawte, Inc. - For authorized use only", OU=Certification Services Division, O="thawte, Inc.", C=US</li> <li>• OU=Class 3 Public Primary Certification Authority, O="VeriSign, Inc.", C=US</li> <li>• CN=thawte Primary Root CA - G2, OU="(c) 2007 thawte, Inc. - For authorized use only", O="thawte, Inc.", C=US</li> <li>• CN=Deutsche Telekom Root CA 2, OU=T-TeleSec Trust Center, O=Deutsche Telekom AG, C=DE</li> <li>• CN=UTN-USERFirst-Object, OU=http://www.usertrust.com, O=The USERTRUST Network, L=Salt Lake City, ST=UT, C=US</li> <li>• CN=GeoTrust Primary Certification Authority, O=GeoTrust Inc., C=US</li> <li>• OU=Class 1 Public Primary Certification Authority, O="VeriSign, Inc.", C=US</li> <li>• CN=Baltimore CyberTrust Code Signing Root, OU=CyberTrust,</li> </ul>	



IP Address	Port	Instance	Compliance Status	Evidence	Exceptions, False Positives, or Compensating Controls Noted by the ASV for this Vulnerability
				<ul style="list-style-type: none"> <li>O=Baltimore, C=IE</li> <li>• CN=Baltimore CyberTrust Root, OU=CyberTrust, O=Baltimore, C=IE</li> <li>• OU=Starfield Class 2 Certification Authority, O="Starfield Technologies, Inc.", C=US</li> <li>• CN=Chambers of Commerce Root, OU=http://www.chambersign.org, O=AC Camerfirma SA CIF A82743287, C=EU</li> <li>• CN=T-TeleSec GlobalRoot Class 3, OU=T-Systems Trust Center, O=T-Systems Enterprise Services GmbH, C=DE</li> <li>• CN=VeriSign Class 3 Public Primary Certification Authority - G5, OU="(c) 2006 VeriSign, Inc. - For authorized use only", OU=VeriSign Trust Network, O="VeriSign, Inc.", C=US</li> <li>• CN=TC TrustCenter Universal CA 1, OU=TC TrustCenter Universal CA, O=TC TrustCenter GmbH, C=DE</li> <li>• CN=T-TeleSec GlobalRoot Class 2, OU=T-Systems Trust Center, O=T-Systems Enterprise Services GmbH, C=DE</li> <li>• CN=VeriSign Class 3 Public Primary Certification Authority - G4, OU="(c) 2007 VeriSign, Inc. - For authorized use only", OU=VeriSign Trust Network, O="VeriSign, Inc.", C=US</li> <li>• CN=VeriSign Class 3 Public Primary Certification Authority - G3, OU="(c) 1999 VeriSign, Inc. - For authorized use only", OU=VeriSign Trust Network, O="VeriSign, Inc.", C=US</li> <li>• CN=Certum Trusted Network CA, OU=Certum Certification Authority, O=Unizeto Technologies S.A., C=PL</li> <li>• CN=Class 3P Primary CA, O=Certplus, C=FR</li> <li>• OU=VeriSign Trust Network, OU="(c) 1998 VeriSign, Inc. - For authorized</li> </ul>	

IP Address	Port	Instance	Compliance Status	Evidence	Exceptions, False Positives, or Compensating Controls Noted by the ASV for this Vulnerability
				<p>use only", OU=Class 3 Public Primary Certification Authority - G2, O="VeriSign, Inc.", C=US</p> <ul style="list-style-type: none"> <li>• CN=GlobalSign, O=GlobalSign, OU=GlobalSign Root CA - R3</li> <li>• CN=UTN - DATACorp SGC, OU=http://www.usertrust.com, O=The USERTRUST Network, L=Salt Lake City, ST=UT, C=US</li> <li>• OU=Security Communication RootCA2, O="SECOM Trust Systems CO.,LTD.", C=JP</li> <li>• OU=Security Communication RootCA1, O=SECOM Trust.net, C=JP</li> <li>• CN=GTE CyberTrust Global Root, OU="GTE CyberTrust Solutions, Inc.", O=GTE Corporation, C=US</li> <li>• CN=VeriSign Universal Root Certification Authority, OU="(c) 2008 VeriSign, Inc. - For authorized use only", OU=VeriSign Trust Network, O="VeriSign, Inc.", C=US</li> <li>• CN=TC TrustCenter Class 4 CA II, OU=TC TrustCenter Class 4 CA, O=TC TrustCenter GmbH, C=DE</li> <li>• CN=GlobalSign, O=GlobalSign, OU=GlobalSign Root CA - R2</li> <li>• CN=Class 2 Primary CA, O=Certplus, C=FR</li> <li>• CN=DigiCert Global Root CA, OU=www.digicert.com, O=DigiCert Inc, C=US</li> <li>• CN=GlobalSign Root CA, OU=Root CA, O=GlobalSign nv-sa, C=BE</li> <li>• CN=thawte Primary Root CA, OU="(c) 2006 thawte, Inc. - For authorized use only", OU=Certification Services Division, O="thawte, Inc.", C=US</li> <li>• CN=GeoTrust Global CA, O=GeoTrust Inc., C=US</li> <li>• CN=Sonera Class2 CA, O=Sonera,</li> </ul>	

IP Address	Port	Instance	Compliance Status	Evidence	Exceptions, False Positives, or Compensating Controls Noted by the ASV for this Vulnerability
				<ul style="list-style-type: none"> <li>C=FI</li> <li>• CN=Thawte Timestamping CA, OU=Thawte Certification, O=Thawte, L=Durbanville, ST=Western Cape, C=ZA</li> <li>• CN=QuoVadis Root Certification Authority, OU=Root Certification Authority, O=QuoVadis Limited, C=BM</li> <li>• CN=Sonera Class1 CA, O=Sonera, C=FI</li> <li>• EMAILADDRESS=info@valicert.com, CN=http://www.valicert.com/, OU=ValiCert Class 2 Policy Validation Authority, O="ValiCert, Inc.", L=ValiCert Validation Network</li> <li>• CN=AAA Certificate Services, O=Comodo CA Limited, L=Salford, ST=Greater Manchester, C=GB</li> <li>• CN=America Online Root Certification Authority 2, O=America Online Inc., C=US</li> <li>• CN=KEYNECTIS ROOT CA, OU=ROOT, O=KEYNECTIS, C=FR</li> <li>• CN=AddTrust Qualified CA Root, OU=AddTrust TTP Network, O=AddTrust AB, C=SE</li> <li>• CN=America Online Root Certification Authority 1, O=America Online Inc., C=US</li> <li>• CN=VeriSign Class 2 Public Primary Certification Authority - G3, OU="(c) 1999 VeriSign, Inc. - For authorized use only", OU=VeriSign Trust Network, O="VeriSign, Inc.", C=US</li> <li>• CN=AddTrust External CA Root, OU=AddTrust External TTP Network, O=AddTrust AB, C=SE</li> <li>• OU=VeriSign Trust Network, OU="(c) 1998 VeriSign, Inc. - For authorized use only", OU=Class 2 Public Primary Certification Authority - G2, O="VeriSign, Inc.", C=US</li> </ul>	

IP Address	Port	Instance	Compliance Status	Evidence	Exceptions, False Positives, or Compensating Controls Noted by the ASV for this Vulnerability
				<ul style="list-style-type: none"> <li>• CN=GeoTrust Primary Certification Authority - G3, OU=(c) 2008 GeoTrust Inc. - For authorized use only, O=GeoTrust Inc., C=US</li> <li>• CN=GeoTrust Primary Certification Authority - G2, OU=(c) 2007 GeoTrust Inc. - For authorized use only, O=GeoTrust Inc., C=US</li> <li>• CN=SwissSign Gold CA - G2, O=SwissSign AG, C=CH</li> <li>• CN=Entrust.net Certification Authority (2048), OU=(c) 1999 Entrust.net Limited, OU=www.entrust.net/CPS_2048 incorp. by ref. (limits liab.), O=Entrust.net</li> <li>• CN=GTE CyberTrust Root 5, OU="GTE CyberTrust Solutions, Inc.", O=GTE Corporation, C=US</li> <li>• CN=Global Chambersign Root - 2008, O=AC Camerfirma S.A., SERIALNUMBER=A82743287, L=Madrid (see current address at www.camerfirma.com/address), C=EU</li> <li>• CN=Chambers of Commerce Root - 2008, O=AC Camerfirma S.A., SERIALNUMBER=A82743287, L=Madrid (see current address at www.camerfirma.com/address), C=EU</li> <li>• CN=Entrust.net Secure Server Certification Authority, OU=(c) 1999 Entrust.net Limited, OU=www.entrust.net/CPS incorp. by ref. (limits liab.), O=Entrust.net, C=US</li> <li>• OU=Go Daddy Class 2 Certification Authority, O="The Go Daddy Group, Inc.", C=US</li> <li>• CN=VeriSign Class 1 Public Primary Certification Authority - G3, OU="(c) 1999 VeriSign, Inc. - For authorized use only", OU=VeriSign Trust</li> </ul>	

IP Address	Port	Instance	Compliance Status	Evidence	Exceptions, False Positives, or Compensating Controls Noted by the ASV for this Vulnerability
				Network, O="VeriSign, Inc.", C=US • OU=Security Communication EV RootCA1, O="SECOM Trust Systems CO.,LTD.", C=JP OU=VeriSign Trust Network, OU="(c) 1998 VeriSign, Inc. - For authorized use only", OU=Class 1 Public Primary Certification Authority - G2, O="VeriSign, Inc.", C=US	

**Solution**

Obtain a new certificate signed by a trusted CA, such as [Thawte](#) or [Verisign](#).

The exact instructions for obtaining a new certificate depend on your organization's requirements. Generally, you will need to generate a certificate request and save the request as a file. This file is then sent to a Certificate Authority (CA) for processing. After you have received a new certificate file from the Certificate Authority, you will have to install it on the TLS/SSL server. The exact instructions for installing a certificate differ for each product. Follow their documentation.

## 6.2. Low

Organizations are encouraged, but not required, to correct these vulnerabilities.

### 6.2.1. A service discloses version information (generic-service-version-disclosure)

Severity	Low
Description	A service was found to be running that provides detailed version information. This information can be used to determine what vulnerabilities may exist in the service, assisting malicious users in launching more targeted attacks.

#### Affects

IP Address	Port	Instance	Compliance Status	Evidence	Exceptions, False Positives, or Compensating Controls Noted by the ASV for this Vulnerability
<a href="#">174.141.46.202</a>	80/tcp	HTTP	<b>PASS</b>	HTTP on TCP port 80 running HTTPD 2.2.27	

#### Solution

Disable or obfuscate the version information returned by the service, if possible.

### 6.2.2. A running service was discovered (generic-service-open)

Severity	Low
Description	A service was found to be running on the system.

#### Affects

IP Address	Port	Instance	Compliance Status	Evidence	Exceptions, False Positives, or Compensating Controls Noted by the ASV for this Vulnerability
<a href="#">174.141.46.202</a>	80/tcp	HTTP	<b>PASS</b>	HTTP on TCP port 80	
<a href="#">174.141.46.202</a>	443/tcp	<unknown>	<b>PASS</b>		
<a href="#">174.141.46.202</a>	8009/tcp	HTTP	<b>PASS</b>	HTTP on TCP port 8009	
<a href="#">174.141.46.202</a>	8443/tcp	HTTPS	<b>PASS</b>	HTTPS on TCP port 8443	
<a href="#">174.141.46.202</a>	8997/tcp	<unknown>	<b>PASS</b>		

### Solution

If the service is not required for normal business operations, it should be disabled. Leaving unnecessary services running on a system provides malicious users with additional attack vectors when attempting to compromise a system.

### 6.2.3. TCP timestamp response (generic-tcp-timestamp)

Severity	Low
Description	The remote host responded with a TCP timestamp. The TCP timestamp response can be used to approximate the remote host's uptime, potentially aiding in further attacks. Additionally, some operating systems can be fingerprinted based on the behavior of their TCP timestamps.
References	<a href="http://uptime.netcraft.com">URL: http://uptime.netcraft.com</a> , <a href="http://www.forensicswiki.org/wiki/TCP_timestamps">URL: http://www.forensicswiki.org/wiki/TCP_timestamps</a> , <a href="http://www.ietf.org/rfc/rfc1323.txt">URL: http://www.ietf.org/rfc/rfc1323.txt</a>

### Affects

IP Address	Port	Instance	Compliance Status	Evidence	Exceptions, False Positives, or Compensating Controls Noted by the ASV for this Vulnerability
<a href="http://174.141.46.202">174.141.46.202</a>			<b>PASS</b>	Apparent system boot time: Sun Nov 24 04:11:56 EST 2013	

### Solution

- Cisco  
Disable TCP timestamp responses on Cisco  
Run the following command to disable TCP timestamps:

```
no ip tcp timestamp
```

- FreeBSD  
Disable TCP timestamp responses on FreeBSD  
Set the value of net.inet.tcp.rfc1323 to 0 by running the following command:

```
sysctl -w net.inet.tcp.rfc1323=0
```

Additionally, put the following value in the default sysctl configuration file, generally sysctl.conf:

```
net.inet.tcp.rfc1323=0
```

- Linux  
Disable TCP timestamp responses on Linux

Set the value of `net.ipv4.tcp_timestamps` to 0 by running the following command:

```
sysctl -w net.ipv4.tcp_timestamps=0
```

Additionally, put the following value in the default `sysctl` configuration file, generally `sysctl.conf`:

```
net.ipv4.tcp_timestamps=0
```

- **OpenBSD**

Disable TCP timestamp responses on OpenBSD

Set the value of `net.inet.tcp.rfc1323` to 0 by running the following command:

```
sysctl -w net.inet.tcp.rfc1323=0
```

Additionally, put the following value in the default `sysctl` configuration file, generally `sysctl.conf`:

```
net.inet.tcp.rfc1323=0
```

- Microsoft Windows NT, Microsoft Windows NT Workstation, Microsoft Windows NT Server, Microsoft Windows NT Advanced Server, Microsoft Windows NT Server, Enterprise Edition, Microsoft Windows NT Server, Terminal Server Edition, Microsoft Windows 95, Microsoft Windows 98, Microsoft Windows 98SE, Microsoft Windows ME, Microsoft Windows 2000, Microsoft Windows 2000 Professional, Microsoft Windows 2000 Server, Microsoft Windows 2000 Advanced Server, Microsoft Windows 2000 Datacenter Server, Microsoft Windows XP, Microsoft Windows XP Home, Microsoft Windows XP Professional, Microsoft Windows XP Tablet PC Edition, Microsoft Windows CE, Microsoft Windows Server 2003, Microsoft Windows Server 2003, Standard Edition, Microsoft Windows Server 2003, Enterprise Edition, Microsoft Windows Server 2003, Datacenter Edition, Microsoft Windows Server 2003, Web Edition, Microsoft Windows Small Business Server 2003, Microsoft Windows Server 2003 R2, Microsoft Windows Server 2003 R2, Standard Edition, Microsoft Windows Server 2003 R2, Enterprise Edition, Microsoft Windows Server 2003 R2, Datacenter Edition, Microsoft Windows Server 2003 R2, Web Edition, Microsoft Windows Small Business Server 2003 R2, Microsoft Windows Server 2003 R2, Express Edition, Microsoft Windows Server 2003 R2, Workgroup Edition  
Disable TCP timestamp responses on Windows versions before Vista  
Set the `Tcp1323Opts` value in the following key to 1:

```
HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\Tcpip\Parameters
```

- Microsoft Windows Server 2008, Microsoft Windows Server 2008 Standard Edition, Microsoft Windows Server 2008 Enterprise Edition, Microsoft Windows Server 2008 Datacenter Edition, Microsoft Windows Server 2008 HPC Edition, Microsoft Windows Server 2008 Web Edition, Microsoft Windows Server 2008 Storage Edition, Microsoft Windows Small Business Server 2008, Microsoft Windows Essential Business Server 2008, Microsoft Windows Server 2008 R2, Microsoft Windows Server 2008 R2, Standard Edition, Microsoft Windows Server 2008 R2, Enterprise Edition, Microsoft Windows Server 2008 R2, Datacenter Edition, Microsoft Windows Server 2008 R2, Web Edition, Microsoft Windows Server 2012, Microsoft Windows Server 2012 Standard Edition, Microsoft Windows Server 2012 Foundation Edition, Microsoft Windows Server 2012 Essentials Edition, Microsoft Windows Server 2012 Datacenter Edition, Microsoft Windows Storage Server 2012, Microsoft Windows Vista, Microsoft Windows Vista Home, Basic Edition, Microsoft Windows Vista Home, Basic N Edition, Microsoft Windows Vista Home, Premium Edition, Microsoft Windows Vista Ultimate Edition, Microsoft Windows Vista Enterprise Edition, Microsoft Windows Vista Business Edition, Microsoft Windows Vista Business N Edition, Microsoft Windows Vista Starter Edition, Microsoft Windows 7, Microsoft Windows 7 Home, Basic Edition, Microsoft Windows 7 Home, Basic N Edition, Microsoft Windows 7 Home, Premium Edition, Microsoft Windows 7 Home, Premium N Edition, Microsoft Windows 7 Ultimate Edition, Microsoft Windows 7 Ultimate N Edition, Microsoft Windows 7 Enterprise Edition, Microsoft Windows 7 Enterprise N Edition,



Microsoft Windows 7 Professional Edition, Microsoft Windows 7 Starter Edition, Microsoft Windows 7 Starter N Edition, Microsoft Windows 8, Microsoft Windows 8 Enterprise Edition, Microsoft Windows 8 Professional Edition, Microsoft Windows 8 RT, Microsoft Windows Longhorn Server Beta  
Disable TCP timestamp responses on Windows versions since Vista

TCP timestamps cannot be reliably disabled on this OS. If TCP timestamps present enough of a risk, put a firewall capable of blocking TCP timestamp packets in front of the affected assets.



**eTrak-plus**  
1095 Playground Road  
Charleston, SC 29407

**Tel:** (877) 51E-TRAK (513-8725)  
**Fax:** (866) 338-1360  
**URL:** [www.eTrak-plus.com](http://www.eTrak-plus.com)

**RFP RESPONSE FOR:**  
Recreation Services Point-of-Sale &  
Reservation System

**ATTACHMENT J**



**ETRAK-PLUS RFP PRICING RESPONSE FOR:**  
RECREATION SERVICES POINT-OF-SALE & RESERVATION SYSTEM

**ETRAK-PLUS SUBMISSION DATE:**  
MAY 8, 2014

## **ETRAK-PLUS RFP PRICING**

**SUBMITTED BY:**  
**JERRY PLYBON**  
**DIRECTOR, NATIONAL BUSINESS DEVELOPMENT**  
1095 PLAYGROUND ROAD  
CHARLESTON, SC 29407

**SUBMITTED TO:**



**ATTN: JUANITA HICKMAN**  
INFORMATION TECHNOLOGY DEPARTMENT  
CITY OF OVERLAND PARK  
8500 SANTA FE DRIVE  
OVERLAND PARK, KANSAS 66212

**OPTION A - INCREASED 1ST YEAR FEE AND REDUCED 2ND THRU 5TH YEAR SUPPORT AND MAINTENANCE FEE**

<b>ETRAK-PLUS SERVICE/FEATURE</b>	<b>PURCHASE PRICE</b>	<b>RECURRING</b>	<b>GRAND TOTAL</b>
Service Year 1	\$55,000.00	No	\$55,000
Support and Maintenance Year 2	\$10,000.00	Yes	\$10,000
Support and Maintenance Year 3	\$10,000.00	Yes	\$10,000
Support and Maintenance Year 4	\$10,000.00	Yes	\$10,000
Support and Maintenance Year 5	\$10,000.00	Yes	\$10,000
Facility Reservations & Management	\$0.00	Included	\$0.00
Facility Reservations	\$0.00	Included	\$0.00
League Scheduling	\$0.00	Included	\$0.00
Pass Management	\$0.00	Included	\$0.00
Point of Sale (PoS) with Inventory Management	\$0.00	Included	\$0.00
Campground Reservation & Management	\$0.00	Included	\$0.00
Marina Reservation & Management	\$0.00	Included	\$0.00
Personal Trainer / Instructor Management	\$0.00	Included	\$0.00
Financial Reports (customized)	\$0.00	Included	\$0.00
Quarterly Training	\$0.00	Included	\$0.00
24/7 Unlimited Technical Support	\$0.00	Included	\$0.00
Travel (for all trainers)	\$0.00	Included	\$0.00
Upgrades	\$0.00	Included	\$0.00
Platform Security	\$0.00	Included	\$0.00
PCI Compliance	\$0.00	Included	\$0.00
Seat Licenses (unlimited)	\$0.00	Included	\$0.00
Hardware (scanners, printers, etc.)	TBD	TBD	TBD
Platform Management	\$0.00	Included	\$0.00
Platform Hosting	\$0.00	Included	\$0.00
Future Development & Upgrades	\$0.00	Included	\$0.00
<b>YEAR 1</b>			<b>\$55,000.00</b>
<b>YEAR 2</b>			<b>\$10,000.00</b>
<b>YEAR 3</b>			<b>\$10,000.00</b>
<b>YEAR 4</b>			<b>\$10,000.00</b>
<b>YEAR 5</b>			<b>\$10,000.00</b>
<b>FIVE (5) YEAR TOTAL COST OF OWNERSHIP (WITHOUT HARDWARE)</b>			<b>\$95,000.00</b>

**OPTION B - DECREASED 1ST YEAR FEE AND INCREASED 2ND TO 5TH YEAR SUPPORT AND MAINTENANCE FEE**

<b>ETRAK-PLUS SERVICE/FEATURE</b>	<b>PURCHASE PRICE</b>	<b>RECURRING</b>	<b>GRAND TOTAL</b>
Service Year 1	\$45,000.00	No	\$45,000
Support and Maintenance Year 2	\$15,000.00	Yes	\$15,000
Support and Maintenance Year 3	\$15,000.00	Yes	\$15,000
Support and Maintenance Year 4	\$15,000.00	Yes	\$15,000
Support and Maintenance Year 5	\$15,000.00	Yes	\$15,000
Facility Reservations & Management	\$0.00	Included	\$0.00
Facility Reservations	\$0.00	Included	\$0.00
League Scheduling	\$0.00	Included	\$0.00
Pass Management	\$0.00	Included	\$0.00
Point of Sale (PoS) with Inventory Management	\$0.00	Included	\$0.00
Campground Reservation & Management	\$0.00	Included	\$0.00
Marina Reservation & Management	\$0.00	Included	\$0.00
Personal Trainer / Instructor Management	\$0.00	Included	\$0.00
Financial Reports (customized)	\$0.00	Included	\$0.00
Quarterly Training	\$0.00	Included	\$0.00
24/7 Unlimited Technical Support	\$0.00	Included	\$0.00
Travel (for all trainers)	\$0.00	Included	\$0.00
Upgrades	\$0.00	Included	\$0.00
Platform Security	\$0.00	Included	\$0.00
PCI Compliance	\$0.00	Included	\$0.00
Seat Licenses (unlimited)	\$0.00	Included	\$0.00
Hardware (scanners, printers, etc.)	TBD	TBD	TBD
Platform Management	\$0.00	Included	\$0.00
Platform Hosting	\$0.00	Included	\$0.00
Future Development & Upgrades	\$0.00	Included	\$0.00
<b>YEAR 1</b>			<b>\$45,000.00</b>
<b>YEAR 2</b>			<b>\$15,000.00</b>
<b>YEAR 3</b>			<b>\$15,000.00</b>
<b>YEAR 4</b>			<b>\$15,000.00</b>
<b>YEAR 5</b>			<b>\$15,000.00</b>
<b>FIVE (5) YEAR TOTAL COST OF OWNERSHIP (WITHOUT HARDWARE)</b>			<b>\$105,000.00</b>



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**RFP RESPONSE FOR:**  
Recreation Services Point-of-Sale &  
Reservation System

**ATTACHMENT K**

## eTrak-plus Technical Overview/Detail

Overview	Description and Q&A
<b>Product Description</b>	<p><b>eTrak-plus Overview:</b></p> <p>The eTrak-plus complete parks and recreation management software solution helps agencies create efficiency and streamline the management of their parks and recreation operation. Agency employees can manage all aspects of their parks &amp; recreation responsibilities, including activity registration, facility scheduling, membership management, marina management, campground management, league scheduling/management, child care, point-of-sale, email marketing/text notification, and much more. eTrak-plus is intuitive and easy to use, enabling organizations to simplify parks and recreation management, reduce costs, and improve customer service levels.</p> <p>eTrak-plus is a proven off-the-shelf solution that's adaptable, providing the city/agency clients with an efficient, cost-effective and complete (web-based) parks and recreation management solution. Our service/platform is hosted, secured and maintained within our NOC (network operation center), located at 1095 Playground Road, Charleston, SC 29407 (eTrak-plus Headquarters). eTrak-plus is owned and operated by St. Andrew's Parks &amp; Playground (<i>officially: St. Andrew's Parish Parks and Playground Commission, a Special Purpose District founded in 1945</i>).</p> <p>Our service, platform and solution will allow city/agency staff to serve its customers with greater efficiency, while enhancing internal operations and saving valuable time. eTrak-plus will allow for unlimited expansion and uninhibited growth for many years to come. With eTrak-plus, the city/agency will be able to easily automate and incorporate all of the varying processes needed for current and future (long-term) use. Pricing submitted with our response is all-inclusive, helping to stabilize and secure annual expenditures for the agencies parks and recreation management software solution.</p>
<b>Product Version(s)</b>	<p><b>How eTrak-plus handles system versions:</b></p> <p>One of the benefits of being an eTrak-plus client is the privilege of operating within the latest software version release at all times. You don't have to pay to utilize the latest software revision. We roll out updates, upgrades and changes to all clients, enabling all users to operate with the latest tools and applications available from eTrak-plus.</p>
<b>Product Customer Base</b>	<p><b>How do clients use eTrak-plus?</b></p> <p>A larger percentage of eTrak-plus clients are cities and parks and recreation agencies using the following eTrak-plus applications and services (all standard and all are inclusive):</p> <ul style="list-style-type: none"><li>• Online/Onsite Registration</li><li>• Online/Onsite Facility Reservation &amp; Management</li><li>• League Scheduling</li><li>• POS with inventory control, tracking and management</li></ul>

- Email Marketing/Text Marketing/Notification
- Membership Management & Access Control
- Instructor/Trainer Management
- Campground Management
- Marina Management
- Detailed Financial Reports with Import/Export Mapping
- Child Care Management (secure check-in, check-out with flexible daily, weekly, monthly billing options)

## Product Direction

### Description of current and “future state” of eTrak-plus:

- Current desktop uses Flex for the transactions processes and a combination of HTML (through JSP’s), AJAX and Flex for the setup.
- Internet customer application is all Flex.
- Mobile apps are native (iOS and Android.)
- System provides electronic time clock and personnel scheduling capabilities. Work requests and scheduling system is in the final stages of completion (90%) with an eta of Q4-2014.
- Future (5+ years): moving to an all native app environment which we are well positioned
- Fully integrated with social media (Q1-2014)
- Tablet kiosk application (iOS) (Q4-2014)
- Facial recognition for access control (Q4-2014 contingent upon solid 3<sup>rd</sup> party peripheral)

## Migration from the use of Java/Flash to clustered application servers

The concepts here are fairly simple; the display process (the eTrak-plus front end) needs to be reconfigured as native apps to ensure that we deliver a clean, responsive presentation layer. The reason we prefer native apps is because there fewer moving parts, i.e., there are no interpreters between the user and operating system. An option frequently suggested is HTML/javascript. The primary issues we have with this approach are;

- a) Transaction processing with stateless processes is difficult because the information displayed has to match the information (state) the server side has and simple actions like clicking the browser back button can make the state out of balance. The ways around this, e.g., store snapshots of the state from each page displayed, are very complex and very storage and processing intensive, i.e., the state on each page must be stored in the data and marked with an indicator of the page it represents.
- b) We do some processing that browsers were not designed to handle, e.g., looking for a specific character that tells us the information that follows is a member card number that must be processed immediately. This type of process is generally handled by javascript which is an interpreter employed by browsers to handle more complex functions.



However, there are several versions of javascript interpreters which are employed by different browser both of which, browsers and javascript interpreters, constantly change so that developers have to constantly provide a work around for bugs in the browser and interpreters.

- c) The browsers and javascript interpreters require some CPU cycles on the client resulting in slightly slower presentation.

Our approach (from the beginning) has been to separate the server side and the display side and provide a mechanism to communicate between the two. This process allows us to make changes to one side, e.g., the iOS products, without impacting the other side. This means that converting to an app for the desktops is not like starting from scratch but rather just duplicating the existing screens in a new language.

Clustering and sharding are concepts which have to do with scalability and uptime. Clustering can be applied to either the application or data servers. The application servers need to be clustered so that stopping one server does not impact the users as they are just rerouted to one of the other servers. We need to do this but have not because we need to change the data access process to allow it (not a trivial task.) Our choice in the meantime is to provide ever more powerful application servers (our current application server normally runs in the 0-10% CPU usage range.)

Sharding is dividing the data into smaller pieces in order to provide greater speed getting to specific data. The offset is that some processing is required to decide where the data is, i.e., which physical server it is on. Our data sets are still relatively small (75GB) so sharding is not necessary or helpful.

Clustering of data servers provides greater reliability. This is required to prevent data loss and provide uptime. We currently do this through the MySQL master-slave process with MySQL high availability and the mediator.

## **Product Differentiation**

### **Description of the difference between eTrak-plus and other service providers in the market today:**

- eTrak-plus is a hosted PCI/DSS compliant and 100% web-based solution that's all inclusive (we don't require client to purchase modules. We allow clients to use the entire eTrak-plus platform for one annual fee that never increases beyond any agreed upon annual fees)
- eTrak-plus does not require that a client on each computer communicate with a central server (client-server), which would inherently require an update to each client, as well as the server, for each version release and update
- Our solution is hosted and secured at our headquarters in Charleston, SC
- Our service is all-inclusive and provided for one annual fee
- Initial (2) weeks of on-site training and ongoing quarterly training is included in pricing submitted
- Toll-free phone support is unlimited and provided 24/7
- Dedicated Account Manager assigned to each client account
- NO transaction fees charged

- Use the credit card processor of your choice
- Data migration will be negotiated in 1<sup>st</sup> year fee but this fee can be reduced by eliminating data migration
- Owned and operated by a Parks and Recreation Agency
- All eTrak-plus support professionals are parks and recreation professionals
- eTrak-plus is intuitive and requires fewer decisions by Operators processing transactions, as all processing rules are set by Administrators and/or System Administrators
- eTrak-plus is more flexible since our development team is able to tweak the front-end to operate in the way your agency will want to interact and do business, instead of forcing the team to operate within a box created by a developer without concept or vision of how your parks and recreation agency operates
- All interfaces are designed to behave the way the person using them would naturally think....intuitively

**Product Value Proposition**

**Value proposition of the competitive advantages our solution provides:**

Our delivery model provides more flexibility and quicker response to changing user needs and a fixed and reliable annual fee. eTrak-plus is owned and staffed by recreation professionals, so we understand the vision of parks and recreation agencies, as well as their current and future needs.

**Product Saturation**

**Market / Industry overview of eTrak-plus:**

eTrak-plus thrives in the Parks & Recreation vertical. However, the platform easily overlays to Military, Fitness Industry, Universities, etc. The development and design of eTrak-plus was based on the needs of parks and recreation agencies but the applications were thoughtfully developed for all aforementioned verticals.

eTrak-plus is in operation in the following (12) states: FL, GA, SC, NC, NJ, CT, MI, CA, UT, TN, KS, NY

## eTrak-plus Product Architecture

Overview	Description and Q&A
<p><b>Product Technology Architecture</b></p>	<p><b>Description of the eTrak-plus architecture in both logical and physical models (i.e. both hardware and software/Operating System):</b></p> <p>All servers are Slackware linux. All servers are also single purpose, i.e., they only handle one aspect of the processing (separate servers for data, application, mail, we pages, etc.)</p> <p><b>Summary of the layers/components and core architecture:</b></p> <p>The <b>data layer</b> is MySQL (version 5.6) with over 1,000 data tables. There are two slaves, one located within our Charleston, SC NOC (network operation center) and the other(s) located within our redundant Livonia, MI site. All servers have mirrored drives and there is no direct access to the data contained within.</p>

The eTrak-plus Development Team will start clustering our data servers Q4-2014 to proactively minimize (potential) system failures.

The **application layer** uses Tomcat (7.x) as a container. Currently, we only run one server with a hot backup. Sometime this year, we will be clustering these servers to reduce the risk of any failure and provide easier updating.

Client computers require only a browser, with Java and Flash player to operate. All organization computers require authentication for access, not just a simple user ID and password. Internet users require only a browser with Flash player installed. Internet users have access to their own family information and activities.

We are diligent and methodical about security because much of the data in the system is that of children, which we fiercely protect, which of course is why we require such stringent operator and administrator security processes. Bringing an organization computer on-line consist of following a provided URL and entering a generated key provided by eTrak-plus. Once an individual key has been used, it is no longer available for use by anyone or any other pc.

All communications are over SSL.

Mobile apps are native to the device (iOS and Android only) and use the same process to access the system, i.e., they speak to a servlet using OpenAMF or JASON. In fact, all of the interfaces use the same server processes although they may take slightly different routes to get to the server.

**Product Database Platform** **Summary of database platform(s) (and database versions) in which eTrak-plus operates:**

MySQL (5.5) using Innodb (all tables are Innodb.)

**Product Hardware Platform** **Supported hardware platforms (including Desktop computers):**

Desktop systems require only a browser, Java and Flash player.

**Minimum/optimal hardware requirements:**

1. Memory? No requirement but suggested minimums: Windows XP 1GB, Windows 7 4GB (or greater)
2. Disk space? 10MB
3. Processors? Minimum requirement i4896 S/B Pentium

**Proprietary hardware requirements:**

None

**Summary of Operation Systems Supported:**

**Server:** Only applicable to our server farm and is currently Slackware

**Client:** Any system that will run a browser and operate Flash

**Product Licensing Structure**

**Product licensing model:**

eTrak-plus does not charge for license or license usage (individually or concurrently) .

**Summary of Backend Licensing:**

User license(s) are unlimited and always included

**Description of downstream instances for licensing structure:**

1. Development? None needed
2. Test? None needed
3. Stage? None needed

**Product Integration**

**Summary of product supported integration and communication protocols (e.g. API, Web Services, RMI/IIOP, COM/DCOM, etc.) and overview of product's ability to import/export data to 3<sup>rd</sup> party systems:**

Due to strict PCI Compliance guidelines, eTrak-plus does not allow clients to access our data servers in the granulized sense. Clients have complete access to their agency data at all times and can back this data up as much or as many times as they choose.

**INTEGRATION WITH FINANCIAL SOFTWARE** – clients are required to provide import mapping tables for their existing financial software platform and the eTrak-plus development team simply maps the data export to match the provided import mapping table provided.

In some cases, eTrak-plus will create a web-service allowing the finance department to pull data from eTrak-plus, directly into the financial software being used. The service is slick but the setup can be challenging and we only engage in building this type of web-access if the agency IT Department has the skill-set to meet the need on the client-side.

Since our system is closed (i.e., the outside world cannot touch or query the data), we cannot/do not use a standard search engine. Instead, we provide the search capability at the point of interest and present the user with the appropriate information at the time of request.

**Technology/expertise and computer languages required for writing integration on both sender/receiver sides:**

None – eTrak-plus handles all coding

**Port(s) required to be open for communication protocol:**

Ports 443 and 8997

**Description of the integration layer support both, synchronized and a-synchronized (i.e. queuing protocols):**

Communication is https

**Product Application Stack**

**Summary of application foundation framework (e.g., tools/languages -**

**.NET, J2EE, COM/DCOM, etc.):**

**Server side:**

- The application is written in Java (1.7)
- We presently use NetBeans (7.x) as the primary IDE.
- Changes (customizations, bug fixes, enhancements) are made by the development team and rolled out after being thoroughly tested

**Client side:**

- Operator/administrator (organization people) - We use several Java applets (signed) to facilitate printing and some other specific features. The importance of the applet to printing is that printing can happen automatically without operator intervention. This applet also allows us to store and retrieve files from the local file system, e.g., store an EFT batch file on the local files system. We use OpenAMF to communicate between the Flash apps and the server.
- Internet user – This is a straight Flash app so there is no need for Java. We use OpenAMF to communicate between the Flash apps and the server.
- Mobile – These are native apps that communicate with the Java backend using OpenAMF or JASON protocols.

**Description of language/approach used to customize our application:**

Most of the customization is accomplished by checking/unchecking a box or providing a value. Should there be something that we have not considered, we make the code changes as required.

**Is the eTrak-plus source code protected/proprietary or open to customers?**

eTrak-plus source code is proprietary

**Product 3<sup>rd</sup> Party Products**

**See a list of all required third party software required to facilitate the eTrak-plus application functionality**

1. Java (Internal users only)
2. Flash player

**Web Application Architecture**

**List of all supported browsers and versions:**

All browsers are supported

**Describe ease of Web UI customization/configuration to match current look and feel of existing web presence:**

eTrak-plus mirrors each client's website header, providing the same look and feel of their own website. eTrak-plus also re-directs exiting citizens/residents/constituents back to the respective agencies website after exiting the agency's eTrak-plus account (for reservations, registrations, etc.)

**Summary of our mobile friendly application version(s):**

Our mobile apps are native. iOS (iPhone and iPad) are in the final stages of development and the development team is in the process of final testing. The Android phone and tablet apps are in the beginning stages of development with an estimated eta of Q3-2014.

**Product compliance for accessibility, (e.g. 508 Federal Guideline):**

eTrak-plus is a browser-based platform in full compliance within the 508 Federal guidelines

**Product UI Platforms**

**Overview of application portability (e.g., client/server, web portal, mobile devices, tablet PCs, cell phones):**

For PC's and similar systems, eTrak-plus uses Flex/Flash to provide a pleasing user experience and to control what the user can do. eTrak-plus provides HTML snippets which can be added to your website, allowing your customers to seamlessly access the online transaction system.

All mobile devices (iOS and Android) use native apps to access eTrak-plus. Of course, the tablet and phone apps are slightly different due to the differences in screen sizes.

**Product Reporting Capabilities**

**Summary of product reporting methods:**

eTrak has hundreds of standard reports available, derived from as many as 990 data tables (for example: there are approximately 100 different roster scripts). Each client has the ability to choose which of these standard reports fit their respective organization and these are the only reports that are shown (generated) to your operators and administrators.

It is inevitable that your agency will want one or more specific reports, and to this end, our development team will write the new report(s) based on one of the existing reports. These are included in our first year fee.

All reports can be viewed in the current screen, printed or exported as a text, HTML, pdf or csv file.

**Product Infrastructure**

**Summary eTrak-plus supported backup and recovery procedures and method supported by your product:**

The data is replicated on two servers with the primary servers in Charleston, SC (eTrak-plus Headquarters) and the secondary servers mirrored and backed up in Livonia, MI. As a backup to the backup, data backups are made and taken offsite daily.

Should the primary data server fail, switching to the local (Charleston, SC) slave takes about (5) minutes and (15) minutes to the secondary Livonia, MI slave.

The application server is backed up with a hot spare both in Charleston, SC and one in Livonia, MI. Switching to the local Charleston, SC spare takes approximately (2) minutes, while switching to the Livonia, MI spare takes approximately (15) minutes.

**Product Security**

**Description of network security in a typical deployment:**

eTrak-plus is a hosted solution so the following is a high level summary of our typical server farm:

1. There is a single access point that is managed by a Fortinet firewall which controls access to all the servers and other computers behind the firewall and limits which ports are exposed to the outside world. The data servers are never exposed to the outside world, the only way to access those servers are through the application running on dedicated servers. The only services that are exposed to the outside world are ports 110, 80 (if eTrak-plus hosts agency website), 443, 22, 8804-8805 and 5308 (Silver Sky scanning), 1194-1194 (VPN) and 8997 (print server)... each of these is redirected to a specific server.
2. Each physical server performs only a single function (application server, data server, email, etc.) and the communication between these is rigidly controlled by the firewall.

**Overview of user access controls for the product as well as password/user-login maintenance. (e.g., AD, SSL, custom, etc.):**

The firewall is Fortinet and manages the following: Guide Dog, Guard Dog, Oink and various other software used internally to control passwords and detect intrusion; Guide Dog and Guard Dog essentially front IPtables.

The application server is Tomcat. We also run Apache, PHP and a small, special purpose server for handling print requests no longer on the same server on this server. This is the only server that can be accessed from the outside world. This server has port 80 this is redirected to a specific server (not the Tomcat server), 443 and 8997 this is on the print server only not on the tomcat server open.

The data manager is MySQL (5.6) The only access to the data server is through the eTrak-plus application on the application server.

Maintenance is performed by logging into the server through ssh (restricted to specific internal computers) or interaction physically on the server.

**Description of authentication and authorization security models:**

One of the more important security features is the authentication of both the workstation and the user for anyone logging in as an operator or administrator. Once in the system, the user's right to perform a specific task or to view specific data is controlled by a set of permissions.

**Description of logging and alerting features:**

eTrak logs all user activity, period. Especially that activity that would impact any eTrak-plus data. No transaction data is ever changed once inserted thereby giving a clean audit trail. We also utilize standard linux system logs for system level events.

**Description of version management and patching:**

There are two aspects to patches. First, we apply all security patches as they are available and if they would impact our system. Second, we use Mercurial SCM for versioning for our application and update the entire application on the servers quite frequently (several times a week... quick response to requests).

**Product Audit Tools -Audit Features**

**Summary of product integrity data integrity assessment tools and audit reports for data accuracy:**

There is little to no need to perform external or ad hoc testing regarding the integrity of the data because it is not possible to get bad data into the tables. It's not possible because of the extensive use of required data and foreign key constraints. All inserts and updates are within transactions, whereby all records go in or, no records go in and the system would generate an exception, which our development team tracks closely in the log.

**Product Performance and Quality of Service**

**Estimated transaction processing time required and guaranteed to execute for a single real time transaction against the complete set of rules detailed by the functional requirements:**

1. Selling a POS item: 1-2 seconds to get to the cart, 2-3 seconds to check out and send the receipt to the printer.
2. Selling a class where you need a person (excludes entering the person's personal information which is dependent on the source of the information and the speed of the user): anywhere from 4 to 30 seconds depending on what data needs to be entered/viewed, e.g., medical information, related item information, etc.
3. Selling a family membership (excludes person personal information): 10 to 45 seconds depending on what data must be entered / viewed, e.g., passes, pictures, etc.
4. Reservation – A simple reservation might be completed in under 10 seconds while a complex reservation could take up to 60 seconds.
5. Scan a card, authorize, display the picture and trip a turnstile: 1-3 seconds.

**Estimated login processing time required and guaranteed per user:**

The initial log in each day typically takes no more than 10 – 20 seconds, with additional logins under 5 seconds.



## Product Data Architecture

### Overview

### Description / Q&A

#### Product Data

#### **Add/Change process - Description of our ability to add data items to the product without affecting previously existing data or processes:**

We have separated the data for an item into two parts (so they are easy to maintain):

1. An item which is the data which changes very little between seasons or sessions. This data includes the title, restrictions (ages, etc.), processing rules, e.g., gathering medical data, related items, e.g., shirts, etc. The easiest way to this is that items are defined by the rights they confer. For example, an item that is a class confers the right to attend the class. A membership confers that right to come to the center. A Snickers bar confers the right to have, hold and eat the candy bar. They are all items but have different processing rules. The item acts as a container for one or more sections.
2. The section has the information which changes for each season or session. This data includes a title which descriptive of the section, the schedule, the registration dates, teams, etc. Think of this organization of information like college classes: English 101 is the same class but different sections are taught at different times by different instructors.

*NOTE: No data is ever destroyed or archived but you can choose to show or not show in cases where the amount of data, e.g., the number of sections, is large.*

#### **List all supported relational database management systems (if not relational, describe data architecture):**

We currently support MySQL, however, eTrak could easily be used against MSSQL or Oracle with little effort.

## Product Performance / Maintenance

### Overview

### Description / Q&A

#### Product Scalability

#### **Overview of the throughput measurement per number of users serving per hardware unit (e.g. one web server serves x number users):**

A single web server can accommodate 300 simultaneous users. For additional capacity we simply add additional servers and utilize a load balancer.

#### **Does eTrak-plus support the ability to process OLTP and Batch processes for real-time updates?**

Yes. eTrak-plus is designed around the OLTP model as the only batch processes are 'one-offs' like converting data from another system (Class, Safari, RecTrac) or importing data from an Excel spreadsheet or Access database.

#### **Does eTrak-plus have the ability to support full data and application redundancy (e.g., alleviates production down-time if a server crashes or is unavailable)?**

Yes:

- 1) The current configuration uses hot spares that must be switched manually (2-15 minute downtime) as well as mirrored drives to avoid the use of hot spares.
- 2) We have recently completed the clustering of the data servers and the application server clustering will be completed by Q4-2014 (Q2-2014 latest)

**Does eTrak-plus have the ability to support user access 24 hours per day seven days per week to create, update, and delete related tasks?**

eTrak-plus provides for 24/7 support. We are currently down for about two minutes at 4:10AM Eastern to refresh the application server. We will eliminate the (2) minute downtime in the future when we move to application server clustering.

**Estimated time to author a rule using the vendor graphical user interface (e.g., usability)?**

Depends on the complexity of the rule. If the rule already exists in the system, then authoring would take seconds. If the rule does not exist, then we would need (up to) 1-3 days, depending on the complexity of the rule.

**Description of the product scalability: both up and out, at proportional cost of ownership:**

Due to the architectural design of our service and platform, our scalability is unlimited, without cost to your organization.

**Product Installation Example**

**Description of our largest product installation (e.g., number of concurrent users, volumes, performance, response times, etc.)**

- 4,000 concurrent users
- Zero flaws (0% degradation) to system performance
- Normal response times at 2 to 3 seconds (eTrak response to a user request)

**Product installation/deployment tool(s) with description of what software delivery method(s) was/were used (e.g network share, hosted install or MSI package):**

Extremely user friendly:

- 1) download the latest Java
- 2) download the latest Flash player
- 3) open port 8997 on every firewall between the workstation and eTrak
- 4) follow URL: <https://etrak-plus.com/default> and enter the key provided by eTrak Support Team when the system requests.

**Product Maintenance Releases & Upgrades**

**Overview and cycle time interval timelines for standard release updates or maintenance functionality:**

Our model does not have 'standard releases'. Instead, we have many small releases, nightly. These 'releases' are usually a combination of bug fixes and targeted enhancements.

Major changes (releases) are updated on the server after all clients are notified and provided any necessary training.

**Number of releases planned per year:**

Average approximately (10) per year

**Formal methodology for dealing with issues resulting from releases:**

1. Your organization notifies eTrak by choice of contact method (email, call, enter into our bug reporting system)

2. Issue is determined to be Tier I, Tier II or Tier III and handled accordingly (**see: *Maintenance and Support Section***)
3. eTrak plus generates the issue in the log
4. If the issue is determined to be a Tier III issue (stops workflow or progress without a work-around in place), it may be fixed and rolled out within minutes. Tier II or lower resolutions would typically be rolled out on the regular nightly update schedule.

**Product Infrastructure Maintenance**

**Description of provisions for hot-swapping, partial failures of some part of the infrastructure (e.g., fail over and load balancing capabilities):**

Currently, we have:

1. Data server. We have a local slave running (which is essentially milliseconds behind the primary server) as protection in case the primary server should fail. We also have an offsite (actual location is in Michigan) slave which is usually less than a second behind the primary in case we would have a fire or some similar catastrophe.
2. We run hot backups for the application server.
3. We have a spare firewall on “hot” standby. These, too, will be clustered by Q4-2014.

**Product Disaster Recovery**

**Overview of product back-up and recovery methods:**

Our application is rolled out as a .war file. We have backup copies on the application server and on workstations that were previously used in rollout to the servers.

**Product Support**

**Overview**

**Description / Q&A**

**Product Support Model**

**Hours of operation for technical support:**  
24/7

**Description of our service/support call procedures:**

Call our toll-free support line 877-513-8725 and log your issue with your dedicated support manager. Support Manager will diagnose and resolve the issue during your call or they will give you an estimated time of repair (Tier I and Tier II calls). Tier III calls will be handled and resolved within 24hrs (max), but typically these are resolved within 4 hours of notification.

**Description of specific technical support and account management people to be assigned to our account and where are they located:**

90% of our support people are located in Charleston with 10% on the West Coast. You will be assigned one person who will serve as your primary point of contact but, should that person be busy at the time of your call, a member of the support managers team will take your call and support your need(s) to completion, or that individual will have your assigned support professional call you ASAP.

Description of how we prioritize customers in our support model:

**SEE CALL PRIORITY LEVEL TEMPLATE BELOW:**

<b>Call Priority Level</b>	<b>Description</b>	<b>Standard Completion Target</b>
Priority 1	Fatal issues that result in the customer's inability to fulfill critical business functions (i.e. those pertaining to core functionality such as processing registrations, memberships, rentals) and that have no reasonable work-around	1 day
Priority 2	Serious issues significantly impacting use of system but do not prevent core functions from being fulfilled	2 days
Priority 3	All other issues, except those classified as D (Low); i.e. how-to questions, reporting/reconciliation issues	3 days
Priority 4	Issues that are not time-sensitive or may be undertaken as customer service initiatives outside the scope of this Agreement	TBD

**SERVICES NOT INCLUDED:**

The following supplies and services are excluded from Support and Maintenance:

- Services which are required to remedy problems that stem from changes to or defects in system configuration upon which the software was originally installed
- Services which are required to remedy problems which do not stem from any defect in the eTrak-plus software
- Improper treatment or use of the software

**Product Problem Support**

**Software problem isolation and identification procedures:**

STEP 1: we work with the caller to duplicate the problem so 1.) we know what it is and 2.) we can accurately explain and describe the issue to the development team.

**Description of the processes available for customers to report bugs and receive software fixes:**

eTrak clients have the option to email customer support, call customer support on the toll-free number provided to them, or they may use the bug reporting system.

**Description of the guarantees for turnaround time on problems:**

If the issue is mission critical, it will be escalated to a member of the TIER III support and development team and fixed and rolled out within minutes (4 hour turn-around worst case). Problems/Issues with a work-around available will be turned around by the next business day. If the issue is not mission critical (with no impact to the agency) and there is a work-around in place, the issue will be put in queue, which could take several days or weeks before it is fixed.

**Production Release Levels Support**

**Software release levels supported from the current release:**

eTrak-plus operates on the latest version and all clients receive the latest and

greatest, as these updates/upgrades are included in the annual fee paid, so we don't operate on varying "versions".

**Product Support Availability**

**Overview of availability of product support structure (e.g., Knowledge Base, Help Desk, etc.):**

1. Toll-free support 877-513-8725
2. Knowledge Base (internal to eTrak-plus users)
3. "How Do I" Section

**Product Enhancements**

**Description of product enhancement request process and product enhancement release cycle time frequencies to the market:**

Typically we schedule a strategy session call with the agency point of contact to discuss the reason for the enhancement and how it will help the agency's workflow and production.

The criteria for which we determine the speed with which an enhancement is added depends on 1.) the help the enhancement will provide, 2.) the level of difficulty in rolling out the enhancement and 3.) the risk the enhancement poses to the rest of the system. The three criteria mentioned above are also part-n-parcel to the overall conversation with the agency point of contact.

**Product Support Industry Standards**

**Description of how eTrak-plus supports current and changing industry standards:**

Though eTrak is a 100% web-based and a hosted solution, the system is really built on a server and a client, each talking to the other through messages. The front ends can then be implemented, e.g., the mobile apps, with little impact on the backend and the backend can have changes in functionality which are not visible to the front end. Thus, as standards change, the implementation of those changes is quicker and less painful.

## Product Implementation

**Overview**

**Description / Q&A**

**Product Implementation Model**

**Description of our system implementation planning process:**

Step #1: download the latest Java

Step #2: download the latest Flash player

Step #3 open port 8997 on every firewall between the workstation and eTrak and

Step #4 enter <https://etrak-plus.com/default> into the URL and enter the key provided by your eTrak support professional upon request.

**Description of our installation/implementation procedures:**

Please refer to: "**Implementation Services Plan**"

**Typical implementation timeframe:**

Please refer to: "**Implementation Services Plan**"

**Product Implementation Distribution Feature**

**Description of software delivery tools that are used:**

eTrak-plus is web-based so the Internet is the delivery tool.

**Product Implementation Timeline**

**Overview of standard product implementation timeline – go-live to production:**

Please refer to: “Implementation Plan”

**Product Implementation Planning/Resourcing**

**Description of what eTrak-plus provides to agency clients in reviewing and approving the resources that we assign to each client and project:**

Your agency will be assigned a dedicated support team leader responsible for the Tier I – Tier III support team. These individuals will work closely with the entire team from the 1<sup>st</sup> day of the implementation and will stay with the agency as the point of contact for the duration of the relationship with eTrak-plus.

**Description of our software distribution capabilities, including electronic distribution/roll-out:**

The eTrak-plus support team can roll out as many as (60) users in any one location per day. If the geographical locations are vast, we will use two teams or travel from one location to the other must be factored into the schedule.

**Percentage of resources that eTrak-plus will be responsible for during the implementation?**

100%

**Description of the implementation skill-set your company will be provided:**

Gold level support and skill set.

## Product User Adoption

Overview	Description
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**Product User Roll-out Methodology**

**Overview of product user roll-out methodology targeting a city wide implementation:**

- Step #1 Strategy session with key team members from both companies
- Step #2 Define the number of locations being rolled out
- Step #3 Assign an eTrak-plus team leader per location
- Step #4 Define the computers, laptops, etc. within each of the defined locations
- Step #5 Schedule the date/time each eTrak-plus team member will arrive on-site (per location) and their primary point of contact upon arrival
- Step #6 Start roll-out and training per location

**Product Documentation**

**Overview of standard product documentation access (e.g., online documentation, help access, etc.):**

1. Online help tutorial
2. Online knowledge base
3. Toll-free support
4. Email support

**Description of user documentation that is available for the product (online/hardcopy):**

Online – via Knowledge Base and/or Help Tutorial (for self-authoring)

**How and when this documentation is updated:**

Daily

**Description of documentation updates that accompany any new software releases:**

Prior to release and post release.

**Description of the documentation provided as they apply to server software, client API, website utility, and batch updates:**

All documentation is targeted to the user.

**Product Training**

**Description of product training mediums available for the end user community:**

(2) five day trainings are provided on-site. Typically the 2<sup>nd</sup> five day (on-site) training is provided 4 – 6 weeks after the first initial training. Every client receives unlimited training via WebEx. WebEx sessions are provided using the input and needs expressed by agency staff. eTrak-plus continues to utilize “User Groups” for Information Sharing and Best Practices.

**Product Adoption Metrics**

**Summary of metrics and assurance milestones for user adoption and saturation of product:**

Training provided is 100% hands-on and users must be able to navigate the system without assistance prior to “Go Live”.

## Security

Overview	Description
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**General Security**

**Description of how many total and concurrent users can be supported per site and in total:**

In our current environment, eTrak-plus can handle up to 4,000 concurrent users. eTrak-plus can support an unlimited number of concurrent users.

**Authentication (user sign-in) and authorization (permissions) model for eTrak-plus and how this model extends to the screen or field levels:**

For internal users, both the computer and the person are authenticated. Once in the system, the actions the user can take and the information they can see are controlled by a set of permissions. For online customers, they can access the system using only a user id and password but they can only access their own personal (and family where applicable i.e., head of household, etc.) information. Contingent upon the access your agency wants to provide in its rules, you may allow coaches the ability to pull a roster for a team he/she coaches, enter scores at the conclusion of games, track team stat's, see/print his/her work schedule, etc.

**Description of the user authentication and/or authorization models which**

**integrate with Active Directory, LDAP, or a server supporting Directory Services:**

All accesses are logged. All changes made to and within the system are logged.

**Description of the ability of the product to support multiple user IDs with varying levels of access/security:**

Seamless. We apply all security patches as we get them and there is no requirement needed by the City/Agency team.

**Description of the eTrak's ability to support an audit trail of system usage:**

1. All accesses of the system are logged in the user's personal data.
2. All actions taken by a user are marked with the user's serial and are time-stamped.
3. No transaction record is ever changed and changes are recorded as events added to those records.

**System and Business Security Controls**

**Description of ability to support and comply with Payment Card Industry Data Security Standard 2.0:**

eTrak-plus is 100% compliant. We work with a 3<sup>rd</sup> party vendor (SilverSky) which scans our network and servers for vulnerabilities and potential access points. We are proactively provided potential areas of concern and these are addressed as needed and required.

**Description of ability of applications to manage internal/external user access and authentication controls and utilize active directory:**

1. Users are authenticated by their user id and passwords.
2. Computers are authenticated using the computer name.
3. All organization people must have an authenticated computer.

**Description of ability to log and report on access to environment:**

1. All accesses to the system are recorded in the user's personal data.
2. All actions taken by the users are flagged with their serial and time-stamped.

**Description of ability to create and establish secure B2B / Site-to-Site remote connectivity utilizing standard network security functions such as IPSEC tunnels:**

We currently have no plans to allow access other than through https. We are considering whether to provide access through a VPN allowing eTrak-plus clients to access the server (Tomcat) using https through the VPN.

**Description of ability to ensure data at rest encryption for database functions:**

We encrypt the data required by PCI and prevent access to all the data except through our application.

**Description of ability to ensure data in transmission security using standards such as SSL/TLS:**

All access to the eTrak-plus system uses https.



**Description of ability to provide for redundancy and collocation for business continuity:**

SEE ATTACHMENT: DATA SERVERS, DATA STORAGE & DATA BACK-UP

**Description of ability to perform several levels of data backups imaging:**

SEE ATTACHMENT: DATA SERVERS, DATA STORAGE & DATA BACK-UP

## Documentation

Overview	Description / Q&A
User Documentation	<p><b>Description of user documentation available for eTrak-plus:</b> Online document presented as “how do I”.</p> <p><b>Description of how often the documentation is updated:</b> As required – sometimes once per day and sometime once per month.</p> <p><b>Description of online help (e.g. context-sensitive):</b> eTrak-plus provides an online help, tooltips and “how do I” resource that’s also interactive. These interactive components allow users to author their own tutorials and solutions to fixes they find or create.</p>
Product Documentation	<p><b>Description of documentation online availability:</b> Online availability 24/7</p> <p><b>Description of documentation updates that accompany any new software releases:</b> eTrak-plus updates are not sold; i.e., we don’t expect our clients to pay our company to receive an update, these are provided as a benefit of being an eTrak-plus client with a valid agreement.</p>
Administration Documentation	<p><b>Administration documentation availability:</b> Documentation is available in the following areas of eTrak-plus:</p> <ul style="list-style-type: none"><li>• Knowledge Base</li><li>• Self-authoring for your internal use</li></ul>

## Education and Training

Overview	Description / Q&A
End User Training	<p><b>Standard training requirements for new eTrak-plus users, support, developers:</b></p> <ol style="list-style-type: none"><li>1 Functional and in-depth knowledge of eTrak-plus</li><li>2 Six to twelve months experience working with eTrak-plus</li></ol>

- 3 Computer literate
- 4 USERS = 30 min to 40 hours
- 5 SUPPORT = 90 to 180 days of use
- 6 DEVELOPER = 180 to 365 days of use

**Classroom Training**

**Will eTrak-plus provide both online and onsite training?**

Yes to both. All initial training prior to “Go Live” are provided on-site. Quarterly training (provided at no charge) will be facilitated via WebEx.

**Knowledge Base**

**Does eTrak-plus contain a knowledge base repository?**

Yes

**Vendor Training Resources**

**Average number of years’ of experience for training staff:**

5 years

**Description of the skill sets required to train end users on the system:**

- 1 Functional and in-depth knowledge of eTrak-plus
- 2 Six to twelve months experience working with eTrak-plus
- 3 Computer literate

**Warranty**

Overview	Description
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**Product Warranty**

**ETRAK-PLUS WARRANTY**

eTrak-plus represents and warrants that the software and all the related software products and services will perform functionally as described in the Response provided in accordance with the RFP and with eTrak-plus’ marketing literature and specifications; and that the software and user documentation furnished by eTrak-plus are compatible; and that the software shall be free of defects in design, workmanship, and materials which prevent them from being used for their intended purpose. This warranty and representation shall extend for the life of the initial term and through any Option Terms specified in this Agreement. This warranty and representation shall apply to the software and services or their replacements which incorporate all fixes or bypasses. This warranty and representation shall not apply if any physical form of the software and services or parts thereof shall have been abused, misused or modified by the City/Agency or a third party other than as instructed by or authorized by eTrak-plus. eTrak-plus’ responsibility under this representation and warranty provision shall be to correct or replace any part of the software or data storage services found to be defective. Any services to be provided pursuant to the terms of this representation and warranty shall be performed in accordance with the prevailing standards of the software industry and without expense or cost to the City/Agency.

**Additional Product Information**

- 1 All Inclusive – No Modules
- 2 Web-based/Hosted
- 3 PCI/DSS Compliant

- 4 Redundant and Secure
- 5 No transaction fees charged by eTrak-plus
- 6 No modules – all inclusive for one annual fee
- 7 Unlimited 24/7 toll-free support (included)
- 8 On-going quarterly training (included)
- 9 Dedicated training and support team assigned



**eTrak-plus**  
1095 Playground Road  
Charleston, SC 29407

**Tel:** (877) 51E-TRAK (513-8725)  
**Fax:** (866) 338-1360  
**URL:** [www.eTrak-plus.com](http://www.eTrak-plus.com)

**RFP RESPONSE FOR:**  
Recreation Services Point-of-Sale &  
Reservation System

**ATTACHMENT L**

# Cash Drawer Proofing Report By Form For Shift

## St. Andrew's Parks & Playground

Parks started Wed, October 24, 2012 11:07 and ended null

Receipt	Date	Responsible Person	Reference		Amount
<b>Cash</b>					
P628623	10/24/2012 02:18 PM	Collins-Gray, Joddi		kad	80.00
<b>Cash</b>					<b>80.00</b>
<b>Check</b>					
P628616	10/24/2012 11:07 AM	Pena, Ill, Hernan	8244 Pena	asb	30.00
P628618	10/24/2012 12:33 PM	Wilson, Kyra	1123 Wilson	kad	30.00
P628621	10/24/2012 01:14 PM	Barber, Rebecca	3755 Barber	kad	25.00
P628625	10/24/2012 03:24 PM	Parker, Elizabeth	3696 Hesse	asb	36.00
P628626	10/24/2012 03:31 PM	Miller, Luke	1549 Miller	asb	60.00
<b>Check</b>					<b>181.00</b>
<b>Visa</b>					
P628619	10/24/2012 12:38 PM	Berry, Renee	****7994 BERRY/MATTHEW L	kad	30.00
P628622	10/24/2012 01:16 PM	Traurig, Leslee	****8037 TRAURIG/ LESLEE	kad	75.00
P628624	10/24/2012 03:04 PM	Widholm, Diana	****1034 WIDHOLM/ JOHN	asb	60.00
<b>Visa</b>					<b>165.00</b>
<b>Grand Total This Report</b>					<b>426.00</b>

### Summary

Cash	80.00	
Check	181.00	
	261.00	
Visa	165.00	
	165.00	
<b>Grand Total This Report</b>		<b>426.00</b>

**Collections by Account and Receipt - Active**  
**St. Andrew's Parks & Playground**

Prepared 10/24/12 3:36 PM

Black, Ann

Parks started Wed Oct 24, 2012 11:07 AM and ended Wed Oct 24 15:36:34 EDT 2012

Account name	Receipt	Cash	Check	Money order	Credit card	Memo	Row total
<b>Participant Insurance Re</b>	<b>4080-70-P&amp;P</b>						
	P628625	0.00	6.00	0.00	0.00	0.00	6.00
	<b>Sub-Total:</b>	0.00	6.00	0.00	0.00	0.00	6.00
<b>Adult Tennis Leagues Rev</b>	<b>4120-80-P&amp;P</b>						
	P628622	0.00	0.00	0.00	50.00	0.00	50.00
	<b>Sub-Total:</b>	0.00	0.00	0.00	50.00	0.00	50.00
<b>Private Lessons Ten Ast Dir</b>	<b>4151-80-P&amp;P</b>						
	P628621	0.00	25.00	0.00	0.00	0.00	25.00
	P628622	0.00	0.00	0.00	25.00	0.00	25.00
	<b>Sub-Total:</b>	0.00	25.00	0.00	25.00	0.00	50.00
<b>Youth Basketball Rev</b>	<b>4162-70-P&amp;P</b>						
	P628616	0.00	30.00	0.00	0.00	0.00	30.00
	P628618	0.00	30.00	0.00	0.00	0.00	30.00
	P628619	0.00	0.00	0.00	30.00	0.00	30.00
	P628625	0.00	30.00	0.00	0.00	0.00	30.00
	<b>Sub-Total:</b>	0.00	90.00	0.00	30.00	0.00	120.00
<b>Youth Football Rev</b>	<b>4163-70-CIT</b>						
	P628624	0.00	0.00	0.00	30.00	0.00	30.00
	P628624	0.00	0.00	0.00	30.00	0.00	30.00
	P628626	0.00	30.00	0.00	0.00	0.00	30.00
	<b>Sub-Total:</b>	0.00	30.00	0.00	60.00	0.00	90.00
<b>Youth Soccer Rev</b>	<b>4164-70-CIT</b>						
	P628626	0.00	30.00	0.00	0.00	0.00	30.00

Account name	Receipt	Cash	Check	Money order	Credit card	Memo	Row total
	<b>Sub-Total:</b>	0.00	30.00	0.00	0.00	0.00	30.00
<b>Concession Rev</b>	<b>4191-50-P&amp;P</b>						
	P628623	73.73	0.00	0.00	0.00	0.00	73.73
	<b>Sub-Total:</b>	73.73	0.00	0.00	0.00	0.00	73.73
<b>Amounts Due Customers (P&amp;P)</b>	<b>8510-00-P&amp;P</b>						
	P628623	6.27	0.00	0.00	0.00	0.00	6.27
	<b>Sub-Total:</b>	6.27	0.00	0.00	0.00	0.00	6.27
<b>Totals</b>		<b>80.00</b>	<b>181.00</b>	<b>0.00</b>	<b>165.00</b>	<b>0.00</b>	<b>426.00</b>

**Collections by Account Summary (Statesboro)**  
**St. Andrew's Parks & Playground**

Prepared 10/24/12 3:37 PM

Swanagan, Tonya

Fitness started Wed Oct 24, 2012 09:13 AM and ended Wed Oct 24 15:37:16 EDT 2012

Account name	Account #	Cash	Check	Credit	Money order	Memo	Credit on	Refund	Row total
<b>PSD Membership</b>	<b>4020-70-FFP</b>	0.00	86.84	0.00	0.00	0.00	0.00	0.00	86.84
<b>Corporate Memberships</b>	<b>4040-70-FFP</b>	0.00	199.05	0.00	0.00	0.00	0.00	0.00	199.05
<b>Daily Pass Fees</b>	<b>4110-10-FFP</b>	7.62	0.00	19.04	0.00	0.00	0.00	0.00	26.66
<b>Membership Enrollment Fe</b>	<b>4120-10-FFP</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Youth Basketball Rev</b>	<b>4162-70-P&amp;P</b>	0.00	0.00	30.00	0.00	0.00	0.00	0.00	30.00
<b>Pro Shop Rev</b>	<b>4190-10-FFP</b>	2.07	0.00	0.00	0.00	0.00	0.00	0.00	2.07
<b>Sales Tax Liability</b>	<b>8200-00-P&amp;P</b>	0.18	0.00	0.00	0.00	0.00	0.00	0.00	0.18
<b>Admission Tax Liability</b>	<b>8300-00-FFP</b>	0.38	13.62	0.96	0.00	0.00	0.00	0.00	14.96
<b>Totals</b>		<b>10.25</b>	<b>299.51</b>	<b>50.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>359.76</b>



**Collections by account with transaction detail**  
**St. Andrew's Parks & Playground**

Prepared 10/24/12 3:36 PM

Black, Ann

Parks started Wed Oct 24, 2012 11:07 AM and ended Wed Oct 24 15:36:54 EDT 2012

<u>Receipt #</u>	<u>Description</u>	<u>Dr</u>	<u>Cr</u>	<u>Row total</u>
<b><u>0100-00-P&amp;P</u>      <u>First Citizens Cash</u></b>				
P628619	Berry, Renee	30.00	0.00	30.00
P628622	Traurig, Leslee	75.00	0.00	75.00
P628624	Widholm, Diana	60.00	0.00	60.00
Total for 0100-00-P&P		<b>165.00</b>	<b>0.00</b>	<b>165.00</b>
<b><u>0400-00-P&amp;P</u>      <u>Cash Drawer P&amp;P</u></b>				
P628616	Pena, Ill, Hernan	30.00	0.00	30.00
P628618	Wilson, Kyra	30.00	0.00	30.00
P628621	Barber, Rebecca	25.00	0.00	25.00
P628623	Collins-Gray, Joddi	80.00	0.00	80.00
P628625	Parker, Elizabeth	36.00	0.00	36.00
P628626	Miller, Luke	60.00	0.00	60.00
Total for 0400-00-P&P		<b>261.00</b>	<b>0.00</b>	<b>261.00</b>
<b><u>8510-00-P&amp;P</u>      <u>Amounts Due Customers (P&amp;P)</u></b>				
P628617	Branyon, Deidra	10.00	0.00	10.00
P628620	McFarland, James	30.00	0.00	30.00
P628623	Collins-Gray, Joddi	0.00	6.27	-6.27
Total for 8510-00-P&P		<b>40.00</b>	<b>6.27</b>	<b>33.73</b>
<b><u>4080-70-P&amp;P</u>      <u>Participant Insurance Re</u></b>				
P628625	Sports Insurance	0.00	6.00	-6.00
Total for 4080-70-P&P		<b>0.00</b>	<b>6.00</b>	<b>-6.00</b>

<u>Receipt #</u>	<u>Description</u>	<u>Dr</u>	<u>Cr</u>	<u>Row total</u>
<b><u>4120-80-P&amp;P</u></b>	<b><u>Adult Tennis Leagues Rev</u></b>			
P628622	USTA/LCTA Adult League	0.00	50.00	-50.00
Total for 4120-80-P&P		<b>0.00</b>	<b>50.00</b>	<b>-50.00</b>
<b><u>4151-80-P&amp;P</u></b>	<b><u>Private Lessons Ten Ast Dir</u></b>			
P628621	1 Hour Semi Private Brian	0.00	25.00	-25.00
P628622	1 Hour Semi Private Brian	0.00	25.00	-25.00
Total for 4151-80-P&P		<b>0.00</b>	<b>50.00</b>	<b>-50.00</b>
<b><u>4162-70-P&amp;P</u></b>	<b><u>Youth Basketball Rev</u></b>			
P628616	BB Boys 13-14	0.00	30.00	-30.00
P628618	BB Boys 7-8	0.00	30.00	-30.00
P628619	BB Co-Ed 4	0.00	30.00	-30.00
P628620	BB Boys 11-12	0.00	30.00	-30.00
P628625	BB Co-Ed 5-6	0.00	30.00	-30.00
Total for 4162-70-P&P		<b>0.00</b>	<b>150.00</b>	<b>-150.00</b>
<b><u>4163-70-CIT</u></b>	<b><u>Youth Football Rev</u></b>			
P628624	City Winter Flag Football 3-14	0.00	60.00	-60.00
P628626	City Winter Flag Football 3-14	0.00	30.00	-30.00
Total for 4163-70-CIT		<b>0.00</b>	<b>90.00</b>	<b>-90.00</b>
<b><u>4164-70-CIT</u></b>	<b><u>Youth Soccer Rev</u></b>			
P628626	City Soccer	0.00	30.00	-30.00
Total for 4164-70-CIT		<b>0.00</b>	<b>30.00</b>	<b>-30.00</b>
<b><u>4191-50-P&amp;P</u></b>	<b><u>Concession Rev</u></b>			
P628623	P&P Concessions	0.00	73.73	-73.73
Total for 4191-50-P&P		<b>0.00</b>	<b>73.73</b>	<b>-73.73</b>
<b><u>4380-70-P&amp;P</u></b>	<b><u>Coaches Certification</u></b>			
P628617	NYSCA Renewal	0.00	10.00	-10.00

<u>Receipt #</u>	<u>Description</u>	<u>Dr</u>	<u>Cr</u>	<u>Row total</u>
	Total for 4380-70-P&P	0.00	10.00	-10.00
	<b><u>Totals</u></b>	<b><u>466.00</u></b>	<b><u>466.00</u></b>	<b><u>0.00</u></b>

# Refunded Receipts

## St. Andrew's Parks & Playground

Fitness started Mon, October 15, 2012 07:55 and ended Mon, October 15, 2012 09:04  
 Parks started Mon, October 15, 2012 10:59 and ended Mon, October 15, 2012 05:31  
 Fitness started Tue, October 16, 2012 06:03 and ended Tue, October 16, 2012 08:22  
 Parks started Tue, October 16, 2012 08:35 and ended Tue, October 16, 2012 05:29  
 Fitness started Thu, October 18, 2012 08:52 and ended Fri, October 19, 2012 12:15  
 Fitness started Fri, October 19, 2012 01:25 and ended Fri, October 19, 2012 08:28  
 Fitness started Sat, October 20, 2012 08:57 and ended Sat, October 20, 2012 04:56  
 Parks started Sat, October 20, 2012 01:11 and ended Mon, October 22, 2012 06:08

Receipt	Date	Payer	Amount
F793502	10/19/2012 02:	Thomas, John 1534 Manor Boulevard Charleston, SC 29407	To account 29.92
F793503	10/19/2012 02:	Thomas, John 1534 Manor Boulevard Charleston, SC 29407	To account 44.88
P628545	10/22/2012 04:	Murray, Francine 786 Hunt Club Run Johns Island, SC 29455	Credit card 200.00
<hr/>			
<b>Totals:</b>		<b>Mail check:</b>	0.00
		<b>Credit card</b>	200.00
		<b>To account:</b>	74.80
		<b>Paid out of drawer:</b>	0.00
		<b>Grand Total:</b>	<b>\$ 274.80</b>

**Summary Shift Transmittal with Scholarships**  
**St. Andrew's Parks & Playground**

Prepared 10/24/12 3:35 PM

Black, Ann

Parks started Wed Oct 24, 2012 11:07 AM and ended Wed Oct 24 15:35:45 EDT 2012

165.00	First Citizens Cash	0100-00-P&P
261.00	Cash Drawer P&P	0400-00-P&P

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**Total**                      **426.00**

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-33.73	Amounts Due Customers	8510-00-P&P
6.00	Participant Insurance Re	4080-70-P&P
50.00	Adult Tennis Leagues Rev	4120-80-P&P
50.00	Private Lessons Ten Ast	4151-80-P&P
150.00	Youth Basketball Rev	4162-70-P&P
90.00	Youth Football Rev	4163-70-CIT
30.00	Youth Soccer Rev	4164-70-CIT
73.73	Concession Rev	4191-50-P&P
10.00	Coaches Certification	4380-70-P&P

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**Total**                      **426.00**

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