

1. Three average years (not affected by COVID19) of revenue processed through your system?  
**The average of the most recent three years prior to COVID is \$242,057.**
2. Your most recent full year of revenue with COVID19?  
**\$48,418**
3. The dollar amount you would anticipate processing in your first non-COVID19 affected year with all of your activities utilizing the software?  
**\$325,000**
4. *What is the revenue/budget that has passed through your current solution for 2019/2020:*
  - i. *Memberships? : 0*
  - ii. *POS items? 0*
  - iii. *Activities/events? 0*
  - iv. *Registration? - \$195,844 (\$90,581 cash/check; \$105,263 card)*
  - v. *Other: Facility Rentals - \$2,800 (\$2,800 cash/check)*
5. *What is the total number of facilities are available to rent? - 3*
6. *What is the driving force behind the change? – The desire to improve our customer service experience and improve our communication with customers.*
7. *Who is the current solution/service provider? ActiveNet*
8. *Who is the current payment processor? In person cards are processed through Elevation, but online transactions are processed through ActiveNet but I do not know who their processor is.*
9. *Current financial software provider? Sage Businessworks*
10. *Will you require data migration or would you like to start with a fresh database? If data is being migrated please provide details on what the City would like to have transferred over as well as number of years. – We are starting with a fresh database.*
11. *What are the City's required integrations? - Not required but integration with Team Sidelines is helpful and possibly Team Unify*
12. *How many internal users (full-time and part-time staff) do you anticipate using the system? 18*
13. *What type of integrations are you anticipating? We are anticipating integration with Team Sidelines and possibly Team Unify*
14. *Will you need assistance with imports? If so, what type? – No, we are planning on starting with a fresh database.*
15. *What gateway/merchant are you currently using for online payments? Are you open to changing it? We are using whomever ActiveNet uses and yes, we are open to changing it.*
16. *What is your average number of transactions (cash vs credit card)? Annual Average is - 4,875 cash; 1,920 credit card*

17. Do you anticipate your revenue/transactions numbers would increase with a new RMS?

**Yes**

18. Can you advise the number of locations and facilities that will be utilized by the system?

**Two locations**

19. Do you use ArcGIS? **No**

20. Are you anticipating the need for field lighting as part of this project? **No**

21. What finance system is currently being utilized? **Sage BusinessWorks**

22. What are your top 3 goals with using your new RMS?

**Customer service/communication**

**Increase program registration**

**Improved Operational Efficiency**