THE CITY OF
ARLINGTON
Purchasing Division

RFP Number: 15-0109

Hosted Recreation
Management System

ACTIVE Network, LLC

717 N. Harwood Street | Suite 2500
Dallas, TX 75201
T: 888.543.7223
www.ACTIVEnetwork.com

TITLE PAGE

November 5, 2015

City of Arlington
Purchasing Division Business Office, 8th Floor
101 S. Mesquite St.
Arlington, TX 76010

Re: RFP 15-0109 Request for Proposal for Hosted Recreation Management Software

ACTIVE Network, LLC (ACTIVE) is pleased to respond to the City of Arlington's (the City) Request for Proposal for Recreation Management Software.

We have taken great care to consider all of your specific needs as relayed in your RFP, and can state confidently that our next-generation, cloud-based ACTIVE Net® will wholly meet and even exceed your requirements.

Through countless iterations, improvements, and more than 1,200 successful implementations to date, ACTIVE Net now stands alone at the forefront of activity and customer management systems. With this powerful platform, the City and the community she serves receives only the most enhanced experiences and insights as only ACTIVE can deliver.

We look forward to growing what is sure to be a positive and lasting relationship with the City of Arlington, and we thank you for the opportunity to share our industry-leading ACTIVE Net software. Should you have any questions or require any further information, please do not hesitate to contact your Senior Sales Executive, Sukh Sanghera, via phone at 778.374.1207 or via email at Sukh.Sanghera@ACTIVEnetwork.com.

Sincerely,

Sheryl D. Hoskins
General Manager

WHAT'S YOUR ACTIVE?

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REQUIRED FORMS

Signed Invitation to Proposal

REQUEST FOR PROPOSALS (RFP)

RFP NUMBER: 15-0109	**PROPOSAL FOR**: **Hosted Recreation Management Software**
PROPOSAL DUE DATE: **November 5, 2015**	**PROPOSAL DUE TIME**: **2:00PM**

CONTACT: Janice K. Hughes, CPPB
Sr. Purchasing Agent
E-mail: Janice.Hughes@arlingtontx.gov
Telephone: 817-459-6304

Sealed proposals, one (1) original and eleven (11) copies with two flash drive marked, subject to the Terms and Conditions of this RFP and other contract provisions, will be received in the **Purchasing Division, 101 S Mesquite Street, Suite 800, Arlington, Texas 76010**, before the due date and time shown above. **Proposals must be returned in a sealed envelope or other appropriate package, addressed to the Purchasing Agent, City of Arlington and have the proposal number, due date, and company name clearly marked on the outside envelope.**   Late proposals will be returned to the Vendor unopened. Proposals may be withdrawn at any time prior to the due date and time shown above. Proposals may not be altered, amended or withdrawn after the due date and time without the recommendation and approval of the Purchasing Agent. The undersigned agrees, if the proposal is accepted, to furnish any and all items upon which prices are offered, at the price(s) and upon the terms and conditions contained in the specifications. The period for acceptance of this proposal shall be 180 calendar days.

THE UNDERSIGNED, BY HIS/HER SIGNATURE, REPRESENTS THAT HE/SHE IS AUTHORIZED TO BIND THE PROPOSING VENDOR FOR THE AMOUNT SHOWN ON THE ACCOMPANYING PROPOSAL SHEETS AND HEREBY CERTIFIES FULL COMPLIANCE WITH THE TERMS AND CONDITIONS, SPECIFICATIONS AND SPECIAL PROVISIONS OF THE RFP. BY SIGNING BELOW, YOU SIGNIFY THAT YOU HAVE READ THE ENTIRE DOCUMENT AND AGREE TO THE TERMS AND CONDITIONS THEREIN.

Company Name and Address	Company's Authorized Agent:
ACTIVE Network, LLC	Sheryl D. Hoskins
717 N. Harwood St., Ste. 2500	Signature
Dallas, TX 75201	
	Name and Title (Typed or Printed)
Federal ID Number (TIN) or SSN and Name	Sheryl D. Hoskins, General Manager
DUNS No. 079400829	Date November 5, 2015
Telephone No. 888.543.7223	Email address: Sheryl.Hoskins@ACTIVEnetwork.com

Attachment A, Functional Requirements

	City of Arlington- Recreation Management Software (RMS) Requirements				
	Instructions: For each software capability please indicate the priority or importance of this capability for your business. The comments column may be used to provide any additional, pertinent information but is not required to be filled in.				
			Count	**Priority**	
Y	Provided fully functional out of the box or with configuration (no custom development).		97	**Critical**	
N	Not Included in this Proposal.		0	**High**	
E	This Requirement is not currently available, but can be provided as a modification at an additional cost.		0	**Medium**	
P	This Requirement is scheduled for future release and will be incorporated at no additional charge.		0		
		Grand Totals =	97		
Reference Number	**Functional/Technical Requirements Possible Answers: (Y, N, E, P)**		**Answer:**	**Priority**	**Vendor Comments**
	Vendor Information		**3**		
1	The Vendor has staff members dedicated to the proposed application in both development and support		Y	**Critical**	**60 dedicated Development staff and 35 Support staff**
2	Live support is available for any issues from 7 am - 7 pm (CST) Monday - Friday		Y	**Medium**	
3	Live support is available for system down and payment processing issues 24 hours a day, 7 days a week		Y	**High**	
	Data Security Specifications		**5**		
4	Data Center should be SSAE 16 compliant		Y	**Medium**	**SSAE 16 compliance document can be provided at the City's request**
5	Vendor should have a disaster recovery plan (include in RFP)		Y	**High**	
6	Application should be protected by a double layer of enterprise class firewalls.		Y	**Medium**	
7	All network communication is via SSL cryptographic protocol to ensure information is secured at the transport layer, end-to-end, using 128-bit encryption keys		Y	**Critical**	**ACTIVE Net uses 256-bit encryption**
8	The system must be PCI Level 1 Compliant (PCI Version 3)		Y	**High**	**PCI Level 1 Certificate can be provided at the City's request**
	General System Specifications		**5**		
9	Application is a web-based solution hosted entirely by the Vendor and provides users and citizens accessibility by web browser		Y	**High**	**ACTIVE Net is the only web-based solution proven to be in production and used by customers for over 14 years**
10	Specifically, the system works such that when the Registration and Reservation modules are utilized, the hosted system automatically accepts and processes facility reservations at the time new activities are created, without requiring any duplicate or additional data entry		Y	**Medium**	**All of ACTIVE Net's modules are integrated and process transactions in real-time**
11	The proposed Application allows the System Administrator to create user profiles that allow and grant security rights to various functions of the system. Each user can also be given read/write or read-only access to the function, where applicable. Each user can be attached to a specific profile that gives them all the rights of that particular group		Y	**Medium**	**Permissions can be set by user, location, user group or as a global setting. There are over 300 permissions that can be applied**

	City of Arlington- Recreation Management Software (RMS) Requirements		Count	Priority	
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P	This Requirement is scheduled for future release and will be incorporated at no additional charge.		**0**		
		Grand Totals =	**97**		
Reference Number	**Functional/Technical Requirements**	**Possible Answers: (Y, N, E, P)**	**Answer:**	**Priority**	**Vendor Comments**
12	Application provides the user with user-controlled "selection screens" prior to running each report. Selection screens allow the user to narrow the report specification by choosing only relevant data, such as reporting just for a single Center, for a single or group of facilities, dates, times, etc. Report selections of this type may be made whether individually, or in combinations		Y	**High**	**Every report in the system has multiple configurable fields to show whatever data is neded on the reports. There is also an Ad Hoc reporting tool for even deeper analysis and reporting functions**
13	Searching for a Customer: Application offers the ability to search for customers by multiple criteria, such as customer ID, phone number, email address, etc.		Y	**High**	
	Reporting		**13**		
14	All reports have the ability to be viewed on screen or output to Excel, Word, or PDF		Y	**Critical**	
15	Application provides the user with user-controlled selection screens prior to running each report. Selection screens allow the user to narrow the report specification by choosing only relevant data, such as reporting just for a "range" of activity numbers, reporting for just a specified revenue account, a specified staff instructor, etc. Report selections of this type may be made whether individually, or in combinations		Y	**Medium**	
16	Application produces Attendance Sheets, which include actual session meeting dates, and a capability to sign-in and out		Y	**Medium**	
17	Application will produce all of the following daily close reports: Cash Receipt, listing all receipts processed, payment type, and totals; Cash Distribution summary, showing all payment distributions; Account transfer report, showing how funds flow among revenue accounts		Y	**High**	
18	Daily, Monthly, and Yearly reports can be specified by date range		Y	**High**	
19	Application allows the ability to reprint receipts and permit contracts.		Y	**Critical**	
20	Application produces Refund reports, showing all refunds for a specified date range		Y	**Medium**	
21	Application has the ability to calculate and track customer balances and accept customer payments on account		Y	**High**	
22	Application has the ability to post adjustments to customers account balances and to report on these adjustments		Y	**High**	
23	Application will produce and print Wait Lists and Wait List confirmations		Y	**Medium**	

	City of Arlington- Recreation Management Software (RMS) Requirements				
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Reference Number	**Functional/Technical Requirements** Possible Answers: (Y, N, E, P)		**Answer:**	**Priority**	**Vendor Comments**
24	Application produces class rosters, including the following options: All rosters for a site, category, instructor, or supervisor; Rosters for activities starting within a specific date range; Brief or expanded roster formats; Printed rosters, or mailing labels for participants on a roster		Y	**Critical**	
25	Application produces customer balance due and A/R aging reports		Y	**Medium**	
26	Produces membership usage reports that can be run for date range and in time order		Y	**Medium**	
	Marketing and Communications Management		**2**		
27	System provides integral marketing report capabilities, allows staff to print reports, labels, and generate email lists based on multiple selection scenarios, such as zip code, gender, area, and age range		Y	**Medium**	
28	Ability to designate specific customers and companies as "non-mail customers" so customers will not receive unwanted communications		Y	**Medium**	
	Activity Registration		**9**		
29	Application allows entry of beginning date, beginning and ending time, and selection of which days of the week it will meet. Application will automatically calculate all session meeting dates, with a complete list of all dates, number of total session meetings, and total session hours		Y	**Critical**	
30	The Activity Registration functional area will automatically calculate all activity session meeting dates for the activity, and allow facilities to be scheduled and reserved at the same time that new activities are entered. Scheduling and reservations are to be performed without requiring duplicate data entry or requiring any switching between programs		Y	**Medium**	
31	The system allows activities to be copied from one season to another.		Y	**High**	
32	The system allows new enrollment, refunds, transfers, deposits, wait list entries, and voids		Y	**High**	
33	Warning prompts appear if operator tries to enroll under/over set limits		Y	**Critical**	
34	Application offers the ability to view a family's entire registration, reservation, membership pass, and payment history		Y	**Critical**	

	City of Arlington- Recreation Management Software (RMS) Requirements				
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	Grand Totals =	97			
Reference Number	**Functional/Technical Requirements Possible Answers: (Y, N, E, P)**	**Answer:**	**Priority**	**Vendor Comments**	
35	Application allows collection of payment by cash, check, credit card, gift card, scholarship funds, or also "from account" if customer has a credit balance. Incomplete payments can be accepted, including "split" payments with part paid by check, part by cash, etc.	Y	**Critical**		
36	Application has the ability to calculate and track customer balances and accept customer payments on account	Y	**High**		
37	Application produces Attendance Sheets, which include actual session meeting dates and a capability to sign-in and out	Y	**Medium**		
	Facility Reservations	**11**			
38	Application Facility Reservations module is fully integrated and therefore can share data with all other system components.	Y	**Critical**		
39	When operated along with Activity Registration, the system will automatically accept and process facility reservations at the time new activities are entered, without requiring duplicate or additional data entry.	Y	**Critical**		
40	Produces permits, contracts and receipts when entering new reservations	Y	**Critical**		
41	Application allows search by facility name, center name, facility type, and location.	Y	**Medium**		
42	Application will automatically detect if a facility is unavailable due to an overlap conflict, such as if Soccer Field 1 is being used, which would make the ball field unavailable.	Y	**Critical**		
43	Application will allow reservations to be processed for individuals, companies, or both. If a company is used the entry of a contact person will be available.	Y	**Critical**		
44	Application will allow entry of rental charge data in a facility rental price list, and thereafter automatically price new reservations including hourly charges, deposits, and more. New charges to take into account the required deposits, rental fees, customer type, and appropriate facility charges.	Y	**Medium**		
45	System will allow for the collection of a security deposit in a holding account that can be refunded once the rental has been completed.	Y	**High**		
46	Application will notify an operator if they try to reserve a facility that is already booked or conflicts with date or time restrictions.	Y	**Critical**		

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	Grand Totals =	**97**		
Reference Number	**Functional/Technical Requirements** **Possible Answers: (Y, N, E, P)**	**Answer:**	**Priority**	**Vendor Comments**
47	System allows existing reservations/permit contracts to be easily recalled for editing and changes without having to cancel the original reservation and begin again. This includes the ability to alter fees charged and payments made. When editing a reservation, the accounting adjustments will be made without having to return all fees to the accounting transaction history and then book all fees a second time.	Y	**Medium**	
48	Facility Reservations shares the same common household database as the other modules within the system.	Y	**Medium**	
	Membership Management	**5**		
49	Application supports use of bar code scanning and mag stripe scanning	Y	**Medium**	
50	Application supports manual keyboard member ID input in case of scanner failure.	Y	**Critical**	
51	Application is compatible with creating membership cards with bar code labels and mag-strips, using equipment that is either in place or is optionally available.	Y	**High**	
52	When a membership card is scanned by the bar code reader or mag-stripe, membership application automatically verifies the card to be valid and updates the members' attendance record.	Y	**Critical**	
53	Allows membership to be used as pre-requisites for enrollment.	Y	**Medium**	
	3rd Party Hardware	**1**		
54	Identify hardware requirements and associated costs for: touch screen, credit card scanners, Membership ID card printers, cameras, cash drawers, receipt printers	Y	**High**	Attach additional sheet entitled: Hardware Requirements
	Point of Sale with Inventory	**13**		
55	POS module provides full cash register/point of sale functionality	Y	**Critical**	
56	Fully integrated with other system modules. (e.g. taking a payment for a program automatically opens the POS module and pulls the balance forward).	Y	**Critical**	
57	POS and other modules have access to the same account balance (e.g. parent can put a $200 credit on account and the child can use that credit through POS).	Y	**High**	
58	Ability to track and record a variety of sales transactions including snack bar sales, retail sales, membership sales, rental charges, etc.	Y	**High**	
59	Ability to assign particular sales to preset keys or buttons	Y	**Medium**	
60	Ability to display cash transactions including balance owing and change to be returned.	Y	**Medium**	

City of Arlington- Recreation Management Software (RMS) Requirements

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	Grand Totals =	97		

Reference Number	Functional/Technical Requirements Possible Answers: (Y, N, E, P)	Answer:	Priority	Vendor Comments
61	Ability to summarize transactions, payment type, general ledger account, location.	Y	Medium	
62	Accommodates multiple payment methods, cash, check, credit card, gift card, coupons	Y	Critical	
63	Allows for the sale of inventory items with full inventory control	Y	High	
64	Inventory counts must automatically be updated with an item is sold in POS.	Y	High	
65	Provides the option to link a transaction to a customer for reporting and statistical purposes.	Y	Medium	
66	Allows for the deletion (void) of a single transaction without having to start the transaction over again.	Y	Medium	
67	Provides for coupon or discounts, with the ability to discount a flat dollar amount or percentage.	Y	Medium	
	League Scheduling	9		
68	Schedules teams for league and tournament play	Y	Critical	
69	Ability to register participants as team or individuals	Y	Critical	
70	Ability to reserve facilities for the specific use of league play and have the option to release those facilities if not required	Y	High	
71	Ability to modify any date without having to cancel the whole schedule	Y	High	
72	Allows multiple days and times per week	Y	Medium	
73	Registration and payment available over the internet	Y	High	
74	Teams and individuals able to waitlist for specific leagues	Y	Medium	
75	Text capabilities for game cancelations, notices, etc.	Y	Medium	
76	Ability to enter and update scores online	Y	Medium	
	Day Care/Flexible Registration	4		
77	Ability to monitor revenue and enrollments by date, session, or child care programs.	Y	High	
78	Ability to flag these programs as tax deductible and then be able to run a report for each customer identifying their tax deductable payments for a given time period.	Y	Medium	
79	Ability to track attendance from both print attendance sheets and/or directly within the system.	Y	Medium	
80	Ability to manage waiting lists.	Y	Medium	
	Public Access: Online Activity Registration	5		

	City of Arlington- Recreation Management Software (RMS) Requirements				
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P	This Requirement is scheduled for future release and will be incorporated at no additional charge.	0			
	Grand Totals =	97			
Reference Number	**Functional/Technical Requirements Possible Answers: (Y, N, E, P)**	**Answer:**	**Priority**	**Vendor Comments**	
81	Ability for the public to view posted activities and register via the Internet.	Y	Critical		
82	Ability for recreation staff to view and print signed online waivers.	Y	Medium		
83	Application provides the ability to reprint receipts and print out tax receipts online.	Y	Medium		
84	Application offers the ability for the organization customer to "log off" when their session has ended to restrict access to their account information by subsequent users of the same computer.	Y	Medium		
85	Application allows organization to accept payment online with a major credit card such as Visa, MasterCard, or Discover.	Y	Critical	**The customer can also pay by AMEX, electronic check and EFT.**	
	Public Access: Online Reservations	**2**			
86	System accesses the same database as recreation staff at their desks do, in real time, ensuring single view of the organization at all times. No synchronization or lag time required.	Y	Critical		
87	System has built-in waiver functionality, such that customers have to click on "Accept" in order to continue with the reservation after reading the waiver – this is recorded as an electronic signature.	Y	Medium		
	Payment Collection, Financials and Fiscal Reporting	**10**			
88	Application produces Net Revenue reports, including in a summary or detail format, and sorted by Facility, Center, or Revenue Account.	Y	High		
89	Application produces a Refund report, showing all refunds for a specified date range.	Y	Medium		
90	Application produces reports of all charges and payments coming due.	Y	Medium		
91	Application has the ability to calculate and track customer balances, and accept customer payments on account.	Y	Critical		
92	Application has the ability to post adjustments to the customers account balance.	Y	High		
93	Application will produce all of the following "Daily Close" reports: • Cash Receipt Report, listing all receipts processed payment type, and totals. • Cash Distribution summary, showing all payment distributions. • Account transfer report, showing funds flow among revenue accounts.	Y	Critical		

	City of Arlington- Recreation Management Software (RMS) Requirements			
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	Grand Totals =	**97**		
Reference Number	**Functional/Technical Requirements Possible Answers: (Y, N, E, P)**	**Answer:**	**Priority**	**Vendor Comments**
94	Application will produce a cash summary sheet that lists payment types and/or denomination amounts so that the front desk users can specify how much of each payment type or denomination is in the cash drawer at the end of the shift. This creating a blind or semi-blind balance.	Y	**High**	
95	Ability to track and audit cash summary over/shorts.	Y	**Critical**	
96	Application produces customer Balance Due reports.	Y	**High**	
97	Daily, Monthly, and Yearly reports can be specified by date range, starting and ending receipt numbers, and starting and ending voucher numbers.	Y	**Critical**	

Attachment B, Project Cost Form

Attachment B- Project Cost Form - Software and Professional Service Fees for Project Launch

Description	Cost
Software License Costs, if applicable.	Not applicable as ACTIVE Net is a Software-as-a-Service provider
Professional Service Fees for Software Implementation and Project Management. Include all third party services.	$90,800 for all implementation costs. Since the City is an existing customer a migration concession of $30,000 is applied. TOTAL = $60,800
Professional Services for Integration. Specify the integrations and the cost per integration	$1,400 for integration services for the City's financial vendor, Lawson.
Training services	Included in all professional services above.
Customizations required (Per the requirements if the vendor needs to customize the software, list the customizations and estimated cost).	ACTIVE Net meets all requirements in the RMS requirements grid. As a result, there are no additional customization costs.
Project Expenses (travel, per diem, per City of Arlington Policy based on GSA Travel)	All costs outside of airfare are included in professional services costs above. Airfare will be estimated at $1,000 per trip. Real costs will be billed.
Hardware Costs (including electronic signature pads)	A per unit cost has been provided on successive pages.
Total Implementation Cost	$65,200.00

Project Cost Form - Annual Software Maintenance Fees for Years 2 thru 5 – Post-Launch/Acceptance

Description	Cost
Annual operations and maintenance cost. If this cost differs over years 2-5, please report the cost for each year separately. Include all third party services.	ACTIVE Net charges a Technology Fee for transactions processed in the system. This cost may differ every year given the revenue processed. Our calculations based on provided numbers assesses annual cost at $139,761
Total Cost	5 year cost x $139,761 = $698,805

The vendor shall provide a proposed schedule for payment for both the software and professional services. The payment schedule is subject to acceptance by the City.

Company
ACTIVE Network, LLC
Authorized Agent Signature

ADDENDUM ACKNOWLEDGEMENT

I acknowledge receipt of the following addenda:

ADDENDUM NO. ___1___   DATED _Oct. 26, 2015_

ADDENDUM NO. _____   DATED _____

ADDENDUM NO. _____   DATED _____

ADDENDUM NO. _____   DATED _____

Name of Firm: _ACTIVE Network, LLC_

Authorized Signature: _____

Printed Name: _Sheryl D. Hoskins_

Title: _General Manager_

Date: _November 5, 2015_

It is the responsibility of the firm to ensure that they have received addendums if issued.   Call (817) 459-6300 or email Purch@arlingtontx.gov prior to submitting your bid to ensure that you have received addendums.

PRICING FORM EXPLANATION

Summary

The major advantages of upgrading from a client-server solution like CLASS to its fully hosted successor, ACTIVE Net, are numerous, ranging from new modules and feature-sets to granular functionality that improves user experience. The following table illustrates the over-arching themes at play in the City of Arlington:

Customer Challenge	Solution through ACTIVEnet
CLASS Software upgrades are resource intensive, take a long time and are costly.	Software updates, new features and new versions are immediately accessible to customers as upgrades are managed by ACTIVE in the hosted environment
Significant investment in infrastructure is required to manage peak registrations 3 or 4 times a year.	ACTIVEnet can be continuously rescaled to fit changing needs during peak registrations periods and rush events.
Increase in security compliance measures (i.e. PCI) is resulting in expensive certification processes and ongoing testing.	ACTIVEnet is a PCI Level 1 compliant vendor and goes through an independent assessment provider quarterly to maintain our certification. This results in reduced PCI responsibility for the City and lower costs for IT resources.
Geographically dispersed organizations and teams cause technology challenges like system access and increased costs for software licensing and annual maintenance.	ACTIVEnet is web-based, so remote and geographically dispersed locations and teams can access the system anytime, anywhere with just an Internet connection.
The community is demanding the convenience of online registration and mobile accessibility. At the same time, budgets and resources are continuously being cut.	Online and mobile services are implemented with low capital cost. There are no license fees, IT infrastructure costs, hardware or maintenance. This makes it easier on your budget and faster to implement.
To support growth and changing needs, we are required to purchased additional licenses every time.	With ACTIVEnet, you have access to all modules and an unlimited number of users can access the software at the same time, without the need to purchase additional servers or software licenses.

Cost-Benefit Analysis

Given ACTIVE's existing relationship as the incumbent vendor with the CLASS solution, we have been able to summarize all costs in the table below. Some of the items in the annual costs columns could not be answered because they are City costs but ACTIVE Net includes all of these costs into its Technology Fee:

Annual Costs	CLASS	ACTIVE Net
HARD COSTS		
Software Licensing for additional expansion	?	$0
Annual Maintenance Costs[1]	$40,982.40	$0
Backup servers and Redundancy costs	$4,000.00	$0
Current IT costs for servers, databases, operating systems and software on those servers	$2,500.00	$0
Disaster Recovery	?	$0
PCI Compliance (Level 1) Scope of Work Certification	?	$0
PCI Compliance (Level 1) Requirements Work	?	$0
Certification of PCI Compliance by PA-DSS QSA	?	$0
Annual Cost of PA-DSS Compliance	?	$0
City IT Staff costs related to PCI efforts	?	$0
TECHNOLOGY FEE COSTS		
Online Credit Card Costs (if absorbed by the City)	$6,603.42	$6,603.42
Over-the-Counter Credit Card Costs	$49,651.48	$102,402.44
Cash/Check Costs	$0	$30,755.26
TOTAL COSTS	**$103,737.30**	**$139,761.12**

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[1] As per Invoice 4100092391 invoiced on September 20, 2014

SOFTWARE AS A SERVICE TRANSACTION MODEL

One of the challenges the City is facing today is doing more with less. That is especially exacerbated in today's economy. Our Software-as-a-Service (SaaS) model provides your City with an affordable way to meet this challenge by enabling you to focus your resources in better servicing members.

ACTIVE Net eliminates the need for costly software and IT infrastructure investments. ACTIVE Network owns and maintains the entire database and web server infrastructure. Using the hosted Active Net solution means low-cost automation for your team since you won't have to user licenses, servers or separate maintenance agreements.

We provide an integrated merchant account, ACTIVE Merchant Services, which securely process all online and offline transactions, safely stores your data, and backs it up every 30 minutes.

ONLINE REGISTRATION	SOFTWARE LICENSING & MAINTENANCE	PRODUCT UPGRADES
ACTIVE will help you with online adoption to ensure you're your online registration site gets the most traffic possible.	Our software supports unlimited users and locations.	ACTIVE manages all updates and upgrades so there's no additional work for you.
SUPPORT	**INFRASTRUCTURE COSTS**	**PCI COMPLIANCE**
ACTIVE offers Unlimited technical support (phone and email), 24x7x365 system critical technical support and a dedicated account manager to help with non-technical needs.	ACTIVE hosts and manages the IT infrastructure in SSAE 16 Compliant and top level, tier 4 Data Centers, which means peace of mind and lower costs for you.	ACTIVE has PCI level 1 compliance, thus taking the responsibility for the risk and validation requirements at the point card data is entered into ACTIVE Net.
PAYMENT PROCESSING	**ONE-STOP SHOP**	**PREDICTABLE PROCESSING COSTS**
ACTIVE Net includes credit card processing for all transactions regardless of card brand, rewards, type, or online.	ACTIVE provides the application, hosting, and payment processing. Includes all gate way, authorization, 'card-not-present' and interchange fees.	Our rates do not change by the card brand or type used (rewards/affinity programs).

Technology Fee Table

Offline (Staff-Entered) Technology Fees: For each offline transaction (those entered into ACTIVE Net by your staff), the City is charged a SaaS or Technology Fee, not the participant. This technology fee covers all of the ongoing cost and maintenance of the solution.

Tender	ACTIVE AS MOR
Cash/Check	1.25%
Credit Card (Over-the-Counter)	3.25%
Credit Card (Online)	4%

ACTIVE Net Professional Services Pricing

The proposal can be fine-tuned moving forward based on your need and budget. Based on looking at our initial discussions, you would need 6 out of the 7 modules with Reporting, Customer Relationship Management and Marketing Communications. ACTIVE takes a Train-the-Trainer approach in training a core group of users (up to 5 remote). The City would roll out the training to the end users.

Required Services	Price
Based on 6 of the 7 core modules, the following highlights the work involved: • Onsite business process review • Remote functionality review & data collection preparation • Remote data collection review • Remote data entry (inventory and policy controls) • Onsite & remote user testing • Onsite & remote train the trainer training • Remote Go Live preparation • Remote Bi-weekly project management meetings • Remote hardware configuration	**$90,800.00**
CLASS Customer Loyalty Credit	**($30,000.00)**
TOTAL	**$60,800.00**
Financial Integration to City's Lawson Financial Software System: • Remote configuration, testing and training • This service enables a shceduled export of revenue totals as a flat file for import into the Lawson General Ledger	**$1,400.00**
Airfare: • ACTIVE is looking to have three (3) onsite trips where airfare will be billed to the City for actual costs • For the purpose of this RFP, we will assume that each trip is $1,000	**$3,000.00**
GRAND TOTAL	**$65,200.00**

Copy of W-9

ACTIVE is a privately held company and does not provide the requested financial information. We have provided bank and trade references and are happy to discuss any specific financial concerns that the City may have.

Vendor References Form

Please see **Qualifications of the Firm** section.

List of Clients sent the Past Performance Questionnaire

The Past Performance Questionnaire was sent to the following clients who have sent them back to the City as per the RFP's direction:

- Louis Moore, Senior Superintendent, at the City of Houston Parks and Recreation Department

- Rachel Abajian, Financial Analyst and System Administrator, at Chicago Park District

- Lucas Causey, Sr. Management Analyst, at the City of Atlanta Parks and Recreation Management Services Office

Proposing Firms Questionnaire

1. Proposing Firm Corporate Name

ACTIVE Network, LLC

2. Type of organization (corporation, joint venture, partnership, individual).

Limited Liability Corporation

3. History – Year established.

ACTIVE Network was founded in 1999.

4. State the length of time you have been in that business under your present name.

ACTIVE Network, LLC was created in 2013 when ACTIVE Network, Corp. was purchased by Vista Equity Partners.

5. Size in terms of annual revenue, number of employees and number of clients.

ACTIVE does not disclose annual revenue. We have more than 2,600 employees and support more than 47,000 organizations.

6. Describe the nature of your current business, business philosophy regarding operations and client relationships.

7. A brief description of the company, other lines of business that the company is directly or indirectly affiliated with, and a list of related companies.

ACTIVE Network® is the leading global marketplace for activities and events, connecting participants and activity organizers, while offering unparalleled business intelligence through our industry-leading data solutions and insights platform that helps organizers drive increased participation and revenue. ACTIVE Network annually processes nearly 100 million registrations and more than $3B in payments for over 47,000 organizers and 200,000 events and activities worldwide. Our Enterprise-level ACTIVEWorks® platform offers organizers leading-edge SaaS technology that streamlines events and activities' administration. Our ACTIVE Network Activity Cloud™ platform combines data analytics and business intelligence tools to provide actionable insights that help organizers better manage their events and increase participation. Founded in 1999, ACTIVE Network is headquartered in Dallas, Texas with offices throughout North America, Europe, Asia and Australia. For more information, please visit ACTIVEnetwork.com and follow us on Twitter.

8. Have you ever failed to complete any contract awarded to you? If so, where and why?

The individuals involved with preparing this response are not aware of any failure to complete a contract.

9. Has any officer or partner proposed for this assignment ever been an officer or partner of some other organization that failed to   complete a contract? If so, state name of individual, other organization, and the reason.

The individuals involved with preparing this response are not aware of any such failure.

10. Has any officer or partner proposed for this assignment ever failed to complete a contract handled in his or her own name? If so, state name of individual, other organization, and the reason.

The individuals involved with preparing this response are not aware of any such failure.

11. Information on the circumstances and status of any disciplinary action taken or pending against the firm, or its officers, during the past three (3) years with any regulatory bodies or professional organizations.

The individuals involved with preparing this response are not aware of any such action.

12. With what individuals or entities has the supervising principal been associated with, as partner or otherwise, during the last seven (7) years? Attach additional sheets as necessary.

ACTIVE respectfully posits that the scope of this question is too broad to provide a response. ACTIVE's ecosystem of software and technology is used by more than 47,000 organizations, a list that cannot be condensed into the number of pages allowed by the RFP.

13. List any bankruptcy proceedings in the last seven (7) years recorded by Proposing firm, Parent Corporation, or any affiliate or related company.

The individuals involved with preparing this response are not aware of any bankruptcy.

14. The firm shall also disclose any anticipated mergers, transfer of organization ownership, management reorganization, or departure of key personnel within the next twelve (12) months that may affect the organization's ability to carry out its proposal.

The individuals involved with preparing this response are not aware of any organizational changes that would affect our ability to carry out this proposal.

15. Will subcontractors be used if you are selected to provide services to the City?

No.

_____

Signature

___Sheryl D. Hoskins, General Manager_____

Name and Title

___ACTIVE Network, LLC_____

Company Name

___ November 5, 2015_____

Date

Certification of Independence/No Conflict of Interest

CERTIFICATION OF INDEPENDENCE AND NO CONFLICT OF INTEREST

By submitting a proposal in response to the City of Arlington's **Request for Proposal 15-0109** the undersigned certifies the following:

1. The proposal has been developed independently, without consultation, communication or agreement with any employee or consultant to the City who has worked on the development of this RFP, or with any person serving as a member of the evaluation committee.

2. The proposal has been developed independently, without consultation, communication or agreement with any other Vendor or parties for the purpose of restricting competition.

3. Unless otherwise required by law, the information found in the proposal has not been knowingly disclosed and will not be knowingly disclosed prior to the award of the contract, directly or indirectly, to any other Vendor.

4. No attempt has been made or will be made by the undersigned to induce any other Vendor to submit or not to submit a proposal for the purpose restricting competition.

5. No relationship exists or will exist during the contract period between the undersigned and the City that interferes with fair competition or as a conflict of interest.

6. The respondent's proposal is based solely on its own understanding of the requirements of the RFP based on the written contents of the RFP, and any written addenda and written clarifications provided to vendors during the procurement process by the purchasing agent.

7. The respondent acknowledges and agrees that the City is not bound by any oral or written representations, statements, promises, agreements (formal or informal), or understandings (collectively Statements) which were made at any time prior to or during the procurement process by an elected official, officer, appointed official, employee, agent, representative or consultant which are NOT expressly incorporated into the RFP or included by written addenda or written clarifications during the procurement process and issued by the purchasing agent.

8. **The respondent** shall guarantee in writing the availability of the services offered and that all proposal terms, including cost, will remain firm a minimum of **180** days following the deadline for submitting proposals.

_____
Signature

Sheryl D. Hoskins, General Manager_____
Name and Title

 ACTIVE Network, LLC_____
Company Name

 November 5, 2015_____
Date

Proof of Insurance on Original Acord Form

ACORD® CERTIFICATE OF LIABILITY INSURANCE

	DATE (MM/DD/YYYY)
4/30/2016	10/19/2015

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME:
Lockton Insurance Brokers, LLC CA License #OF15767 Two Embarcadero Center, Suite 1700 San Francisco CA 94111 (415) 568-4000	PHONE (A/C, No, Ext): / FAX (A/C, No): E-MAIL ADDRESS:

	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A : National Fire Insurance Co of Hartford	20478
INSURED	INSURER B : The Continental Insurance Company	35289
1403538 ACTIVE Network, Inc. 717 North Harwood St., Suite 2500 Dallas TX 75201	INSURER C : National Union Fire Ins Co Pitts. PA	19445
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES 1084882 **CERTIFICATE NUMBER:** 13720990 **REVISION NUMBER:** XXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE X OCCUR X Host Liquor Liab. Included GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY ☐ PROJECT ☐ LOC OTHER:	Y	Y	6016940273	6/1/2015	6/1/2016	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 1,000,000 $ 15,000 $ 1,000,000 $ 2,000,000 $ 2,000,000 $
B	AUTOMOBILE LIABILITY X ANY AUTO ☐ ALL OWNED AUTOS ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ☐ NON-OWNED AUTOS X Comp $500 X Coll $500	Y	Y	6016940239	6/1/2015	6/1/2016	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ XXXXXXX $ XXXXXXX $ XXXXXXX $ XXXXXXX
A	X UMBRELLA LIAB X OCCUR EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☐ RETENTION $	Y	N	6016940287	6/1/2015	6/1/2016	EACH OCCURRENCE AGGREGATE	$ 2,000,000 $ 2,000,000 $ XXXXXXX
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	Y	6016940256	6/1/2015	6/1/2016	X PER STATUTE ☐ OTHER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000
C	Professional Liability(1M)	N	N	596571163	4/15/2014	4/30/2016	$1M / $2M agg	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
RE: City of Arlington, its officials, employees and volunteers are included as Additional Insured to the extent provided by the policy language or endorsement issued or approved by the insurance carrier. Waiver of Subrogation applies per attached endorsement(s) or policy language. RFP No. 15-0109.

CERTIFICATE HOLDER	CANCELLATION See Attachments
13720990 City of Arlington Attn: Purchasing Division 101 South Mesquite Street, Suite 800 Arlington TX 76010	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE *Adam D. McDonough*

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Data Intake Form

DATA INTAKE FORM

COOPERATIVE PURCHASING FORM

If you, the Vendor/Contractor check "yes" to the statement below, the following will apply:
Government entities utilizing Inter-Governmental Contracts with the City of Arlington, Texas, will be eligible, but not obligated, to purchase materials/services under this contract(s) awarded as a result of this bid. All purchases by Governmental Entities other than the City of Arlington will be billed directly to that Governmental Entity and paid by that Governmental Entity. The City of Arlington will not be responsible for another Governmental Entity's debts. Each Governmental Entity will order their material/service as needed.

Should other Government Entities decide to participate in this contract, would you, the Vendor/Contractor, agree that all terms, conditions, specifications, and pricing would apply? **Yes__X___   No_____**

FOR MINORITY AND/OR WOMAN OWNED
BUSINESS ENTERPRISES
(To be completed only if applicable)

Minority and/or Woman Owned Business Enterprises are encouraged to participate in Arlington's procurement process. In order to be identified as a Qualified Minority and/or Woman Owned Business Enterprise in the City of Arlington, Texas, this form, along with a copy of your certification, must be returned to the City of Arlington Purchasing Division. You should return these documents with this response, unless you have previously submitted this information within the past 36 months.

INDICATE ALL THAT APPLY: __ Minority Owned Business Enterprise __Woman Owned Business Enterprise

MINORITY STATUS: Has this firm been certified as a minority, women or disadvantaged business enterprise by any governmental agency? ____Yes   No _X__ (If yes, please specify government agency)

The above information is for information only. The City of Arlington encourages minority business participation; however no preferences shall be given.

PROCURMENT OPPORTUNITY
How were you notified of this procurement opportunity:
____ City of Arlington Supplier Portal   _X_ Bid Notification Service
____ Fort Worth Star Telegram   ____ City Website
____ City of Arlington employee (other than Purchasing)   ____ Chamber of Commerce _____
____ City's Television Station   ____ Other: _____

NO BID SHEET
If your firm has chosen not to submit a bid for this procurement. *Please check item(s) that apply:*

_____ Do not sell the item(s) required	
_____ Unable meet the Specifications	**_____ Insufficient time to respond**
_____ Unable to be competitive	**_____ Specifications are unclear/ambiguous**
_____ Cannot provide Insurance	**_____ Unable to provide Bonding**
_____ Unable to comply with Indemnification	**_____ Job too large**
_____ Do not wish to do business with the City	**_____ Job too small**
	_____ Other reason: _____

Sample Standard Reports

ACTIVE Net provides the ability for staff to run reports from any workstation at any time. The application also provides the ability to automatically schedule reports to run with specific criteria, and automatically email those reports to specified email addresses on any given schedule. ACTIVE Net is developing its own ACTIVE custom Insights reporting tool powered by JasperSoft, described below.

Please see the following pages for a description of most of the reports offered in ACTIVE Net, as listed below.

- Reservation Reports
- Campaign Reports
- Daily Close Reports
- Daycare Reports
- Equipment Loan Reports
- Financial Reports

- Inventory Reports
- League Reports
- Membership Reports
- Population Reports
- Registration Reports
- General Reports

General Reports

General Reports are miscellaneous general reports that include customer file and transaction exports, promotional offer orders, and custom question answers.

Name	Description
Audit Trail Report	View changes to system records in various ACTIVE Net modules. Specify which modules to log system record changes. You can log: - Activity records - Activity Registration records - Account records - Daycare Program records - Daycare Enrollment records - Donation records - Facility records - Gift Certificate records - Instructor records - Membership records - POS records - Reservation records - Scholarship/Financial Aid record
Custom Question Answers Report	Displays all the answers given for custom questions asked during registration for specified activities, daycare program, memberships, facility reservation, quick reserve transactions and created account along with a count of how many times each particular answer was selected. For example, an activity might ask a question about T-shirt size during registration, and the report will show how many times Small, Medium, and Large size was selected.
File Export	Use the file export to export specific tables from your database as a csv (comma separated values) file.

Name	Description
Promotional Offer Orders Report	Displays a list of promotional offers orders. Included is a list of customers' names, the order dates and receipt codes, the offer items and their item codes, and whether the items were transferred to the customers.

Campaign Reports

Campaign Reports are used to track donations and progress towards fundraising goals in a donation campaign. The following Campaign Reports are available in the Reports Menu.

Name	Description
Campaign Donation Tracking Report	Tracks the total donation amounts that your campaigners take in against their individual goals and against the overall campaign goal.
Campaign Goals Tracking Report	Tracks the progress that your campaigners, teams, and divisions have made towards their campaign goals.
Donations Report	Displays the customer name, date, donation campaign, and amount for each donation listed. This report also displays a sub-total of all donations made by each customer along with the total amount of all donations.
Donor Card	Prints a card that you can distribute to campaign prospects to solicit donations.

Daily Close Reports

Daily Close Reports are used to reconcile cash receipts, refunds, cash distribution, and account distribution at the end of a day's transactions.

Name	Description
Account Distribution Report	Displays debit and credit transactions for each GL account for a particular date or range of dates. For each account, all charges are listed with the receipt number, transaction description, and debit or credit amount.
Cash Distribution by Account Report	Displays cash distribution amounts by payment type for each GL account for a particular date range. For each account, amounts for each payment type are listed.
Cash Receipts Report	Displays a list of cash receipts for a particular date or date range. This report shows the receipt number, date and time, staff user ID, payer name, payment type, payment detail, and payment amount for each receipt. This report also displays a summary showing the total payment amounts per payment type and the grand total amount.
Refunds Report	Displays a list of refund transactions, which includes the receipt number, date/time, and payer of the original transaction, payment type of the refund, refund details/notes, and amount paid for each refund listed.

Childcare (Flexible Registration) Reports

Flexible Registration reports are used to display information regarding various programs, such as daycare and their enrollees. This includes attendance sheets, rosters and enrollee lists, as well as program and session details.

Name	Description
Attendance Sheet Report	Prints attendance sheets that are used to monitor activity attendance. The sheet has a grid of all enrollees and activity dates, and attendance of each enrollee can be marked on each date.
Attendance Sheet – Daily	Prints an attendance sheet for a particular date. The attendance sheet includes the list of enrollees, check in and check out times, with space for the enrollees' signatures.
Create Catalog Report	You can use ACTIVE Net to create a program catalog that can be printed or used as a template for printing a catalog outside of ACTIVE Net. You can specify which programs to include or exclude in the catalog. You can produce the catalog in either ASCII (CSV) or RTF formats.
Enrollee List Report	Displays the list of students enrolled in a daycare program. It includes enrollee details such as name, age, gender, and other optional details such as emergency contact information, customer and staff notes, and payment information. The Enrollee List is similar to the Roster report, except that the Roster provides a daily list of enrollees for each day specified, while the Enrollee List report only provides one general list of all enrollees without specifying the dates when they are attending.
Programs Report	Displays daycare program details such as the catalog number, site, daycare fees, and supervisor for each program.
Program Revenue Report	Prints attendance sheets that are used to monitor the total roster and daycare revenue.
Roll Over Results Report	Displays the results of the daycare roll over process for a given date range. This includes customers who are successfully rolled over ('Registered'), customers whose roll-over failed ('Not registered'), and the reason for the failure.
Roster Report	Displays the roster of enrollees in a daycare program for a specified date range, and can include enrollee details such as age, gender, emergency contact information, customer and staff notes, and payment information. The Roster is similar to the Enrollee List report, except that the roster provides a daily list of enrollees for each day specified, while the Enrollee List report only provides one general list of all enrollees without specifying the dates when they are attending.
Sessions Report	Displays daycare session details such as session dates and times, facilities, minimum/maximum enrollment requirements, and actual enrollment numbers.

Equipment Loan Reports

Equipment Loan Reports are used to display information about lendable equipment inventory and items signed out.

Name	Description
Lendable Equipment Inventory Report	Tracks the current available inventory of your lendable equipment.
Lendable Equipment Signed Out Report	Generates a list of all unreturned equipment along with the customers who have signed it out.

Facility Reservation Reports

Facility Reservation Reports are used to display information regarding facilities and their bookings, fees, and utilization.

Name	Description
Bookable Equipment Inventory Report	Displays information about equipment inventory. Included is the option to run reports on available, damaged, lost, out or retired equipment.
Calendar – Daily Report	Displays a one-day calendar for selected facilities. Each selected facility will have its own one-day calendar, where bookings for that date are displayed.
Calendar – Daily Multi-Resource Report	Displays a one-day calendar with multiple columns for selected equipment, facilities, and instructors. Bookings for each facility, equipment, or instructor for that day are displayed in their appropriate columns.
Calendar – Monthly Report	Displays a one-month calendar for selected facilities. Each selected facility will have its own one-month calendar, where bookings for that month are displayed.
Calendar – Weekly Report	Displays a one-week calendar for selected facilities. Each selected facility will have its own one-week calendar where bookings for that week are displayed.
Charge Matrix Report	Shows a list of facility reservation charges that are applicable depending on transaction factors such as customer type, event type, site, etc. For example, different rates may be charged to commercial or non-profit customers for renting the same facility, and different rates may be charged for banquet events or meetings.
Claim Charge Report	Displays charges that have been claimed against customer permit deposits.
Deposits Report	Displays information about damage / security deposits collected for facility and equipment rentals.
Facility Waitlist Confirmation Report	Reprints waitlist confirmations that were originally generated as part of a facility waitlist request.

Name	Description
Facility Waitlist Report	Displays list of customers who currently have places on facility waitlists. The Facility Waitlist report shows a summary of facility waitlist requests, including customer details, information about the timeslots that customers have required, and event details.
Lockers Report	Displays selected lockers and their details, such as locker room, name, size, locker combination, and current customer. You can optionally display locker reservation details such as reservation dates and times, and the reserving customers.
Permit Change Log Report	Displays a log of changes made to permits. This is a report version of the Permit Amendment page. Note that only users with the new 'Permit Amendment Log Report' security profile or the existing 'All Reservation Reports' security Profile will be able to run this report.
Permit Extra Booking Fees Report	Displays a list of reservation permits for the schedule of extra booking fees.
Permit Master Report	Displays a master list of reservation permits, with information such as permit number, customer or company name and their phone number and address, permit status and expiration date, event name, facility, and event date, permit notes, and amount and date of any balance due.
Reservation Dot Report	Displays a grid of selected dates and facilities, showing whether a facility has a reservation on a particular date. Dates when a particular facility is reserved will have 'R' printed on the date on the grid. Dates with no reservations will have a dot "." printed on the grid. This report offers a broad view of facility reservations on a particular date or date range.
Reservation Master Report	Displays a master list of facility reservations for a specified date range or other criteria such as customer, facility, site, etc., including the reserved dates and times for facilities, including details such as permit number, event name, event type, schedule type, contact information, expected attendance, and permit notes.
Resource Utilization Report	Displays how many selected facilities, equipment or instructors were used during a specified time period, including the number of days and hours available for booking during the period, the number of days and hours booked, the corresponding percentages of days and hours booked, and the total attendance for all the bookings in the selected facilities.

Financial Reports

Financial Reports are used to display information regarding account receivables, cash receipts, expenses, net revenues, refunds, and other financial data.

Name	Description
A/R Aging Report	Displays aging information about the customer balances that make up the accounts receivable account, listing balances that are currently due, past due for 1 to 30 days, 31 to 60 days, 61 to 90 days, and more than 90 days (after subtracting linked credit).
A/R Statements Report	Produces customer statements (or invoices) for customer account balances. The statements include details such as the total balance due, the amount paid, and the credits on the account. You can print and mail the statements or email them to customers.
A/R Summary Report	Lists account receivable summaries for each customer in each revenue site. It displays each customer's total account balance (or credit on account, if applicable).
A/R Transactions Report	Lists the accounts receivable transactions for each customer in each revenue site. This report includes the customer name, receipt number, permit number (if applicable), transaction description, charge amount, payment amount, linked credit and balance (linked credit is subtracted from the total balance due).
Account Distribution Report	Displays debit and credit transactions for each GL account over a particular date range. For each account, all charges are listed with the receipt number, transaction description, and debit or credit amount.
Active Income Report	Displays the total amount of revenue generated by your agency along with the amount from your transactions that goes to The Active Network.
Actual Profit/Loss Report	Displays the actual profits and losses for your agency.
Actual vs. Budgeted Profit/ Loss Report	Displays the budgeted amounts versus the actual amounts for your agency.
Agency Distribution Report	Displays agency payment distribution information for all transactions, grouped by GL account. The agency payment amount represents the amount due to your agency from all transactions made in ACTIVE Net that were paid for using credit cards. The agency payment amount is calculated by subtracting the credit card fees and transaction fees (if applicable) from the total credit card payment amounts.
Agency Payment Report	Displays agency payment information for all transactions in a given date range. This report shows the amount due to your agency from transactions made in ACTIVE Net. This amount is calculated using the totals for credit card payment amounts minus the credit card fees and transaction fees (if applicable).
Budgeted Profit/Loss Report	Displays your budget amounts along with the expected budgeted revenue. Included is the budgeted revenue, budgeted other expenses, budgeted wages, budgeted profit/loss and budgeted profit/loss percentage.

Name	Description
Cash Distribution by Account Report	Displays cash distribution amounts by payment type for each GL account for a particular date or date range. For each account, amounts for each payment type are listed (cash, check, credit card, debit memo, manual deduct, electronic funds transfer (EFT), and journal entry payments).
Cash Out Report	Displays information about the Cash Out process. This is the ability to specifically close out workstations and workstation groups for all activities completed since the last close out without regards to date and time. The Cash Out process creates a batch entry for the records included in the Cash Out process and then stamps all processed receipt detail records with the batch identifier. This allows close out periods to be any time frame including within the same day.
Cash Receipts Report	Displays a list of cash receipts for a particular date or date range. This report shows the receipt number, date and time, staff user ID, payer name, payment type, payment detail, and payment amount for each receipt. This report also displays a summary showing the total payment amounts per payment type and the grand total amount.
Cash Receipts Export	Matches payments on account not paid by credit card to GL accounts.
Cash Summary Over/ Short Report	Displays cash summary sheets over a specific date range, including the over/short amount for each cash summary sheet, run the Cash Summary Over/Short report. This report lists cash summary sheets grouped by workstation. For each cash summary sheet, the report shows the CSS ID, the user, the open/close date, a summary of the payments received and amounts entered for each payment type, the float amount, and the over/short amount.
Commission Earning Report	Tracks the finalized commission payable amount for staff members.
Commission Matrix Report	Used to audit the commission schemes you configure for your ACTIVE Net system.
Coupon Usage Report	Displays information about your customers' coupon usage. This report includes the coupon code, the activity for which the coupon was used, the name of the customer who used the coupon, the name of the staff member who accepted the coupon, the merchandise redeemed by the coupon (if applicable), and the discount amount.
Credit Card/ECP Report	Displays a log of customer credit card transactions, including receipt number, date and time, masked credit card number and expiration date, customer name, transaction amount, and transaction result.
Credit on Account Report	Displays the details and amounts of credit on account transactions, including basic customer information, a description of the transaction, the transaction date, the receipt number, and the amount of available and linked credit.

Name	Description
Deferred Revenue Report	Displays deferred revenue transactions along with the deferred amounts and the date each amount has been deferred to.
Departmental Revenue Report	Displays the amount of revenue generated by specific departments over a given time period.
Discounts Report	Displays discounts that have been applied to transactions for a given date range, including name and amount of the discount, the customer account which received the discount, and the transaction to which it was applied.
Expense Report	Displays expense transactions incurred for activities including activity name and number, instructor name, vendor name, transaction date, GL account, and expense amount.
Expense Export	Use the Expense Export to export payroll data that you want to use in a spreadsheet or other program.
Expiring Credit Card Report	Displays customers with future post-dated and scheduled automatic payments whose credit cards will expire before their future payment dates, use the Expiring Credit Card report. You can use the information in this report to contact your customers before their payment dates and update their credit card expiration dates in ACTIVE Net. This ensures that their automatic payments will process successfully.
Financial Export	Use the Financial Export page to run the export process for financial records.
Financial Statistics	Displays financial statistics for a given date range. This report includes the total amount and number of transactions made online (on the public access site) and overall (both staff and public sites). It also displays statistics for activity and daycare enrollment, facility reservations and locker rentals, membership sales and renewals, and product sales.
Gift Cards Report	Print gift certificates that have already been sold, run the Gift Cards report. You can print gift certificates at the time of sale or at a later date.
Instructor Hours Export	Create a template for instructor hour's data to export to an external payroll program, run the Instructor Hours Export.
Internet Income by Site	Displays Internet income amounts earned by your agency from specific sites, run the Internet Income by Site report. This report groups the transactions by GL account and shows the GL account number and name, receipt number, date and time, description, and amount for each transaction.
Net Revenue Report	Displays the net revenue earned by the agency from different transaction modules. Reports show an agency's regular sales revenue after deducting expenses.
Override Audit Report	Displays which system users have authorized overrides for different types of transactions over a given date range.

Name	Description
Payment Plan Report	Displays information about customer payment plans, run the Payment Plan report. This report lists each customer's payment plans, including the payment plan number, date created, receipt number, billing cycle, first payment date, amount charged and paid, and balances due.
Penalty Charges Report	Displays all NSF (Non-Sufficient Funds) charges, late fees, and interest charges that have been charged to your customers. The report also totals all charges on the last page.
Receipt Audit Report	Displays audit receipts and refund vouchers for ACTIVE Net transactions, run the Receipt Audit report. For each receipt, this report shows the receipt number, date, time, payer name, payment type, payment amount, and transaction details.
Refund Export Page	Use the Refund Export page to export refund data for auditing.
Refund Request Report	Displays refunds that have been requested within a specific date range, including the main contact of the account whose refund was requested, the date the refund request was made, and the amount of the refund.
Refunds Report	Displays a list of refund transactions. It shows the receipt number, date/time, and payer of the original transaction, payment type of the refund, refund details/notes, and amount paid for each refund listed.
Reprint Cash Summary Sheet	Displays and enables reprint cash summary sheets, run the Reprint Cash Summary Sheet report.
Reprint Receipt Report	Print receipts and refund vouchers that have already been generated.
Scholarship Report	Displays a list of scholarships granted to customers and shows information about the usage of each scholarship on the list. For each scholarship, the report displays the customers who have been granted the scholarship, the start and expiration dates of the grant, the amount of the scholarship grant, the amount redeemed, and the current scholarship balance. The Scholarship report lists transaction details, transaction amounts, and transaction dates for each customer transaction involving a scholarship.
System Usage Log	Displays usage statistics for system users over a specific date range. Use the System Usage Log to track user log in and log out times, total numbers of unique users and log ins, transaction counts, and workstations in use.
Tax Receipt	Generates a receipt for each customer who made a payment within a given tax year towards an activity, membership, or daycare program that is eligible for tax receipts.
Team Statement Report	Displays Accounts Receivable transactions and statements for one or more teams. You can filter the report by individual teams.

Name	Description
Transaction Comparison Report	Compares transaction data across three date ranges that you specify yourself. For each date range, the Transaction Comparison report shows both the total number of transactions and the total revenue taken in through the front desk (staff site) and online (public access site).
Transaction Export	Use the Transaction Export to run the export process for activity transaction records.
Unredeemed Gift Card Report	Displays w the number of gift certificates sold along with the gift certificate amounts that have not yet been redeemed.

Inventory Reports

Inventory Reports are used to display information regarding POS product inventory, including current inventory quantities, reorder quantities, and replacement cost amounts.

Name	Description
Inventory Report	Displays the current inventory quantity (stock on hand) of POS products, as well as other details such as department, class, subclass, vendor, and reorder point quantity.
Membership Usage Report	Displays usage information of selected packages, including each individual usage by package, including member name, pass number, and data and time of usage.
Physical Inventory Sheet Report	Produces a physical inventory sheet that can be used when performing a physical inventory count of POS products.
POS Product Labels Report	Used to produce print labels for POS products, which may include the product name and description, the price of the product and its UPC barcode.
Reorder Report	Displays a list of POS products that require reordering. It shows their current stock on-hand quantity, the reorder point quantity, last quantity ordered, and a column is provided where staff can write the quantity to reorder.
Replacement Cost Report	Displays the current inventory quantity (stock on hand) of POS products and the estimated cost of replacing them, based on the last price paid to a vendor. For example, if there are 100 units of product A, and the price paid on the last order was $2 per unit, then the estimated replacement cost of product A is 100 x $2 = $200.

Population Reports

Population Reports are used to display information about customers and companies, including customer and company lists, email lists, awards, waivers, revenues, and mailing labels.

Name	Description
Customer Awards Report	Displays the awards that have been received by customers for a particular season or date range.
Customer Listing Report	Displays a list of customers and their details such as name, address, age, gender, phone numbers, and geographic area.
Customer Revenue Report	Displays the total revenue earned by the agency from specified customers, including the total number of transactions made and amounts paid by customers in Activity Registration, Facility Reservation, Daycare Registration, Membership Sales, and POS.
Customer Skill Report	Displays customer skills, including customer name and skills, the evaluation date and qualification date, the name of the evaluator, the expiry date, and the evaluator's comments.
Customer Statement Report	Displays information about a customer's (or family's) payment status for activities during a particular period.
Customer Waivers Report	Displays a list of customers and their waivers, with details such as waiver due date, waiver status, receipt number, and description of the activity or membership package where the waiver is attached.
Company Listing Report	Displays a list of companies and their details such as name, address, phone and fax numbers, and geographic area.
Email Open/Click Through Report	Displays the results of email batches sent to customers, indicating how many emails were acknowledged (meaning opened and clicked through), unacknowledged (opened but not clicked through), and were not sent successfully. The names and email addresses of the customers are listed under the appropriate sections (acknowledged, unacknowledged, unsuccessful).
Email Opt-Out Report	Displays a list of customers who opted to be removed from the agency's email list after they were sent email from an email batch.
Email Results Report	Displays the results of email batches sent to customers, indicating how many emails were sent successfully and how many failed. The names and email addresses of both successful and unsuccessful emails are listed.
Email/Form Letter Page	The Emails page is used to define automated mass email messages to customers. Custom Lists are used to select email recipients based on various specified criteria. Email content is also defined to include the subject and body of the email message. The custom list of email recipients and email content definition may be saved and reused in the future as necessary.
Gender Statistics Report	Displays gender statistics for members and non-members who are organized by age group.

Name	Description
Instructor Schedule Report	Compiles information and creates a schedule for selected instructors. **Note that only instructors that have the 'Can be Scheduled?' selected on the Change Instructor Detail page will be included in the report.
Instructor Weekly Schedule Report	Displays availability and bookings for a one-week period for one or more instructors, run the Instructor Weekly Schedule Report.
Labels	Creates labels for customer mailing lists.
Member vs. Non-Member Statistics Report	Displays member versus non-member statistics which are organized by age group. **Note that if your agency needs to do a comparison of the member vs. non-member statistics between two different date ranges, for example between 2006 and 2007, they should run the report twice; once for each date range you wish to compare.
Potential Duplicate Customers Report	Displays a list of all potentially duplicate customers within the database.
System Users Report	Displays all users at one or more ACTIVE Net site and their status and attributes, run the System Users Report.
View Email Batches	Used to search and display mass email batch definitions. The list could be filtered by specifying search criteria such as the "From" address, date and time created, subject, scheduled send date and time, and status of the email batch. From the list, batch email definitions may be edited to create new definitions, and email batches which have not been sent may be cancelled.

Registration Reports

Registration reports are used to display information regarding activities, rosters, and instructors.

Name	Description
Activity Attendance Sheet	Display and/or print attendance sheets used to monitor activity attendance. The sheet has a grid of all enrollees and activity dates, where attendance of each enrollee can be marked on each date. *To give to instructors to keep track of class attendance.
Activity Attendance Sheet – Daily	Display and/or print an attendance sheet for a particular date. The sheet will include the list of enrollees, check in and check out times, with space for the enrollees' signatures. *To give to instructors to keep track of class attendance.
Activity Change Log	Tracks staff changes to activity records.

Name	Description
Activity – Create Catalog	Displays an activity catalog that can be printed or used as a template for actual catalog printing. Activities may be included in the catalog based on given criteria. The catalog can be produced in Ascii (CSV) or camera-ready (RTF) format, both of which can be edited as desired.
Activity Overview Report	Displays an overview of activity details. These include activity *fees, dates, instructors, and locations.*
Activity Results Report	Displays results for activities. The report can be configured to display different kinds of information by selecting various filter and report options.
Activity Revenue Report	Displays revenue information for activities.
Activity Text Report	Displays catalog descriptions of activities, including notes, online notes, season, category, and location. *Helpful when auditing text for the brochure.
Activity Totals Report	Displays activity registration numbers, including minimum and maximum number of registrants permitted for the activity, the actual number of registrants, the number of residents and non-resident registrants, the number of holds, waitlists, and open slots.
Activity Withdraw/ Transfer Report	Displays summarized information about activity, instructor or department transfers for specific activities or within specific date ranges, including the customer who is withdrawing or transferring, the system user who completed the transaction, the amount of sessions completed and remaining, the activity and instructor to transfer to and the price difference between the two activities.
Average Fee Per Customer Type Report	Displays the average fee charged to selected customer types enrolled in selected activities or activity types.
Batch Copy Activity Results Report	Displays the results of activity settings copied from multiple activities in one season to new activities in another season.
Customer Attendance Report	Displays and/or prints customer attendance sheets for a specific customer across all the activities for which he/she has registered. The sheet has a grid of all the selected activities and scheduled meeting dates, and attendance of each activity can be marked on each scheduled meeting date.
Customer Make-Up Class Report	Displays your customers' authorized and scheduled make-up classes across activities. Run the Customer Make-Up Class Report to check for unscheduled authorized make-up classes, analyze make-up class trends, and ensure that specific customers aren't abusing the make-up class system.

Name	Description
Company Roster Report	Displays a standard company roster which can be configured to display different kinds of company information by selecting various report options. A legend of the different types of enrollments can be found at the bottom of the report.
Company Totals	Displays information regarding company totals.
Deposit Due Report	Displays deposit amounts made by customers for an activity, and the customer's remaining balance.
Enrollment Distribution Report	Displays the customer types and percentage distribution amount selected activities over a specific date range.
Facility Usage Report	Displays details of facility usage by activities, including the list of facilities booked by each activity, the dates and times of the bookings, the start time required to begin set up, and the time at which the facility needs to be ready.
Instructors Report	Displays instructor contact details. Including address, phone, fax, and email of the instructors. Notes on their qualifications may also be listed.
Instructor Attendance Report	Displays instructors and the classes they teach, including the name of the instructor, the names and dates of the classes they are scheduled to teach, whether they actually taught the class, and if they didn't, the name of the substitute instructors.
Instructor Change Log	Displays changes made to availability and payroll configuration to instructor records.
Instructor Contracts Report	Creates letters of agreement (contracts) between instructors and the agency, including the activities to be handled by the instructor, the activity dates and times and the instructor's fees.
Instructor Labels	Creates mailing list labels for activity instructors, including names and mailing addresses of the selected instructors.
Instructor Payment Due Report	Displays the payment summary for an activity instructor, including the hours of instruction, the number of enrollees, instructor payment types, and a history of payments owed, paid, and balance due.
Instructor Payment History Report	Displays payment history for an activity instructor. Included are the activity handled, date of payment, season, and amount of the payments.
Instructor Payroll Report	Displays the Instructor Payroll report, which is grouped by season, pay period, and instructor. It can display the activities being paid for, the total hours worked, and the amounts to pay for each pay period.

Name	Description
Instructor Sign-In Sheets	Prints Sign-In sheets for instructors to record the dates and times when they reported for work to teach or handle an activity. Included is a list activities handled by an instructor, with the dates and times of each meeting, and space is provided for the instructor's initials.
Private Lesson Booking Report	Displays the booking status for private lessons for selected customers (instructors or students). This can be useful for identifying customers who have paid for a certain number of private lessons, but do not have all these lessons scheduled.
Registration Activity Report	Displays registration details for a particular activity or set of activities.
Registration Roll-Over Results Report	Displays the results for activity enrollments you roll-over from one season to a different season.
Roster (Brief) Report	Displays a standard activity roster, with activity information and basic enrollee information which does not include payment details. The report can be configured to display different kinds of customer information by selecting various report options. A legend of the different types of enrollments can be found at the bottom of the report.
Roster (Expanded) Report	Displays an expanded version of the activity roster, with more enrollee information, including payment details. The report can be configured to display different kinds of customer information by selecting various report options. A legend of the different types of enrollments can be found at the bottom of the report.
Roster (with Payments) Report	Displays a standard activity roster similar to the Roster (Brief) report, but will include payment details. The report can be configured to display different kinds of customer information by selecting various report options. A legend of the different types of enrollments can be found at the bottom of the report.
Substitute Instructor Report	Displays information regarding substitute instructors and the activities in which they substituted. Included are the total days and hours they substituted and the number of registrants for the activity. Details regarding the instructors contact information will also be included.
Transcript Report	Displays the transcripts for activities that customers have taken or in which they are currently registered. This includes the activity name, the number of sessions, the instructor, and the activity grade.

Additional Reporting Options

Saving a Report or Export Definition

You can have ACTIVE Net save the settings when you run a specific report or export so that you can run the report or export with the same settings each time. Saving a report or an export definition is also the first step in scheduling a report or export to run automatically.

Scheduling a Report or Export to Run Automatically

You can define the times and dates when a report or export will run. You can also define one or more email address where the report/export will be sent once generated, or specify an FTP site that you want to receive the export file.

Custom Reports

Although ACTIVE Net's more than 200 standard reports are designed to meet our customers' needs, we are pleased to share that the most recent release includes a new custom reporting tool that will be rolled out to our customers on a limited basis initially, with full release anticipated for late 2016.

This new custom reporting tool is easy to use, with drag-and-drop features to make report building a quick and simple process. Our initial release includes a handful of the most popular reports in ACTIVE Net, and we will continue to build the report library as we receive customer requests. At ACTIVE, we understand the importance of business insights and we are committed to equipping our customers with the tools to best analyze your data.

Implementation Plan

Implementation Sequence

ACTIVE has adapted traditional implementation methodology to a more efficient approach. Information is gathered during Implementation Planning and Scoping workshops and net configuration changes are made in the lab, and then presented back to the City during the Solution Walk-Through workshop. This allows the City to see the solution early in the implementation process.

ACTIVE's consultants will then test the solution in the lab and confirm its readiness for deployment. Once verified, it will be moved to the City's site for further User Acceptance Testing by additional users at the City.

Our implementation schedule consists of six key phases:

1. Planning
2. Implementation
3. Integration
4. Deployment
5. Conversion
6. Go Live
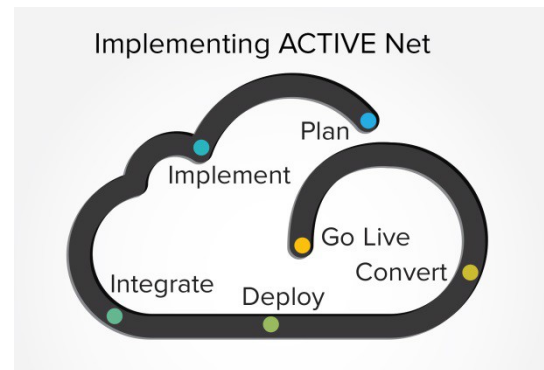
The process diagram titled "Implementing ACTIVE Net" illustrates our methodology and approach from the initial award through to implementation. ACTIVE also provides a detailed plan for on-going support and account management, ensuring that you always get the highest level of service.

Planning

The Planning phase involves detailed planning to ensure we have a strong understanding of your business and implementation requirements. Furthermore, the activities performed in the Implementation phase of the project are properly sequenced, resourced, executed, and controlled. In this phase you will:

- Discuss objectives
- Review agenda
- Assemble a project team
- Address technical requirements
- Identify scope, tasks, schedules, risks, quality, and staffing needs
- Ensure your team members understand their responsibilities and expectations

The project team is responsible for developing a project plan, thus ensuring all the associated requirements are fulfilled and adequate resources are available for the project.

Implementation

The Implementation phase is when we begin executing our planning activities. Implementation activities can be categorized into the following components:

- **Business Review**: Review business rules against industry best practices and prepare for data collection

- **Data Collection**: Collect organizational data necessary for the selected ACTIVE Net functionalities onto data collection forms

- **Data Review**: Review and audit the completed data collection forms for accuracy, consistency, and completeness

- **Data Entry**: ACTIVE Net Data Analyst Team enters previously collected and reviewed organizational data into the new system

- **User Testing**: Test system operations against business needs

- **Project Team Training**: Train the project team on full system operation and develop an end user training plan on the technical and procedural training requirements for organizational staff

Integration

The Integration phase consists of configuring ACTIVE Net for your organization's specific requirements, including the completion of any related integration and data migration tasks as scoped in the contract.

Each of the following Integration activities are performed with guidance of a technical consultant:

- **Needs Analysis**: Assess business requirements

- **Configuration**: Build ACTIVE Net integration as per business requirements

- **User Testing**: Test system operations against business requirements

- **Project Team Training**: Train project team on full system operation

Deployment

The Deployment phase is concerned with ensuring your organization is fully trained and prepared to use your ACTIVE Net system leading up to and following the time you "go live" and begin formally transacting with the software. Here you prepare and deliver final system testing and end- user training plans as part of the finalized deployment plan, perform final installations, complete remaining procedural documentation, conduct a system security review, and ensure that ongoing administrative maintenance procedures are in place. Finally, you will verify that deployment, operational support, and maintenance resources have been met and complete all remaining Go- Live activities in order to launch your new system.

Each of the following Deployment activities will be performed by members of your project team:

- **End User Training**: The project team trains all end users on system operation

- **Workstation Readiness**: Configure all workstations to ensure readiness with ACTIVE Net system requirements

Conversion

During the Conversion phase, legacy data from existing organizational systems are entered into ACTIVE Net. This includes reservations, memberships, and account balances. Importing customer, account balance, and membership data can be performed through ACTIVE Net's data conversion services. If data conversion services are not purchased, or if services are not available for the specific type of data, then the activities associated with the Conversion phase are performed by members of your project team. The vast majority of our CLASS clients that have upgraded to ACTIVE Net have chosen to not use data conversion services as this is seen as an opportunity to start with a fresh database.

Go Live

Go Live is the final phase of your project during which you will "go live" and begin transacting with your ACTIVE Net system.

Implementation Schedule

We understand that your business must keep running while we implement ACTIVE Net; therefore we have maximized the flexibility of when content needs to be delivered and minimized the amount of time your team need to spend with your consultant, away from your work. To accommodate for this efficiency, the schedule for your project involves weekly or bi-weekly check-ins, depending on the implementation package and the core functionalities purchased. In general, the more flexible you can be with your schedule, the more options that will be made available to you, and the sooner you can get your project started.

Milestones

The project's implementation includes the following milestones, which are conducted concurrently when possible:

Pre-Implementation

- Introductory Conference Call: Introduction to project manager, project consultant

- Off-Site pre-project planning and documentation

- Project Launch Meeting: Discuss project expectations, scope, schedule, technical, and risk analysis

- Accounting phone call to evaluate current accounting practices and cash flow management

- Introduction to consultant working with the site, including verification of implementation schedule, resources to be made available, etc.

- Implementation

- Database and software installation

- Investigation of business practices, accounting set-up and discussion with Finance staff (if available)

- Consultation: business practices, membership card, POS set-up, etc.

- Implementation of modules and management end-user training, including daily cash practices, accounting practices, and "best business" practices.

- Audit of database set-up, course set-up, facility set-up

- Project documentation with necessary follow-up criteria after each on-site period, allowing for milestone and resource accountability

- Introduction to Support services with consultant: Telephone, email

Post-Implementation

- Pre go-live conference call one to two weeks ahead of time

- Introduction to support services conference call

- Project review report: A two- to four-page report reviewing the implementation of the system in relation to the goals, objectives and success factors identified during the Project Launch Meeting

Through this Implementation process, and for the lifespan of your software solution, ACTIVE will partner with the City to provide best-in-class service in an industry-leading, secure environment. Our wholly hosted, web-based solution, ACTIVE Net, offers the City unprecedented control over the application through user-defined, roles-based permissions. The security of our application, and your data, is second to none, with numerous regulatory compliance guidelines in place and audited regularly.

QUALIFICATIONS OF THE FIRM

1. The Offeror's experience and history relevant to the City's needs should be discussed, including a description of the Offeror's direct experience on at least three (3) projects of similar size, scope and complexity completed in the past five years. Offeror shall provide the name, address and telephone numbers of persons who may be contacted as references. Offeror shall also include dates, locations, character, costs, and project managers for these previous projects. Offeror shall similarly discuss the qualifications of all other firms proposed to be utilized in the performance of the work if joint venture partners are proposed or if subcontractors are to be used for substantial portions of the work.

Client Name	Chicago Park District Contact: Rachel Abajian
Address	541 N. Fairbanks Court, Chicago, IL 60611
Phone Number	312.742.4765
Dates	January 2011 to Present
Locations	There are more than 241 separate staffed locations with another 300 bookable facilities that ACTIVE Net manages.
Character	ACTIVE's role in the project was as a subcontractor to a mandatory prime vendor who had to be a Minority Business Enterprise (MBE) that performed 20% of the total work. Our prime vendor, Clarity Partners performed general project management whereas ACTIVE was responsible for initial business process review, discovery, risk assessment, training, implementation and successful go-live of the project. Additionally, we are responsible for continued customer support and technical assistance as well as account management and refresher training on an annual basis. ACTIVE is also responsible for delivering four major releases per year with new functionality and handling all transactions in the system as Chicago Park District's Merchant of Record (MOR).
Costs	$632,200 plus $190,000 in annual transaction fees
Project Managers	Sukh Sanghera, Sr. Strategic Account Executive Chris Hall, Director of Professional Services Gordon Boisvert, Sr. Project Manager James Reyes, VP of Strategy

Client Name	City of Houston Parks and Recreation Department Contact: Louis Moore, Senior Superintendent
Address	6200 Wheeler Street, Houston, TX 77023
Phone Number	832.395.7272
Dates	January 2009 to Present
Locations	ACTIVE Net is responsible for managing all activity registration, camp registrations, facility reservations, membership management, point of sale, childcare, gift cards, donations, reporting, business intelligence and a robust online and mobile platform for the City's 370 facilities, 60 community centers, 38 pools, and more than 300 athletic facilities and fields.
Character	ACTIVE's was the prime vendor for the project and our work involved project management, initial business process review, discovery, risk assessment, training, implementation and successful go-live of the project. The sensitivity involved with assisting the City in moving from manual and in-house system to a fully hosted Software-as-a-Service (SaaS) solution was also part of the project when deciding which information to import. Additionally, we are responsible for continued customer support and technical assistance as well as account management and refresher training on an annual basis. ACTIVE is also responsible for delivering four major releases per year with new functionality and handling all transactions in the system as the Merchant of Record (MOR).
Costs	$350,000 (including annual transaction fees)
Project Managers	Sukh Sanghera, Sr. Strategic Account Executive Gordon Boisvert, Sr. Project Manager James Reyes, VP of Strategy

Client Name	City of Mesa, Department of Parks, Recreation & Commercial Facilities Contact: Marc Heirshberg
Address	PO Box 1466, Mesa, AZ 85211
Phone Number	480.644.2667
Dates	July 2012 to Present
Locations	ACTIVE Net is responsible for managing all activity registration, camp registrations, facility reservations, membership management, point of sale, childcare, gift cards, donations, reporting, business intelligence and a robust online and mobile platform for the City's 5 recreation centers, 9 swimming pools, and two administrative offices. This effort is extended to the 4,500 activities for more than 20,000 registrants, 1,700 adult and youth sports team and more than 1110,000 swimming pool admissions.
Character	ACTIVE's was the prime vendor for the project and our work involved project management, initial business process review, discovery, risk assessment, training, implementation and successful go-live of the project. The sensitivity involved with assisting the City in moving from its existing Rectrac system and a client/server solution to a fully-hosted Software-as-a-Service (SaaS) solution was also part of the project when deciding which information to import. Additionally, we are responsible for continued customer support and technical assistance as well as account management and refresher training on an annual basis. ACTIVE is also responsible for delivering four major releases per year with new functionality and handling all transactions in the system as the Merchant of Record (MOR).
Costs	$632,232.78 (including transaction fees)
Project Managers	Sukh Sanghera, Sr. Strategic Account Executive Gordon Boisvert, Sr. Project Manager James Reyes, VP of Strategy

ACTIVE will not be using third-party vendors or other firms for this proposal.

2. The Offeror shall send the Past Performance Questionnaire in Section 5 to at least three (3), but no more than five (5) current or past customers for which they have provided similar services within the past three (3) years. Offerors are responsible for completing the information in Section A of the questionnaire prior to mailing the questionnaire to references. The references are required to submit the questionnaires directly to the City, not back to the Offeror. The Offeror is responsible for ensuring the information is current.

QUALIFICATIONS OF STAFF

1. The project manager who will be assigned to the project. Discuss the direct qualifications and experience of the project manager as they relate to this project, and include at least one reference with name, address, telephone number and contact person;

Gordon Boisvert will be the Senior Project Manager directly involved with the City in defining the Implementation Plan and spearheading the project management initiative for the rollout of the RMS. His team will also be involved in training of end-user staff and managing the process until the City is live with all modules and online registration. Gordon has considerable experience having worked with many key customers including the City of San Antonio, the City and County of Denver, City of Chicago, Montgomery County, and Virginia Beach.

The City can contact Fred Weiss at the City and County of Denver as a reference:

> Fred Weiss, Director of Finance and Administration
> 201 West Cofax Avenue, Department 601, Denver, CO 80202
> E: fred.weiss@ci.denver.co.us
> P: 720.913.0696

2. The biographies of key team members;

ACTIVE does not provide personal resumes but has provided biographies highlighting qualifications important to implementing the RMS system. These personnel will be involved with the project from inception to "go live" but this is not an exclusive list or one exempt from change as the project progresses.

Name and Title	Sukh Sanghera, Sr. Strategic Sales Executive
Education	**Information Technology Institute, Vancouver, BC** Applied Information Technology (AIT) Diploma – 2000 to 2001 **Simon Fraser University, Burnaby, BC** Bachelor of Business Administration (International Business) **University of British Columbia, Vancouver, BC** BA, International Relations and Political Science – 1993 to 1998
Professional Qualifications	Sukh is an experienced sales professional with skills in leading direct reports as well as cross-functional teams, managing major sales accounts from inception to contract negotiation and completion. His responsibilities include justification of new product development investments, determining and documenting new product requirements, developing sales forecasts and product pricing, and launching new products to the marketplace. Sukh has a proven ability to manage key account relationships and large-scale projects such as Chicago Park District, Phoenix, Houston, Phoenix, Minneapolis, San Antonio and Atlanta. He has significant experience with presenting to C-Level executives, representing senior management in discussions and ongoing relationship development.

Name	Craig Noland
Title	Professional Services Project Manager
Education	BBA in Marketing & Management, Abilene Christian University Master's Certificate, Project Management Institute through George Washington University
Professional Qualifications	Craig has over 15 years' experience delivering technology solutions for mid-market and large enterprise customers in North America. Currently, Craig is a Project Manager in ACTIVE's Professional Services organization, delivering enterprise customer solutions in the communities market. He has collaborated with customers including : • Hanover YMCA • YMCA of York and York County • Jewish Community Center Valley of the Sun • Marcus Jewish Community Center Atlanta

Name	Hunter Ward
Title	Professional Services Consultant, Local Public Sector
Education	BSBA in Business Management from the University of Arkansas
Professional Qualifications	Hunter has been a member of the Local Public Sector for 2 years. Throughout his time on the project consulting team, Hunter has implemented ACTIVE Net software within the communities market. He has worked with a variety of customers that fall within the communities market delivering best practices to a variety of clients; specialty schools, private recreation complexes, and parks and recreation organizations. Some notable implementations include: • Corporate Employees Recreation Association (CERA) • Livermore Area Recreation & Park District • California Fire Mechanics Academy • Hanover County Recreation

3. The methodology that will be used to provide supplementary staff to replace any staff originally assigned to the project.

Our operations team balances the needs of the project against our resources competency matrix and calendar availability. Please see **Project Methodology** section for more information.

4. Provide a biography of project manager and all key personnel to be assigned to the project. Identify required resources; include a description of each member's qualifications, number of years of experience, % of time to be devoted to the project, and whether they are a full time employee, contractor or subcontractor.

Personnel bios are included in the preceding pages.

Based on the our default schedule the consultant is allocated at 18 hours bi-weekly and the Project Manager is allocated 4 hours bi-weekly for the duration of implementation. All staff are full-time employees.

5. Staff Guarantee. Offeror shall submit a letter from the offeror's chief executive officer guaranteeing the key personnel named in the staffing plan will be assigned to the project unless their employment is terminated. If substitutes or "backup" personnel are planned on a contingency basis, such personnel shall also be reflected in the aforementioned staffing plan.

At the time ACTIVE cannot provide a legally-binding guarantee from the CEO. We will make our best effort to ensure that the personnel mentioned in this proposal are the same personnel who work on the City's implementation; however, there are a number of factors (such as the actual implementation kick-off date) that could impact availability.

FINANCIAL DATA

Offeror shall submit the Firm's bank reference, including the name, address and phone number of a contact person, or a letter of reference from the bank where the Firm holds a corporate account.

Banking Reference
Bank of America Merrill Lynch Contact: Sharon Collins 450 B Street, Ste. 1500 San Diego, CA 92101 619.515.5844

Offeror also shall submit the Firm's most recent financial statement covering the past three years of operation, or the most recent audited annual report. This audited report may be submitted in a separate sealed envelope, marked confidential.

ACTIVE is a privately owned, limited liability corporation and is not subject to the traditional auditing and financial reporting standards of a publicly traded company. Accordingly, we do not provide financial statements, earnings reports, audited annual reports, or anything similar to clients or potential clients.

In addition to the aforementioned banking reference, we have provided the following trade references in an effort to aid in the City's due diligence research of ACTIVE's financial solvency:

Trade References	
CDW Direct, LLC Acct. #: 4146016 Contact: Tanya Sandholm P.O. Box 75723 Chicago, IL 60675 312.705.8734	C3 Business Solutions Acct. #: 1121 Contact: Becky Rauch 3100 S. Harbor Blvd., Ste. 180 Santa Ana, CA 92704 714.424.0900

If there are specific financial concerns that the City wishes to address with ACTIVE, we are happy to discuss those concerns.

RISKS

Provide a list of project risks and specify the method of controlling, mitigating, and/or eliminating these risks. Specify which project risks are identified as beyond your control and a plan to minimize these risks.

The City has specified that we must guarantee specific resources for this project rather than using a "best fit" approach that aligns with the natural timeline of implementing ACTIVE Net. While we strongly urge the City to reconsider this position, if the City cannot consider our standard approach, one risk is that the resources ACTIVE proposed for the City may not be available during a specific timeframe, depending on when the implementation actually begins.

In essence, while we can agree to make a best effort that the specific personnel mentioned in this proposal are involved with each phase of the implementation, we cannot guarantee their availability during a specific timeline. If the City should want to begin implementation on May 5, for example, and the resources that the City wants us to use are pre-occupied with another engagement until May 29, this would cause the timeline to be delayed.

We have completed more than 1,200 ACTIVE Net implementations, with more than 130 of those being CLASS to ACTIVE Net migrations. Our standard implementation methodology has been proven time and again, and we strongly urge the City to trust our expertise in assigning best fit resources rather than attempting to guarantee resources that may have availability conflicts.

EXCEPTIONS TO PROPOSAL

The Offeror shall provide all exceptions taken to the technical or contractual terms portion of the solicitation in this section. If the Offeror does not take exception to the solicitation provisions, an affirmative statement to that effect shall be provided in this section.

Active Network, LLC ("Active", "Vendor" or "Contractor") is in general agreement with the concepts contained in the terms and conditions of the Request for Proposals – Hosted Recreation Management Software, RFP Number 15-0109 (the "RFP") and submits this proposal based on the understanding and condition that the City of Arlington Parks and Recreation Department ("Customer" or "City") and Active will work together to discuss, clarify, and agree upon the specific scope of services, deliverables, pricing, schedules, responsibilities between the parties, assumptions, and contract terms (including legal terms and conditions) applicable to the services described in this Response to the RFP prior to finalizing the arrangement between the parties. Active requests that Active's standard terms and conditions, a sample copy of which is attached to this proposal, form the base of the arrangement.

The following items are representative of, but are not limited to, issues that Active would seek to work with the City to better understand, clarify, include and/or modify in any resulting contract. We are confident that through these discussions we can reach agreement on these issues in a timely and efficient manner as we have done previously in similar contracts with other similarly situated customers.

Active would like to work with the City to compose mutually beneficial provisions with respect to the following:

Section 2, Administrative Information

Page 13, Section 2.14, entitled "Criminal History and Background Information": The Contractor respectfully takes exception to this Section and seeks delete in whole. The Vendor's offering is for Software as a Service, designed to provide remote access by way of the Internet to the Vendor's services and to the Vendor's software. In the event that the Vendor is to provide professional consulting services that are ancillary to such Vendor services, at the City's site, the parties may mutually agree to certain criminal history and background information that may be provided by the Vendor in accordance with a mutually agreed to written statement(s) of work, arising out of the final, mutually agreed to, written agreement. The proposed changes will have no impact on the anticipated services.

Section 3, Scope of Work

Page 19, Section 3.6, entitled "System Acceptance": The Vendor respectfully takes exception to this Section and seeks to delete in full. The Vendor's offering is for Software as a Service and not an installed license of software, therefore a provision describing acceptance of software upon installation is not applicable to the anticipated offering of the Vendor. In the event that the Vendor is to provide professional consulting services that are ancillary to such Vendor services, the City and the Vendor may mutually agree on a case-by-case basis as to whether acceptance procedures are applicable and, if so, the nature and extent of such procedures, pursuant to a mutually agreed to written statement of work(s) arising out of the final, mutually agreed to, written agreement. The proposed change will have no impact on the anticipated services.

Page 20, Section 3.7, entitled "Warranty": The Vendor respectfully takes exception to this Section and requests to delete in full. The Vendor requests the addition of the following: "Pursuant to the provisions of the final, mutually agreed to, written agreement, and pursuant to additional warranties and representations, if any, regarding professional consulting services that may be performed by the Vendor as may be contained in a final, mutually agreed to, written statement(s) of work arising from such final, mutually agreed, written agreement, the Vendor warrants that it has all rights necessary to make the grant of license herein by having all right, title, and interest in and to the services and the underlying Vendor software, or as licensee of all such rights from the owner thereof. The express warranties set out herein are in lieu of all other warranties, and there are no other warranties, representations, conditions, or guarantees of any kind whatsoever applicable, either express or implied by law (in contract or tort or otherwise) or custom, including, but not limited to those regarding merchantability, fitness for purpose, durability, corresponding to sample, title, design, condition, or quality. Without limiting the above, the Vendor does not warrant that any services or the underlying Vendor software provided under such final written agreement will meet the requirements of the City or that the operation of the services or of the underlying Vendor software will be free from interruption or errors and that the Vendor has no obligation to repair or replace the services or the underlying Vendor software damaged by an external cause or through the fault or negligence of any party other than the Vendor. For the purposes of this Section, reference to the Vendor will also include its suppliers and licensors." The Vendor will provide Software as a Service in which there will be no installation at the City's site of the underlying Vendor software. The proposed change will have no impact on the anticipated services.

Page 20, Section 3.8, entitled "Software Maintenance": The Vendor respectfully takes exception to this Section and seeks to delete in full and replaced as follows: "The following supplies and services are included in Support and Maintenance:

- Unlimited technical support between 5:00am and 6:00pm Pacific Time, Monday through Friday via telephone (800.663.4991), email or web portal (*http://support.theactivenetwork.com*)

- Unlimited phone support for System Down issues on a 24 hours x 7 days a week basis, provided that:

- If self-hosted, the site must have remote access and Internet email capability for extended support hours

- Support calls placed during extended support hours must be placed by an authorized contact person

- The type of support call is an urgent issue that includes site down, revenue impacting, or customer facing issues that have no reasonable work-around

- Access to Vendor's secure customer care web portal, discussion forums, knowledgebase and online training materials

- Regular documentation and communication

- Support also includes, if such assistance can be provided in 15 minutes or less:
    - Assistance troubleshooting Third Party Products (e.g., Crystal Reports, Citrix client)

- Assistance to isolate and/or troubleshot difficulties resulting from sources other than Vendor's Active Network products and services, such as:

- General network/internet support (e.g., network access, printing, internet access)

- PC hardware troubleshooting

- PC setup, configuration and optimization

- Network operating system configuration and functionality

- Basic Microsoft Windows functionality (i.e. Windows Explorer or Internet Explorer)Loss of supervisor or other password.

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

- Installation of new Software releases

- Monitoring of connectivity and critical functionality at all times (24hr x 365 days/year) by skilled personnel using an extensive series of automated probes from multiple locations

- Response to site-down/critical issues within one hour, with reasonable efforts to advise your organization of the current status and expected resolution time

- Service agreements between Vendor and critical vendors essential to the continuing successful operation of the hosted environment

- Scheduled maintenance to increase performance, fix defects or update applications, with reasonable efforts to notify your organization of scheduled maintenance times and potential impacts to service

Urgent maintenance (done to correct network, hardware or Software issues that are likely to cause significant service disruption and that require immediate action), which may temporarily degrade service or cause outages. The Vendor may undertake urgent maintenance at any time deemed necessary and shall provide status updates to your organization as soon as possible.

Ticket Resolution Targets

- New support incidents are assigned one of the following levels, each with its respective standard ticket resolution target:

Call Priority Level	Description	Standard Completion Target
Priority 1 – System Outage	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 business Day

Priority 2 – High Business Impact	Serious issues significantly impacting use of the system but do not prevent core functions from being fulfilled (i.e., Customer cannot perform critical business functions; Customer experiences severe site degradation)	2 business day
Priority 3 – Medium Business Impact	All other issues, except those classified as low; (e.g., how-to questions, reporting/reconciliation issues, general questions, work around options)	3 business days
Priority 4 – Low Business Impact	Issues that are not time-sensitive or may be undertaken as customer service initiatives outside the scope of this Agreement (i.e., feature requests or low priority questions)	None
Guaranteed Uptime	For clients licensing Hosted Software	99%

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

- Services required to remedy problems that stem from changes to or defects in system configuration upon which the Software was originally installed

- Services required to remedy problems which do not stem from any defect in the Software

- Services required to remedy problems caused by lack of training of the City's personnel

- Improper treatment or use of the software

- Onsite or remote training services

- Full report customization service

- Database-specific services or assistance

The following actions will void Vendor's obligations under this Agreement:

- The use of any other application that modifies data in the database, whether created by you or otherwise

The use or creation of third party applications that work in connection with Active's application or application database without prior written notification and consent from the Vendor.

Holiday	Open with reduced staff	Closed
New Year's Day (January 1st)		✓
Martin Luther King Day (3rd Monday in January)	✓	
President's Day (3rd Monday in February)	✓	
Good Friday (Friday before Easter)	✓	
Victoria Day (3rd Monday in May)	✓	
Memorial Day (Last Monday in May)	✓	
Canada Day (July 1st)	✓	
Independence Day (July 4th)	✓	
Civic holiday (1st Monday in August)	✓	
Labor Day (1st Monday in September)		✓
Canadian Thanksgiving/Columbus Day (2nd Monday in October)	✓	
Remembrance Day/Veteran's Day (November 11th)	✓	
US Thanksgiving (4th Thursday in November)	✓	
Day after US Thanksgiving (4th Friday in November)	✓	
Christmas Day (Dec. 25th)		✓
Boxing Day (December 26th)	✓	
New Year's Eve (December 31st)"	✓ "	

The Vendor is offering Software as a Service, not an installation of software to be separately maintained. All updates to the underlying Vendor's software will be made generally available by the Vendor and will be made remotely accessible to the City through the Vendor's Software as a Service. As requested, the Vendor has attached the Vendor's standard maintenance and support provisions along the Vendor's standard terms and conditions, as indicated above, all of which will be a part of the final, mutually agreed to, written agreement. The proposed changes will have no impact on the anticipated services.

Page 20, Section 3.9, entitled "Standards for City Acceptance of Deliverables": The Vendor respectfully takes exception to this Section and seeks modification as follows: "(i) In the first sentence, prior to "The following standards" will begin as follows: "In the event that the parties mutually agree that the Vendor's professional consulting services that are ancillary to the Vendor's Software as a Service would then include deliverables, then, in accordance to a final, mutually agreed to, written statement(s) of work arising from the final, mutually agreed to written agreement,"; (ii) Subsection 2, beginning "All deliverables", add at the end: "which approval, acceptance and payment provisions will be in accordance with a final,

mutually agreed to, written statement(s) of work arising from the final, mutually agreed to, written agreement"; (iii) Subsection 3, beginning "The City will have" is deleted in full and replaced as follows: "The nature and extent of deliverable document review will be in accordance with a final, mutually agreed to, written statement(s) of work arising from the final, mutually agreed to, written agreement"; (iv) Subsection 4, second sentence, beginning "If the City requires" is deleted in full and replaced as follows: "The nature and extent of deliverable document review will be in accordance with a final, mutually agreed to, written statement(s) of work arising from the final, mutually agreed to, written agreement"; (v) Subsection 6, beginning "Each deliverable should" is deleted in full and replaced as follows: "Each deliverable will materially conform to any mutually agreed to specifications as may be described in a final, mutually agreed to, written statement(s) of work arising from the final, mutually agreed to, written agreement"; (vi) Subsection 8, beginning "No payments will" is deleted in full and replaced as follows: "The payment schedule will be in accordance with a final, mutually agreed to, written statement(s) of work arising from the final, mutually agreed to, written agreement" and (vii) Subsection 9, beginning "The City and Vendor" is deleted in full and replaced as follows: "The payment schedule will be in accordance with a final, mutually agreed to, written statement(s) of work arising from the final, mutually agreed to, written agreement" The proposed changes will have no impact on the anticipated services.

III Section 6 Contract Terms and Conditions

Page 31, Section 6.0, entitled "Contract Terms and Conditions": The Vendor respectfully takes exception to this Section and requests modification as follows: The second sentence, beginning "The contract between the City" to add at the end of the sentence "only as may be contained in the final, mutually agreed to, written agreement."

Page 31, Section 6.1, entitled "Contract Period": The Vendor respectfully takes exception to this Section and requests modification as follows: (i) The first sentence, beginning "The term of the contract" deleted the phrase "and will commence on cutover date" and replace as follows: "the commencement of the contract term will be in accordance with the final ,mutually agreed to, written agreement" and (ii) The second sentence, beginning "This contract may be terminated", delete in full and replace as follows: "The contract will terminate (a) at the option of either party if the other party materially defaults in the performance or observance of any of its obligations hereunder and fails to remedy the default within thirty (3) days after receiving written notice thereof; and (b) without limiting (a), at the option of the Vendor if the City breaches its payment obligations, provided that the right of termination will be in addition to all other rights and remedies available to the parties for breach or default by the other. If either party should materially default in the performance or observance of any of its obligations hereunder, then, in addition to all other rights and remedies available to the non-defaulting party, the non-defaulting party may suspend performance and observance of any or all its obligations under the Contract, without liability, until the other party's default is remedied, provided however that these provisions will not permit the City to suspend its obligation to make any payments due that are unrelated to any default alleged against the Vendor. In the event of termination of the Contract for any reason whatsoever, the City will immediately (i) return to the Vendor all physical copies of software and materials delivered by the Vendor to the City or otherwise in the City's possession or control, or (ii) if expressly permitted by the Vendor, destroy all physical copies of such software and materials not returned to the Vendor and delete all electronic copies of such software and materials and the Vendor's Software as a Service from the City's systems and certify in writing to the Vendor that such actions have all been completed." The proposed changes will have no impact on the anticipated services.

Page 32, Section 6.4, entitled "Industry Standards": The Vendor respectfully takes exception to this Section and requests modification, as follows: The third sentence, beginning "As long as the City notifies" delete in full and replace as follows: "In the event that the Vendor is to provide professional consulting services that are ancillary to the Vendor's Software as a Service, and in the event that such services result in a deliverable, the Vendor will re-perform, at no additional fee to the City, such services that are materially not in accordance with specifications contained in a final, mutually agreed to, written statement(s) of work arising from the final, mutually agreed to, written agreement." The proposed changes will have no impact on the anticipated services.

Page 32, Section 6.5, entitled "Vendor Warranties": The Vendor respectfully takes exception to this Section and requests modification as follows: The second sentence, beginning "The Vendor warrants that the deliverables" is deleted in full and replaced as follows: "The Vendor warrants that in the event that the Vendor is to provide professional consulting services that are ancillary to the Vendor's Software as a Service, and in the event that such services result in a deliverable, such deliverable will perform materially in accordance with specifications contained in a final, mutually agreed to, written statement(s) of work arising from the final, mutually agreed to, written agreement." The proposed changes will have no impact on the anticipated services.

Page 32, Section 6.6, entitled "Care of Property": The Vendor respectfully takes exception to this Section and seeks modification as follows: At the end of the Section, add the following: "all as may be described in the final, mutually agreed to, written agreement." The proposed changes will have no impact on the anticipated services.

Page 32, Section 6.7, entitled "If Selected Standard Insurance Requirements may Apply": The Vendor respectfully takes exception to this Section and requests modification as follows: (i) The third sentence, beginning "A current Acord form must be", delete the words "policy changes"; (ii) The fourth sentence, beginning "The City reserves the right", delete the phrase "including, but not limited to, policies and endorsements"; (iii) Subsection 1, entitled "Commercial General Liability", the Second sentence is deleted in full "This policy shall have no coverages removed by endorsements"; (iv) Subsection 5, entitled "Professional Liability Insurance", (a) the first sentence, beginning "Contractor shall", delete the words "obtain and" and (b) the third sentence, beginning "Contractor shall maintain this policy", delete the words "two (2) years"; (v) Subsection 6, entitled Cyber Risk Liability (Network Security/Privacy Liability or Technology Liability)", (a) in the title, delete the words "or Technology Liability, (b) the first sentence, beginning "Insurance including cloud computing", after the words "and notification and", delete the word "credit", (c) the second paragraph, beginning "Coverage may be written as a stand-alone policy", the first sentence, delete the words "General Liability", the second sentence is deleted in full "If Cyber Risk is included on the General Liability policy, the minimum policy limits required are $2,000,000 per occurrence or claim and $4,000,000 aggregate" and the third sentence, beginning "If coverage is written on a claims made basis", delete the words "two (2) years". The proposed change will have no impact on the anticipated services.

Page 33, Section 6.8, entitled "Other Insurance Provisions": The Vendor respectfully takes exception to this Section and seeks modification as follows: "(i) Subsection 1, the first sentence, beginning "The City, its officials, employees", delete the word "named" and replace with "included" and (ii) Subsection 3, beginning "Each insurance policy required by this clause" is deleted in full. The proposed changes will have no impact on the anticipated services.

IV   City of Arlington Standard Terms and Conditions

Page 39, Section 3, entitled "Assignment": The Contractor respectfully takes exception to this Section and seeks modification as follows: (i) The first sentence, beginning "The Contractor shall not sell", at the end, add "except that the Contractor may assign this contract to one of its affiliates or in connection with any sale or security interest involving all or substantially all of its assets or any other transaction in which more than fifty percent of its voting securities are transferred" and (ii) The second sentence, after the word "No", add "other". The proposed change will have no impact on the anticipated services.

Page 39, Section 8, entitled "Target Arlington": The Contractor respectfully takes exception to this Section and seeks to modify by adding at the beginning "In a manner and to the extent as may be mutually agreed by the parties in the final, mutually agreed to, written agreement". The proposed change will have no impact on the anticipated services.

Page 39, Section 9, entitled "M/WBE": The Contractor respectfully takes exception to this Section and seeks modification as follows: The second sentence, beginning "In the selection of subcontractors", add at the end "In a manner and to the extent as may be mutually agreed by the parties in the final, mutually agreed to, written agreement". The proposed change will have no impact on the anticipated services.

Page 40, Section 17, entitled "Force Majeure": The Contractor respectfully takes exception to this Section and seeks modification as follows: "(i) The second sentence, beginning "if the Contractor is unable to perform", delete the word "immediately" and replace with "as soon as is reasonably possible". The proposed change will have no impact on the anticipated services.

Page 41, Section 19, entitled "Audit": The Contractor respectively takes exception to this Section and seeks modification as follows: (i) The first sentence, beginning "Contractor agrees that the City", delete the phrase "after final payment under this Contract" and replace with "after the applicable document is made final by the Contractor" and delete the phrase "transactions relating to this Contract" and replace with "fee invoices and related support of the applicable invoice amount" and (ii) The third sentence, beginning "The City shall give Contractor", delete in full and replace as follows: "Any such audit may occur no more than once in an annual period, upon no less than thirty (30) days prior written notice to the Contractor, during the Contractor's regular business hours and conducted in a manner to not disrupt the Contractor's business activities." The proposed change will have no impact on the anticipated services.

Page 41, Section 20, entitled "Price Warranty": The Contractor respectfully takes exception to this Section and requests deletion in full. The nature, amount and manner of payment of fees will be in accordance with the final, mutually agreed to, written agreement. The Contractor is unable to perform an on-going fee comparison as to another customer(s) of the Contractor as each business arrangement may have present specific factors, circumstances and timing, such that such a comparison would be inapplicable and not valid. The proposed change will have no impact on the anticipated services.

Page 41, Section 21, entitled "Warranty Service Clause": The Contractor respectfully takes exception to this Section and seeks to delete in full and replace with the following: "Pursuant to the provisions of the final, mutually agreed to, written agreement, and pursuant to additional warranties and representations, if any, regarding professional consulting services that may be performed by the Vendor as may be contained in a final, mutually agreed to, written statement(s) of work arising from such final, mutually agreed, written agreement, the Vendor warrants that it has all rights necessary to make the grant of license herein by having all right, title, and interest in and to the services and the underlying Vendor software, or as licensee of all such rights from the owner thereof. The express warranties set out herein are in lieu of all other warranties, and there are no other warranties, representations, conditions, or

guarantees of any kind whatsoever applicable, either express or implied by law (in contract or tort or otherwise) or custom, including, but not limited to those regarding merchantability, fitness for purpose, durability, corresponding to sample, title, design, condition, or quality. Without limiting the above, the Vendor does not warrant that any services or the underlying Vendor software provided under such final written agreement will meet the requirements of the City or that the operation of the services or of the underlying Vendor software will be free from interruption or errors and that the Vendor has no obligation to repair or replace the services or the underlying Vendor software damaged by an external cause or through the fault or negligence of any party other than the Vendor. For the purposes of this Section, reference to the Vendor will also include its suppliers and licensors." The Vendor will provide Software as a Service in which there will be no installation at the City's site of the underlying Vendor software. "In the event that the Vendor is to provide professional consulting services that are ancillary to the Vendor's Software as a Service, and in the event that such services result in a deliverable, the Vendor will re-perform, at no additional fee to the City, such services that are materially not in accordance with specifications contained in a final, mutually agreed to, written statement(s) of work arising from the final, mutually agreed to, written agreement." The Contractor will be providing Software as a Service, not a license for installed software and the anticipated professional consulting services are anticipated to be limited to services ancillary to the provision of such Software as a Service. The proposed change will have no impact on the anticipated services.

Page 41, Section 22, entitled "Safety Warranty": The Contractor respectfully takes exception to this Section and requests deletion in full. The Contractor is providing Software as a Service and not the provision and delivery of a physical product. The Section is therefore not applicable. The proposed change will have no impact on the anticipated services.

Page 41, Section 23, entitled "Software License To Seller": The Contractor respectfully takes exception to this Section and requests deletion in full. The Contractor is providing Software as a Service and not the provision of a license to installed software. The Section is therefore not applicable. The proposed change will have no impact on the anticipated services.

Page 42, Section 25, entitled "Ownership of Work Product": The Contractor respectfully takes exception to this Section and requests deletion in full and replace with the following: ""Pursuant to the provisions of the final, mutually agreed, written agreement, the Contractor and its licensors shall retain all right, title, and interest in and to the Vendor's Software as a Service, Contractor's underlying software, any and all deliverables delivered to the City and any and all other software, documentation and materials and the results of such Software as a Service and to all software, trademarks, service marks, logos, and trade names and other worldwide proprietary rights related thereto ("Intellectual Property"). The City shall use the Intellectual Property only as provided by the Contractor, and shall not alter the Intellectual Property in any way, or act or permit action in any way that would impair the Contractor's or its licensors' rights in its Intellectual Property. The City acknowledges that its use of the Intellectual Property shall not create in the City or any other person any right, title, or interest in or to such Intellectual Property. Any goodwill accruing from the use of the Intellectual Property shall inure solely to the benefit of the Contractor or its licensors, as applicable." The proposed change will have no impact on the anticipated services.

Page 43, Section 32, entitled "Indemnification": The Contractor takes exception to this Section and requests deletion in full and replace with the following: "In accordance with the provisions of the final, mutually agreed to, written agreement, each party (the "Indemnifying Party") shall defend, settle, and pay damages (including reasonable attorneys' fees) ("Damages") relating to any third party claim, demand,

cause of action or proceedings (whether threatened, asserted, or filed) ("Claims") against the other party hereto (the "Indemnified Party") to the extent that such Claim is based upon provision, by the Indemnifying Party, of materials, products, or services as part of such party's obligations hereunder that infringe the intellectual property rights of any third party provided that such materials, products, or services are used in accordance with such agreement. If any Claim that the Contractor is obligated to defend, settle, and pay damages to the City under this Section 9(a) has occurred or, in the Contractor's opinion, is likely to occur, the Contractor may, at its option and expense either (1) obtain for the City the right to continue to use the applicable software, (2) replace or modify the applicable software so it becomes non-infringing, without materially adversely affecting the applicable software's specified functionality, or (3) if (1) or (2) are not readily available after using reasonable commercial efforts or, if neither of the foregoing options is commercially reasonable, refund a pro-rata portion of the fees paid by the City based on its lost use and terminate such agreement. The Contractor shall not be obligated to defend, settle, or pay Damages for any Claims to the extent based on: (x) any the City or third party intellectual property or software incorporated in or combined with the applicable software where in the absence of such incorporated or combined item, there would not have been infringement, but excluding any third party software or intellectual property incorporated into the applicable software at the Contractor's discretion; (y) any software that has been altered or modified by the City, by any third party or by the Contractor at the request of the City (where the Contractor had no discretion as to the implementation of modifications to the applicable software or documentation directed by the City), where in the absence of such alteration or modification the applicable software would not be infringing; or (z) use of any version of the applicable software with respect to which the Contractor has made available a non-infringing updated, revised or repaired subsequent version or other applicable update, patch or fix. Each party's obligations under this provision are conditioned upon (1) prompt written notice of the existence of a Claim, provided that a failure of prompt notification shall not relieve the Indemnifying Party of liability hereunder except to the extent that defenses to such Claim are materially impaired by such failure of prompt notification; (2) sole control over the defense or settlement of such Claim by the Indemnifying Party; and (3) the provision of assistance by the Indemnified Party at the Indemnifying Party's request to the extent reasonably necessary for the defense of such Claim. For the purposes of this provision, reference to the Contractor shall also include its suppliers and licensors. The proposed change will have no impact on the anticipated services.

OTHER INFORMATION

Since the preceding sections are to contain only the data that is specifically requested, any additional information that is considered essential to the proposal should be included in this section. If there is not additional information to present, state "There is no additional information we wish to present."

ACTIVE Net Modules

ACTIVE
network.

INCREASE PARTICIPATION WITH A MODERN AND INTUITIVE ONLINE REGISTRATION EXPERIENCE

"

We've experienced a noticeable increase in the number of registrations due to the accessibility of program information and the convenience to sign up online.

Kim Crawford, Online Registration Manager, City of Vista

ACTIVE NET REGISTRATION

Provide online registration for your customers and a simplified process for your staff with ACTIVE Net **Registration**. Manage all activity and program details in a single system. All aspects of the registration process have been integrated and streamlined, including single, group, team and private registrations, plus withdrawals, waitlists and wishlists.

Centralized Data

Great customer service is as much about speed as it is about smiles and handshakes. One central data source gives you and your staff a 360° view of your customers and their transaction histories across all sites. This leads to less searching and faster, more efficient service.

Online Flexibility

No one likes long lines or complicated registrations. **Registration** makes it easy to manage all your registration details, including private lessons, withdrawals and waitlists. Register a group or an entire team in a single transaction and handle rush events with confidence and ease.

Offer Discounts

These days, everyone is looking for the best deal. ACTIVE Net **Registration** lets you create and correctly apply discounts. The ability to create digital coupon codes and multi-person discounts online means easier tracking and greater flexibility, plus less chance of cash handling errors.

Automation and Reports

Between creating and analyzing reports and keeping track of all the legal paperwork that comes along with registrations, your day can fill up fast. Free up your valuable time and make important, data-driven decisions using a variety of automated registration reports. ACTIVE Net **Registration** also allows you to create online waivers and automate processing and tracking.
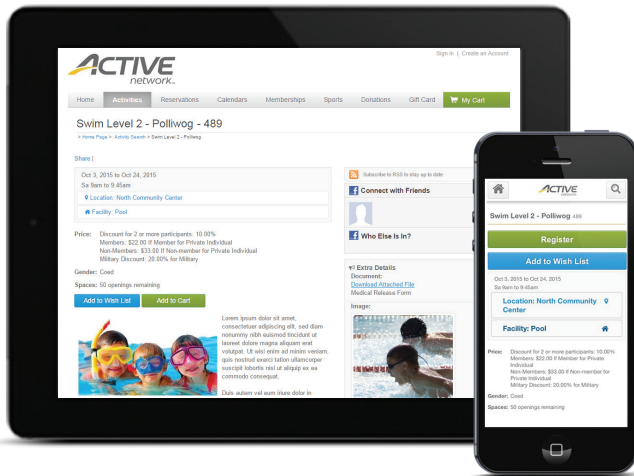
Increasing online registration to

60%

can lead to a 6% increase in participation

FEATURES

Priority Registrations

+ Create urgency with priority enrollment windows

+ Use first availability to engage returning customers

Rush Events

+ Facilitate large rush events easily with robust infrastructure

+ Decrease wait times and improve efficiency with fast online registrations

Flexible Discounts

+ Offer multi-person discount for families

+ Increase registrations by bundling activities

Activity Waitlist

+ View and remove customers on activity and program waitlists

+ Confirm availability for waitlist requests

+ Create custom availability alerts

Wishlists

+ Enable customers to organize and track the activities they love most

+ Offer one convenient location for registration

GET ACTIVE

with ACTIVE Net **Registration**

800.661.1196

Communities@ACTIVEnetwork.com

ACTIVEcommunities.com

IMPROVE CUSTOMER SERVICE AND **REDUCE CASH HANDLING ERRORS**

> "
> It's really nice to have one system to manage everything. We no longer have to juggle between different programs and documents.
>
> *Heather Kite, Asst. Director of Recreation, University of Florida*

ACTIVE NET **POINT OF SALE**

Process payments through one system, speed up reporting and improve customer service with ACTIVE Net **Point of Sale (POS)**. The integrated **POS** is customizable to your organization's need to provide better inventory control. Consolidate all payments, from drop-ins and concessions to swim gear and gift certificates. Improve your daily operations with reduced cash handling errors, faster daily cash-out and enhanced reporting.

Reduce Errors

Unfortunately, errors and fraud happen, leading to lost revenue. Process debit and credit payments through the secure **POS** to reduce cash handling errors and decrease chances of fraud. Processing payments through one system will improve accounts receivable and cash management.

Integration and Efficiency

The accounting data you need is at your fingertips with automated reports and payment processing from a centralized database. **POS** easily integrates with your general ledger (GL) so when it's time to close up for the day, the Daily Close reports provide a fast, daily cash-out process, saving you precious time.

Secure Transactions

Security is the top priority when it comes to processing payments. ACTIVE Net **POS** is PCI Level-One compliant with point-to-point encryption. Independent audits regularly certify compliance so you can be confident you are offering the most secure payment options to your participants.

Customizable

Your organization is unique; your **POS** can be too. Customize your interface, including layout and design, for easy access to the transactions you process most. Improve inventory control by customizing and tracking products with printable labels and UPC codes.

Flexibility

During a typical day, you process payments for a variety of transactions, such as drop-in activities, equipment lending and fines. **POS** allows you to handle multiple types of transactions as part of one checkout process by providing a streamlined workflow and a better experience for your participants and staff.

5% Reduction of cash handling time

2% Increase in cash payments (reduction of loss)

FEATURES

Reporting

+ Track revenue by GL account, user and site

+ Gain real-time sales visibility

+ Cash-out efficiently and accurately every day with Daily Close reports

Custom Configuration

+ Configure unlimited buttons and screen layouts

+ Create sub-menu screens

+ Group and color code buttons by category

+ Enjoy intuitive touch screen or point-and-click hardware

Multiple Applications

+ Drop-in activities

+ Equipment lending

+ Fines and penalties

Payment Processing

+ Quickly print or email itemized receipts

+ Assign revenues to a generic drop-in customer account

+ Track purchases by specific customer or company

+ Offer pre-payment for future purchases via credit on accounts

Inventory Control

+ Search by UPS codes or words

+ Print inventory labels

+ Set up custom inventory alerts

GET **ACTIVE**
with ACTIVE Net **Point of Sale**

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SUPPORT SAFE AND REWARDING DAY CARE PROGRAMS WHILE ENSURING STAFF EFFICIENCY.

"

The system stores every detail, like pick up/drop off notes and allergies. We offer flex registration as well, which is really convenient for parents.

Stephanie Need, Preschool Director/Office Manager, Randolph County YMCA

ACTIVE NET CHILD CARE

Child care is more than just a place where children are cared for – it's a place to learn and grow. ACTIVE Net **Child Care** helps your program run smoothly and efficiently so you can focus your energy and attention on the children's learning and development.

Enrollment and Registration

Offer a host of online and offline registration methods, making life easier for on-the-go parents to select the right program for their needs.

Schedules and Calendars

Keep everyone on the same page with intuitive calendars. Busy schedules and the pace of life require a simple visual calendar. It's easy to keep staff and parents informed and reduce calendar confusion.

Safety and Security

A reputation for safety and security is the most important aspect of a child care program. Be mindful of medical conditions and ensure proper pick-up/drop-off authorizations to enhance your program's stellar reputation.

Program Efficiency

Managing a healthy community program like child care requires data-driven insights. Comprehensive reports, ranging from enrollment and attendance through staffing and financial performance are a few clicks away. Staff satisfaction improves, thanks to time saved on data entry.

Find out what our customers say.

ACTIVEnetwork.com/solutions/active-net/customer-stories

FEATURES
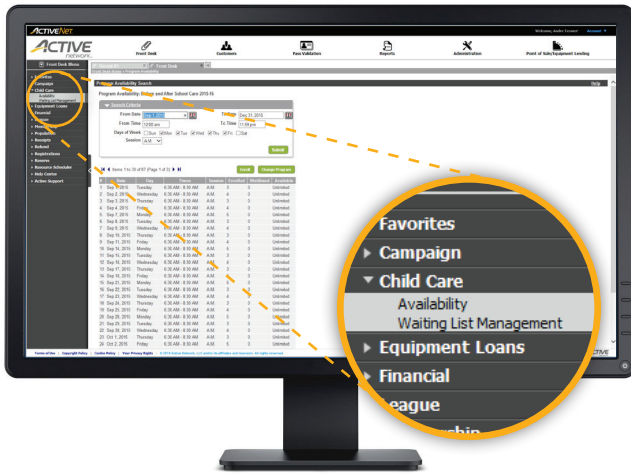
Reporting

+ Review all child care programs, enrollments, dates and times at a glance

+ Quickly print attendance sheets and rosters, and track time in and out

+ Track revenue by date, session and program

Waitlists

+ Automatically generate waitlists based on signup order

+ View and manage waitlists after programs fill up

Online Enrollment

+ Offer 24/7 registration and payment online with the highest level of security

+ Provide flexible pricing options

+ Enable self-serve updating of emergency and authorized pick-up contacts for parents

Payment Options

+ Accept cash, check, credit card, or credit on account

+ Require immediate payment or allow for installment plan options

+ Tailor pricing by hour, day, week, month, session or year

+ Apply financial assistance or third party billing both online and at the front desk

Setup and Management

+ Use custom questions to collect required information

+ Automatically book the facilities for each session

+ Eliminate duplicate entries, double-booked facilities and human error

+ Minimize data entry, update schedules quickly and collect and track medical alerts

GET ACTIVE
with ACTIVE Net **Child Care**

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network.

THE EASIEST WAY FOR YOUR COMMUNITY TO **EXERCISE ITS GENEROSITY**

"

Out of all the software providers we evaluated, ACTIVE's software was the best fit for us. The system's functionality most closely fit our needs.

Ryan Scott, Vice President/COO, Boys and Girls Clubs of Bellevue

ACTIVE NET **FUNDRAISING**

Garnering the financial support of your great community is a daunting task, but ACTIVE Net **Fundraising** helps you meet your goals. Convenient for donors and campaigners, it's the easy way to rally others around your cause.

Exceed Your Fundraising Campaign Goals

Track and run multiple campaigns simultaneously and make the most out of your efforts with our online donation platform. Set goals, collect online donations and get automatic updates from the Cloud. Promote your campaigns with compelling social media tools.

Donor Management

Offer recurring payment options and automatically deliver tax-deductible receipts. Set up online fundraising events with a few, simple clicks. You can even offer donation opportunities as part of the member registration process.

Trust and Confidence Require Security

Nothing harms goodwill and generosity like a security breach. Confidently accept credit card donations and securely process transactions with this industry-leading technology provider.
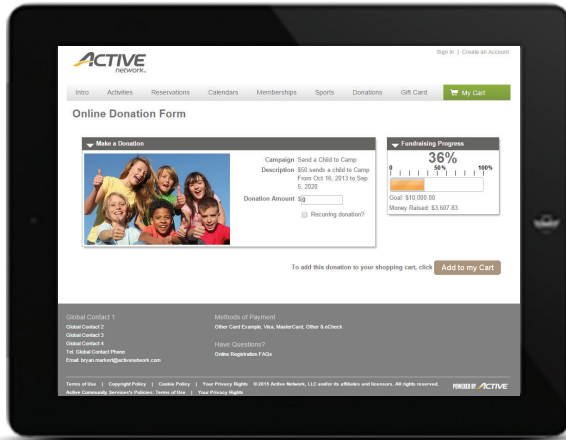
Donor Statistics

Track campaign progress with convenient reports. Identify and recognize top donors and solicit prospects with an intuitive drag-and-drop feature.

Find out what our customers say.

ACTIVEnetwork.com/solutions/active-net/ customer-stories

FEATURES

Online Donations

+ Securely collect donations online and in-person

+ Create an online donation page with goal-progress graphics, pictures, descriptions, embedded YouTube videos and more

+ Accept donations as customers register for activities on your site

Campaign Dashboards

+ Customize the layout with easy-to-use drag and drop functionality

+ Set one dashboard for all users or create different ones for unique user profiles

+ Craft a picture of the campaign's success by highlighting the highest donors, best campaigners and impressive statistics on the dashboard

Real-time Reports

+ View campaign goals and progress

+ See donor and campaigner information

+ Pull detailed, automated financial reports

Individual and Team Management

+ Set up divisions, teams and individual campaigners to fundraise

+ Assign donor prospects to different individuals and specify campaign managers, division leaders and more

+ Record donations to each appropriate campaigner and view results

Custom Donation Amounts

+ Set predefined donation amounts and allow donors to contribute custom amounts

+ Allow for donations to fund scholarships

+ Set up recurring payments

+ Accept customized donations such as paying for one child to attend swim lessons or personalizing a brick

GET **ACTIVE**
with ACTIVE Net **Fundraising**

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GROW YOUR COMMUNITY WITH **ENGAGING AND LASTING MEMBERSHIP EXPERIENCES**

"
I really like the **Membership** module overall. With ACTIVE, it's simple to track memberships and associate them to each person.

Sonya Wiebe, North Peace Leisure Pool Clerk, City of Fort St. John, BC

ACTIVE NET **MEMBERSHIP**

Today's members experience your community both on-site and online. Convenient online access to facilities and programs and streamlined communications build loyalty, increase membership, and encourage healthy lifestyles.

Member Engagement

ACTIVE Net **Membership** helps you engage the community from the first guest visit through years of future participation. The flexibility of full- and self-service options keeps members informed and staff focused on your mission. Increase membership renewals with convenient recurring payments, online accessibility and auto-generated notifications to remind members of key milestones.

Flexible Memberships

Offer a host of membership packages and options, making it easy for members, visitors, or guests to sign up and join in the fun.

The Best Way to Stay in the Know

Inform your members and keep them up to date with all of your offerings. Select groups of members for targeted updates and develop custom messages that keep them in the loop. Send out stylish newsletters and use the text message feature to ensure your members will be notified in a timely fashion.

Data in the Cloud, Knowledge Where it's Needed

Centralized membership data, coupled with a broad array of reports, can help drive a range of decisions regarding staffing, programming, participation, pricing, and promotions. Supported by the most reliable and secure infrastructure in the industry, ACTIVE Net **Membership** gives you the information you need to best serve your community.

"
We have gained $35,000 in revenue just at our aquatics center alone using ACTIVE's membership management.

Terry Kelly, Recreation Superintendent, City of Watertown, SD

FEATURES
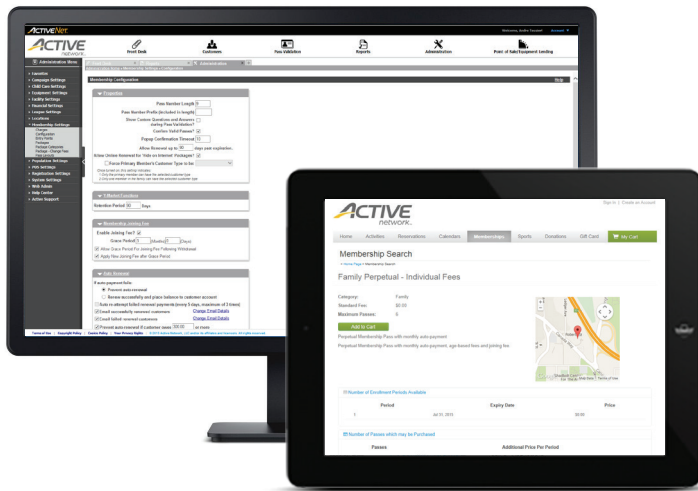
Online Membership Sales And Renewals

+ Offer convenient self-serve options online

+ Process automatic renewals, pay-in-full, or custom payment plans

+ Configure and send automatic email confirmations following purchases

+ Accept payments in cash, check, credit card or credit on account

Member Management

+ Manage memberships with easy-to-use workflow

+ Offer unlimited number of membership types, passes and rates

+ Issue multiple cards for family memberships

+ Create Guest or Punch Passes for limited-times or visits

+ Present convenient check-in options with Photo Passes, Key Tags or mobile phones

Access Control

+ Instantly verify membership with access cards

+ Create custom display alerts if a pass is expiring, suspended or has expired

+ Control access with either staffed or self-serve entry points

Real-Time Reports

+ Track revenue by membership types

+ Better understand facility utilization for optimized staffing

+ Review membership data by package type, customer type, site or area

+ Compare trends between active, renewed, expired, withdrawn, transferred and suspended memberships for retention analysis

+ Track and report staff commissions for membership sales

Customer Experience

+ Provide a personal experience with a 360⁰ view of the customer

+ Conveniently track waivers

+ Enable members to create usage reports for employers or insurance
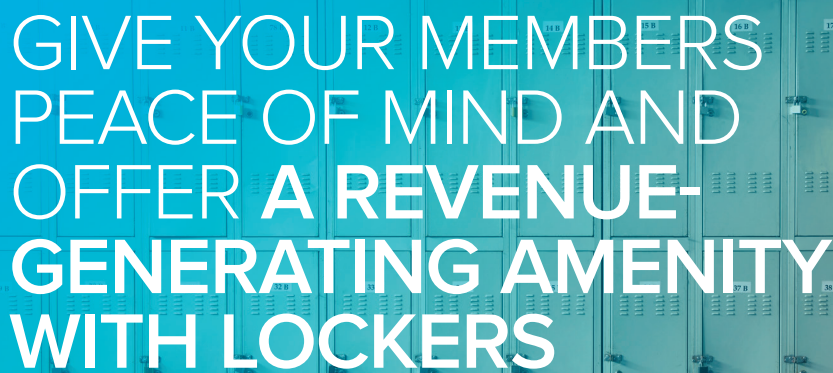
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with ACTIVE Net **Membership**

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ACTIVE network.

GIVE YOUR MEMBERS PEACE OF MIND AND OFFER **A REVENUE-GENERATING AMENITY** WITH LOCKERS

"

We're pleased with the quicker, up-to-date technology to share with our community.

Jessica Linthorne, Recreation Programs Supervisor

ACTIVE NET LOCKERS

No one thinks about gear storage unless there's a problem. Keep it that way. ACTIVE Net **Lockers** makes your locker room easier to manage and adds a new revenue-generating dimension to your facility.

Not Just Any Locker Room, *Your* Locker Room

Your specific locker room layout can be created in the system, eliminating confusion around combinations, notes, locker size and locker bank configuration.

The Easiest Part of the Visit

Staff, members and guests can be sure that locker assignments are quick and straightforward. Eliminate confusion over availability, and ensure your guests can take full use of your facility for their workouts and classes.
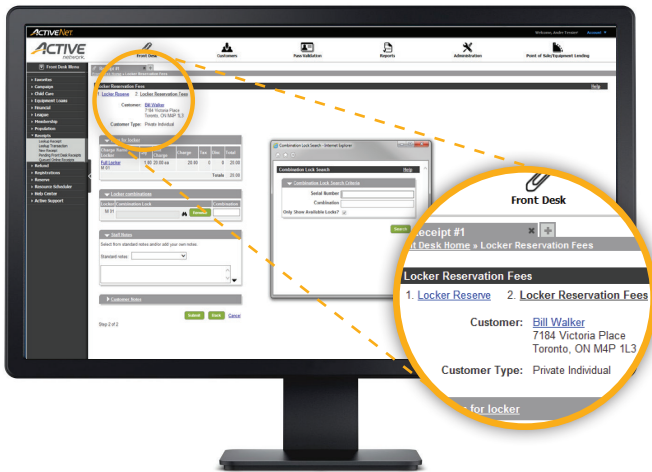
Build a Better Experience, Focus on What Matters

Members expect a lot these days. Keep your members focused on what matters - building a healthy lifestyle in a pleasant, community atmosphere.

Find out what our customers say.

ACTIVEnetwork.com/solutions/active-net/ customer-stories

ACTIVE network.

FEATURES

Fee Mangement

+ Offer flexible fees based on duration or facility

+ Track locker fees revenue separately

Reporting

+ Get at-a-glance reports of locker room assignments

+ View reports to track revenue, assignments and expirations

Locker Layouts

+ Create locker rooms

+ Define locker banks and individual lockers

+ Match your locker room layout

Graphic Interface

+ Complete configuration in an easy, graphical interface

+ Assign lockers from within the ACTIVE Net application

+ Offer participants an online visual interface for locker availability

Locker Functionality

+ Manage the locker room size

+ Manage male and female locker rooms separately

+ Assign locker rooms to specific facilities

+ Enter locker descriptions and notes

+ Find and enter combinations

Flexible Duration

+ Define different durations for hourly, daily, weekly, monthly and yearly locker rentals

+ Offer only specific durations for rentals

GET **ACTIVE**

with ACTIVE Net **Lockers**

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RUN YOUR LEAGUES WITH CONFIDENCE AND WIN BACK TIME TO FOCUS ON YOUR PARTICIPANTS

"

Rosters are my favorite feature. It's so quick, saves us time and keeps the customers happy.

Terry Kelly, Recreation Superintendent, City of Watertown, SD

ACTIVE NET LEAGUES

Take control of your season from rosters to standings. With ACTIVE Net **Leagues**, you'll be able to simplify the registration process, ensure game day runs smoothly and manage all players and teams in the cloud.

Registration Made Easy

Get more kids and adults in the game with ease and flexibility. Build teams, set schedules, and assign fields and facilities. Avoid the hassles of paperwork and the disappointment of schedule and venue conflicts.

Marketing and Communication

Keep everyone's head in the game with intuitive communication and promotion tools. Create custom lists for targeted text and emails and take advantage of the built-in features to send notifications to players, coaches and parents.

Secure Payment Processing

All league information, including names and email addresses, is kept safe with the most secure data centers in North America. Every online transaction is processed and protected with the best technology tools and talent in the industry. No other provider keeps community information this safe.

Real-Time Reporting

Keep the spirit of healthy competition alive with online views of league standings, team statistics, and game results. Allow coaches, captains, and organizers to view rosters and registrations, reducing time spent responding to inquiries.

Find out what our customers say.

http://www.activenetwork.com/solutions/active-net/customer-stories

FEATURES
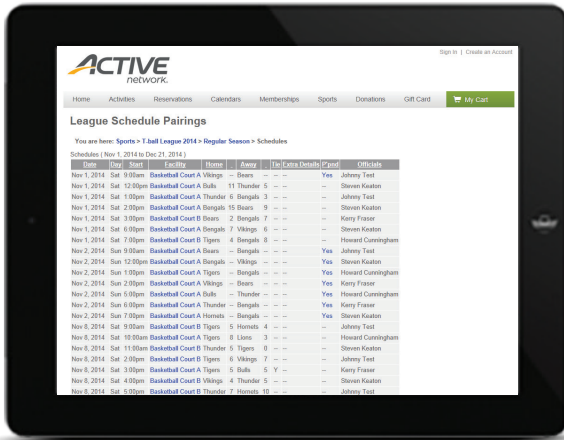
Online Registration

+ Offer your participants registration by computer, tablet, or phone

+ Automatically collect the coach, player, and team information you need

+ Process secure online transactions

+ Provide league participants and coaches 24/7 visibility with online access

+ Participants can join a team, create a team or register as a free agent conveniently from home

League Management & Scheduling

+ Create leagues online with no-play dates, season lengths, games per night and more

+ Set multiple parameters like dates, times, locations, number of games per team and maximum games per night

+ Create team accounts to be managed by captains or coaches

+ Allow players to view scheduled games, rain-out info and team standings online

Game Management

+ Swap, delete, or move games when changes occur

+ View all games for each team with home and away designations, timeslots and game sites

+ Assign referees and officials

Communication Tools

+ Keep organized lists of contacts by league, team, and officials

+ Quickly send text alerts or emails to parents/players about game cancellations or changes

Reports

+ View league standings and team statistics

+ Print rosters with the data you need to display

GET ACTIVE
with ACTIVE Net **Leagues**

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MAKE YOUR WORLD-CLASS FACILITIES SOMETHING THE COMMUNITY TALKS ABOUT

"

With ACTIVE Net we have significantly reduced staff admin time and consistently fill our open facility slots.

Susan Marek, Fitness Coordinator and Software Engineer, Chaska Community Center

ACTIVE NET FACILITY RESERVATION

Your facilities are gathering places for your community and central to your organization's bottom line. Simplify scheduling, increase facility utilization and eliminate double-bookings with ACTIVE Net **Facility Reservation.**

Painless Administration

Enhance the online experience with visual tools that allow customers to conveniently search, schedule and pay for bookings. Facility Reservation enables your staff to manage the scheduling of resources and drop-in rentals with greater ease and accuracy. Real-time updates ensure calendars and schedules are always up to date.

Online Reservations

Your time is better spent engaging your participants than in filling out and approving reservation requests. **Facility Reservation** allows customers to schedule courts, meeting rooms, picnic shelters, gyms, lockers, equipment and more. They can even search for facilities by name, type, amenities, site and geographic location. This means less time spent answering questions and more time focusing on what matters - your community.

Interactive Maps

Take the guesswork out of facility availability and eliminate mountains of paper forms and facility maps. Customers can submit reservations or requests through a custom, interactive online map of bookable facilities. The handy calendar view shows exactly what times are available, eliminating double bookings and speeding up the reservation process.

Scheduling and Reporting

Now you can easily identify over- or underutilized facilities and assets. Set scheduling calendars to view multiple facilities at once, and improve facility usage and maintenance scheduling with the Facility Utilization report.
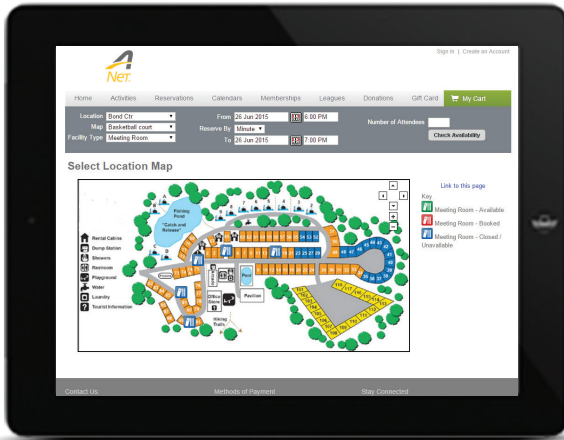
20%
Time savings in bookings management

FEATURES

Facility Waitlist

+ View and remove customers on facility waitlists

+ Confirm availability for waitlist requests

+ Receive custom alerts when a facility rental becomes available

Payment Processing

+ Track reservations, deposits, payments and refunds

+ Quickly create receipts for stand-alone, continuous or multiple bookings

Interactive Online Maps

+ Create maps for individual facility offerings

+ Customize with icons that represent your facilities (e.g. court, field, picnic shelter)

+ Customers visually see what is available and where it is located

Resource Scheduler

+ Customers and staff can easily view availability on a calendar

+ Automatically trigger custom prompts, questions, waivers and fees

+ Offer flexible scheduling for complex bookings involving multiple facilities, instructors and/or equipment

Workflow Management

+ Ensure permit details are received and approved by the correct decision maker

+ Approval stages automatically trigger review notification

GET ACTIVE

with ACTIVE Net **Facility Reservation**

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THE BEST WAY TO ENSURE YOUR EQUIPMENT AND YOUR MEMBERS KEEP COMING BACK

"

We've reduced a lot of paper. Between registration and equipment check out, we had a lot. Now we don't have any of that.

Todd Hammonds, Facility Center Supervisor, OPERS

ACTIVE NET EQUIPMENT LENDING

From tennis rackets to towels to yoga mats, **Equipment Lending** handles the gear your active community needs to make the most of their visit with you. Staff will enjoy time saved tracking and recovering equipment.

Membership Integration

Equipment Lending integrates with ACTIVE Net **Membership** to assign rentals to members, making lending a snap. You'll see a reduction in lost equipment, increased utilization of equipment, more satisfied members and a more productive staff.

Damage Fees

Let's face it. Sometimes equipment gets lost or damaged. In some cases, it may be necessary to assess fees to members responsible for the damage. **Equipment Lending** allows easy assignment of damage fees upon return of the equipment.

Reporting and Customization

Equipment Lending comes with an intuitive reporting capability and customizable layouts. Pick the fields you want in your reports and the colors you want your staff to see on their touch screens. It all adds up to better control and a better experience for members and staff.

Find out what our customers say.

ACTIVEnetwork.com/solutions/active-net/ customer-stories

FEATURES

Reporting

+ Run reports on equipment inventory

+ See which items are currently signed out

+ Review utilization for maintenance and equipment management

+ View damage fee report

Inventory Flexibility

+ Configure equipment of any type

+ Set up an unlimited number of items

User Interface Options

+ Set different button colors for different types of equipment

Damage and Loss Fees

+ Configure different fees for damages or loss

+ Assess fees for damages

+ Quickly process fees

Membership Integration

+ Integrate with **Membership** product

+ Scan membership card to assess member fees

GET ACTIVE
with ACTIVE Net **Equipment Lending**

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Become an expert marketer and increase community participation with online, offline, and mobile tools.

Use email, texting, and mailing tools to reach your audience more effectively. Work with the online marketing team and read about social media and marketing tips. Track your marketing success with easy-to-read reports.

BOOST PARTICIPATION WITH MARKETING TOOLS

Build brochures, catalogues, and newsletters with the Catalogue Export tool

Create custom lists based on age, location, history and more to improve targeting

Visit the eMarketing Center for tips, templates and one on one marketing advice

Send text messages for updates and promotions to organized lists instantaneously

Send targeted text or email campaigns with professionally designed templates

Consult with our online marketing specialists to improve your strategies

> **We have used the eMarketing Center and we like it. It has great ideas.**
> Nick Nicholson, IT Director, City of Aspen P&R Department

> **What really helped us grow our online registrations by 20% this year was optimizing out website with the help of Active's Online Service Team.**
> Lisa Sneek, Marketing Coordinator, Panorama Recreation Center

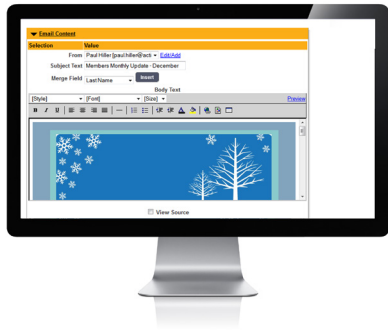Get Started With Marketing and Communication Tools Today!
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What's your ACTIVE?

COMMUNICATION TOOLS & COMPLIMENTARY MARKETING SERVICES

ACTIVE network™

List Segmentation and Targeting

Email Campaigns

eMarketing Center

Features:

LIST SEGMENTATION AND TARGETING
+ Create custom lists based on age, interests, activity history, and more
+ Assign custom prompts to activities to track customer preferences

EMAIL CAMPAIGNS
+ Use the automated list building tool to send targeted emails
+ Build text or HTML-based emails with graphically-designed templates
+ Track open and click-through rates through marketing reports

TEXT MESSAGING
+ Track phone numbers and send customized text messages to organized lists
+ Send updates about program changes or promotions to opt-in subscribers
+ Use form fields to include names and check character counts while creating the message

STANDARD MAIL CAMPAIGNS
+ Build a customer list and print labels with the easy-to-use Label Tool
+ Create letters with custom fields like first name or full name to be printed for mailing

BROCHURE CREATION AND EXPORT
+ Cut down the time it takes to build your activity guides and brochures with the Catalogue Export tool
+ Quickly export activity information including times, facilities, descriptions, and pricing
+ Select your preferred format: ASCII files (CSV) or camera ready files (RTF)
+ Quickly import the information into your graphic design program

Complimentary Marketing Services:

EMARKETING CENTER
+ Get free graphic templates for flyers, postcards, emails and web buttons
+ Get advice on how to boost online registrations and improve email subject lines

ONLINE MARKETING CONSULTATIONS
+ Receive complimentary consultations on online marketing like social media and online activity guides
+ Get a free review of your website and emails and learn best practices

Benefits:

MANAGEMENT BENEFITS
+ Increase registrations and community participation
+ Easily track results and improve campaigns with data
+ Offer more targeted programs to each customer

STAFF BENEFITS
+ Manage all types of marketing campaigns through one system
+ Save time and money on marketing expenses
+ Improve responses with targeting tools

PARTICIPANT EXPERIENCE
+ Receive important updates by text and email
+ Get offers and marketing campaigns based on what you enjoy
+ Find out about programs before they sell out

Get Started With Marketing and Communication Tools Today!

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WHAT'S YOUR *ACTIVE?*