



**PURCHASING DEPARTMENT
REQUEST FOR PROPOSAL**

22-012 DESCRIPTION

**BIDS DUE MONDAY, FEBRUARY 28, 2022
BY 2:00 P.M.**

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INVITATION TO BID

The City of North Richland Hills is accepting sealed bids from all interested parties for:

- Bid Number: 22-012
- Bid Type: REQUEST FOR PROPOSAL
- Bid Name:
- Bid Due Date: Monday, February 28, 2022
- Bid Due Time: 2:00 P.M. Central Standard Time
- Deadline for questions:
 - Date: Monday, February 21, 2022
 - Time: 12:00 P.M. Central Standard Time

DOCUMENTS MUST BE SUBMITTED ELECTRONICALLY VIA:

www.publicpurchase.com

No oral explanation in regards to the meaning of the specifications will be made, and no oral instructions will be given after the pre-bid meeting and before the award of the contract. Requests from interested vendors for additional information or interpretation of the information included in the specifications should be directed in writing as a question related to this bid on Public Purchase and the question will be answered on Public Purchase. All addendums will also be posted to Public Purchase. It will be the vendor's responsibility to check all information related to this bid on Public Purchase before submitting a response.

All bid responses must be turned in complete from cover page to the last page of the bid.

The City of North Richland Hills reserves the right to reject in part or in whole all bids submitted, and to waive any technicalities for the best interest of the City of North Richland Hills.

GENERAL CONDITIONS

In submitting this bid, the Bidder understands and agrees to be bound by the following terms and conditions. These terms and conditions shall become a part of the purchase order or contract and will consist of the invitation to bid, specifications, the responsive bid and the contract with attachments, together with any additional documents identified in the contract and any written change orders approved and signed by a city official with authority to do so. All shall have equal weight and be deemed a part of the entire contract. If there is a conflict between contract documents, the provision more favorable to the City shall prevail.

1. BID TIME

It shall be the responsibility of each Bidder to ensure his/her bid are submitted to the Public Purchase website on or before **2:00 P.M. Monday, February 28, 2022**. The official time shall be determined by the Public Purchase Website. The Public Purchase Website will NOT allow bid responses to be uploaded after the closing time.

All attached bid documents are to be returned completely filled out, totaled, and signed. The City of North Richland Hills will not accept any bid documents other than the attached.

2. WITHDRAWING BIDS/PROPOSALS/QUOTES

Bids may be withdrawn at any time prior to the official opening; request for non-consideration of bids must be made in writing to the Purchasing Manager and received prior to the time set for opening bids. The bidder warrants and guarantees that his/her bid has been carefully reviewed and checked and that it is in all things true and accurate and free of mistakes. Bidder agrees that a bid price may not be withdrawn or canceled by the bidder for a period of ninety (90) days following the date designated for the receipt of bids.

3. IRREGULAR BIDS/PROPOSALS/QUOTES

Bids will be considered irregular if they show any omissions, alterations of form, additions, or conditions not called for, unauthorized alternate bids, or irregularities of any kind. However, the City of North Richland Hills reserves the right to waive any irregularities and to make the award in the best interest of the City.

4. REJECTION/DISQUALIFICATION

Bidders will be disqualified and/or their bids rejected, among other reasons, for any of the specific reasons listed below:

- a) Bid received after the time set for receiving bids as stated in the advertisement;
- b) Reason for believing collusion exists among the Bidders;
- c) Bid containing unbalanced value of any item; bid offering used or reconditioned equipment;
- d) Where the bidder, sub-contractor or supplier is in litigation with the City of North Richland Hills or where such litigation is contemplated or imminent;
- e) Uncompleted work which in the judgment of the City will prevent or hinder the prompt completion of additional work, or having defaulted on a previous contract;
- f) Lack of competency as revealed by reference checks, financial statement, experience and equipment, questionnaires, or qualification statement;
- g) Bid containing special conditions, clauses, alterations, items not called for or irregularities of any kind, which in the Owner's opinion may disqualify the Bidder.

However, the City of North Richland Hills reserves the right to waive any irregularities and to make the award in the best interest of the City of North Richland Hills.

5. BID EVALUATION

Award of bid, if it be awarded, will be made to the lowest responsible bidder or may be awarded to the bidder that offers the goods and/or services at the *best value* for the City (Texas Local Government Code, 252.043). In determining the best value the City will consider the following:

- a) The purchase price; terms and discounts; delivery schedule;
- b) The reputation of the bidder and of the bidder's goods or services;
- c) The quality of the bidders' goods or services;
- d) The extent to which the bidder's goods or services meet the City specifications and needs;
- e) The bidder's past relationship with the City;
- f) Total long term cost to the city to acquire the bidder's goods or services;
- g) Any relevant criteria specifically listed in the specifications;
- h) Compliance with all State and local laws, General Conditions and Specifications;
- i) Results of testing, if required;
- j) Warranty and/or guarantee, maintenance requirements and performance data of the product requested;
- k) City's evaluation of the bidder's ability to perform to specifications.

6. AWARD OF BID

The bid award will be made within sixty (60) days after the opening of bids. No award will be made until after investigations are made as to the responsibilities of the best bidder.

The City of North Richland Hills reserves the right to award bids whole or in part when deemed to be in the best interest of the City. Bidder shall state on bid form if their bid is "all or none", otherwise it shall be considered as agreeing to this section.

Information contained in submitted bid documents shall not be available for inspection until after the award has been made by the City Council. Requests for this information must be submitted in writing.

7. ASSIGNMENT

The successful bidder may not assign his/her rights and duties under an award without the written consent of the North Richland Hills City Manager. Such consent shall not relieve the assignor of liability in the event of default by his assignee.

8. SUBSTITUTIONS/EXCEPTIONS

Exceptions/variations from the specifications may be acceptable provided such variations, in each instance, is noted and fully explained in writing and submitted with bid. NO substitutions or changes in the specifications shall be permitted after award of bid without prior written approval by the Purchasing Manager.

9. DELIVERY/ACCEPTANCE

The delivery date is an important factor of this bid and shall be considered during the evaluation process. The City considers delivery time the period elapsing from the time the order is placed until the City receives the order at the specified delivery location. All

material shall be delivered F.O.B. City of North Richland Hills to the address specified at the time of order. Acceptance by the City of North Richland Hills of any delivery shall not relieve the Contractor of any guarantee or warranty, expressed or implied, nor shall it be considered an acceptance of material not in accordance with the specifications thereby waiving the City of North Richland Hills right to request replacement of defective material or material not meeting specifications.

10. NOTICE OF DELAYS

Whenever the contractor encounters any difficulty which is delaying or threatens to delay timely performance, written notice shall immediately be given to the Purchasing Manager, stating all relevant information. Such notice shall not in any way be construed as a waiver by the City of any rights or remedies to which it is entitled by law. Delays in performance and/or completion may result in cancellation of agreement.

11. SALES TAX

The City of North Richland Hills is exempt from Federal Excise and State sales tax; therefore tax must not be added to bid.

12. TIE BIDS

In the event of a tie bid, State Law provides the bid or contract shall be awarded to the local bidder. In cases where a local bidder is not involved, tie bids shall be awarded by drawing lots at the City Council meeting, or as otherwise directed by the Mayor.

13. BRAND NAME OR EQUAL

If items are identified by a "brand name" description, such identification is intended to be descriptive, not restrictive, and is to indicate the quality and characteristics of products that will be satisfactory. As used in this clause, the term "brand name" includes identification of products by make and model.

Such products must be clearly identified in the bid as an equal product and published specifications of the equal products offered must be included with the bid reply.

Bids offering equal products will be considered for award if determined by the Purchasing Manager and the user department to be equal in all material respects to the brand name products referenced. The decision of acceptable "equal" items or variations in the specifications will solely be the City of North Richland Hills. Unless the bidder clearly indicates in his/her bid that he is offering an "equal" product, his bid shall be considered as offering the brand name product referenced in the invitation for bids.

14. REFERENCES

A minimum of three (3) references, preferably located within the Dallas/Fort Worth Metroplex, must be submitted with each bid. Company name, contact and phone number must be included with each reference.

15. PROHIBITION AGAINST PERSONAL FINANCIAL INTEREST IN CONTRACTS

No employee of the City of North Richland Hills shall have a direct or indirect financial interest in any proposed or existing contract, purchase, work, sale or service to or by the City (CMA-074, Standards of Conduct, Section IV).

16. TERMINATION/NON PERFORMANCE

Continuing non-performance of the vendor in terms of Specifications shall be a basis for the termination of the contract by the City. The City of North Richland Hills reserves the right to enforce the performance of this contract in any manner prescribed by law or deemed to be in the best interest of the City in the event of breach or default of this contract. The City reserves the right to terminate the contract immediately in the event the successful bidder fails to 1.) Meet delivery schedules or, 2.) Otherwise not perform in accordance with these specifications.

Breach of contract or default authorizes the City to award to another bidder, and/or purchase elsewhere and charge the full increase in cost and handling to the defaulting successful bidder.

The contract may be terminated by either party upon written thirty (30) days' notice prior to cancellation without cause.

17. ATTORNEYS FEES

Neither party to this contract shall be entitled to attorney fees for any matter arising under this contract, whether for additional work, breach of contract, or other claim for goods, services, or compensation. All claims for attorney's fees are hereby WAIVED.

18. INDEMNITY

City shall not be liable or responsible for, and shall be saved and held harmless by Contractor from and against any and all suits, actions, losses, damages, claims, or liability of any character, type, or description, including claims for copyright and patent infringement, and including all expenses of litigation, court costs, and attorney's fees for injury or death to any person, or injury to any property, received or sustained by any person or persons or property, arising out of, or occasioned by, directly or indirectly, the performance of Contractor under this agreement, including claims and damages arising in part from the negligence of City, without; however, waiving any governmental immunity available to the CITY under Texas law and without waiving any defenses of the parties under Texas law. The provisions of this indemnification are solely for the benefit of the parties hereto and not intended to create or grant any rights, contractual or otherwise, to any other person or entity.

It is the expressed intent of the parties to this Agreement that the indemnity provided for in this section is an indemnity extended by Contractor to indemnify and protect City from the consequences of City's own negligence, provided, however, that the indemnity provided for in this section shall apply only when the negligent act of City is a contributory cause of the resultant injury, death, or damage, and shall have no application when the negligent act of City is the sole cause of the resultant injury, death, or damage, unmixed with the legal fault of another person or entity. Contractor further agrees to defend, at its own expense, and on behalf of City and in the name of City, any claim or litigation brought in connection with any such injury, death, or damage.

The Contractor will secure and maintain Contractual Liability insurance to cover this indemnification agreement that will be primary and noncontributory as to any insurance maintained by the City for its own benefit, including self-insurance.

19. PERFORMANCE AND PAYMENT BONDS

In the event the total contract amount exceeds \$100,000, the Contractor shall be required to execute a performance bond in the amount of one hundred (100) percent of the total contract price; if the total contract amount exceeds \$50,000 the contractor shall be required to execute a payment bond in the amount of one hundred (100) percent of the total contract price, each in standard forms for this purpose, guaranteeing faithful performance of work and guaranteeing payment to all persons supply labor and materials or furnishing any equipment in the execution of the contract. It is agreed that this contract shall not be in effect until such performance and payment bonds are furnished and approved by the City of North Richland Hills. No exceptions to this provision allowed.

Unless otherwise approved in writing by the City of North Richland Hills, the surety company underwriting the bonds shall be acceptable according to the latest list of companies holding certificates of authority from the Secretary of the Treasury of the United States.

Attorneys-in-fact who sign bid bonds or contract bonds must file with each bond a certified and current copy of their power of attorney.

20. INTERLOCAL AGREEMENT

Successful bidder agrees to extend prices and terms to all entities who have entered into or will enter into joint purchasing interlocal cooperation agreements with the City of North Richland Hills.

☒ [X] Yes, we agree

☐ [] No, we do not agree

21. ELECTRONIC PROCUREMENT

The City of North Richland Hills has adopted policies and procedures complying with Local Government Code Section 252.0415, Section 271.906 and Section 2155.062. The City of North Richland Hills may receive submittals in electronic form in response to procurement requests. However, a bid that is submitted non-electronically by the due date and time will be accepted and then entered electronically by Purchasing after the bid opening.

22. COMPLIANCE WITH SB 89:

Vendor agrees per HB 89 of the 85th Texas Legislative Session, and in accordance with Chapter 2270 of the Texas Government Code, vendor has not and shall not boycott Israel at any time while providing products or services to the City of North Richland Hills.

☒ [X] Yes, we agree

☐ [] No, we do not agree

23. COMPLIANCE WITH SB 252:

Vendor agrees per SB 252 of the 85th Texas Legislative Session, and in accordance with Chapter 2252 of the Texas Government Code, vendor shall not do business with Iran, Sudan or a foreign terrorist organization while providing products or services to the City of North Richland Hills.

☒ [X] Yes, we agree

☐ [] No, we do not agree *

* By selecting no, vendor certifies that it is affirmatively excluded from the federal sanctions regime by the United States government and is not subject to the contract prohibition under Section 2252.154 of the Texas Government Code. Vendor shall provide sufficient documentation to the City of such exclusion prior to award of any contract for goods or services.

24. ETHICS AND COMPLIANCE POLICY

The City's Ethics and Compliance Policy can be found at The City of North Richland Hills Purchasing Division webpage - Or you may request a copy from the Purchasing Division. Acknowledgment - The City of North Richland Hills' Internal Ethics and Compliance Policy has been made available to me. I understand the expectations of ethical behavior and compliance with the law, and agree to adhere to the City's ethics policies.

<https://www.nrhtx.com/DocumentCenter/View/389/Code-of-Ethics---PDF?bidId>

☒ I agree

☐ I do not agree

25. DEPARTMENT OF TRANSPORTATION (TXDOT) RELATED BIDS

"The City of North Richland Hills, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award." Due care and diligence has been used in preparation of this information, and it is believed to be substantially correct. However, the responsibility for determining the full extent of the exposure and the verification of all information presented herein shall rest solely with the bidder. The City of North Richland Hills and its representatives will not be responsible for any errors or omissions in these specifications, nor for the failure on the part of the proposer to determine the full extent of the exposures.

MINIMUM INSURANCE REQUIREMENTS

Contractors performing work on City property or public right-of-way for the City of North Richland Hills shall provide the City a certificate of insurance evidencing the coverages and coverage provisions identified herein. Contractors shall provide the City evidence that all subcontractors performing work on the project have the same types and amounts of coverages as required herein or that the subcontractors are included under the contractor's policy. The City, at its own discretion, may require a certified copy of the policy.

All insurance companies and coverages must be authorized by the Texas Department of Insurance to transact business in the State of Texas and must be acceptable to the City of North Richland Hills.

The following guidelines are designed to show the most common minimum insurance requirements for standard contracts and agreements with the City. Non-standard agreements may require additional coverage and/or higher limits. Coverage Amounts required for non-standard agreements to be determined by the department and the City Manager.

General Contracts for Services:

Service work, and general maintenance agreements, etc.

- ☐ Commercial General Liability
- ☐ Automobile Liability
- ☐ Workers' Compensation & Employer's Liability
- ☐ Payment and Maintenance Bond (if applicable)

See Exhibit A for insurance language to include in general contracts for services

Professional Services:

Consultants or other professionals including: accountants, attorneys, architects, engineers, medical professionals, medical services, etc.

- ☐ Commercial General Liability
- ☐ Automobile Liability
- ☐ Workers' Compensation & Employer's Liability
- ☐ Professional Liability or equivalent Errors & Omissions (appropriate to Contractor's profession)

See Exhibit B for insurance language to include in professional services contracts

Construction:

Building contractors for construction projects.

- ☐ Commercial General Liability
- ☐ Automobile Liability
- ☐ Workers' Compensation & Employer's Liability
- ☐ Professional Liability (if applicable for design function)

- ☐ Builder's Risk (required for new or existing property under construction)
- ☐ Payment and Maintenance Bond (if applicable)

See Exhibit C for insurance language to include in construction contracts

Information Technology/Network Access Services:

For the purchasing and installation of technology-related software and equipment or contracting services that support, maintain or interact with the CITY'S technology systems.

- ☐ Commercial General Liability
- ☐ Automobile Liability
- ☐ Workers' Compensation & Employer's Liability
- ☐ Professional Liability (if applicable)
- ☐ Cyber Liability

See Exhibit D for insurance language to include in IT/network access services agreements

Standard Minimum Required Insurance Coverage

Insurance Type	Limit	Provision
Commercial General Liability	\$1,000,000 Each Occurrence \$2,000,000 Aggregate	City to be listed as additional insured and provided 30-day notice of cancellation or material change in coverage
	For Construction Projects: \$2,000,000 Each Occurrence \$4,000,000 Aggregate	
Automobile Liability	\$1,000,000 Combined Single Limit	
Workers' Compensation	Texas Statutory Requirements	Waiver of subrogation in favor of City
Employer's Liability	\$500,000 injury - each accident \$500,000 disease - each employee \$500,000 disease - policy limit	
Professional Liability (or equivalent Errors & Omissions coverage appropriate to the Contractor's profession)	\$1,000,000 Each Occurrence	
Builder's Risk (required for new or existing property under construction)	100% Value	
Cyber Liability	\$1,000,000 Each Occurrence	
Payment/Maintenance Bonds	In accordance with Chapter 2253 of the Texas Government Code	

EXHIBIT A

GENERAL CONTRACTS FOR SERVICES

For the duration of this Agreement, CONTRACTOR shall maintain the following minimum insurance which shall protect CONTRACTOR, its subcontractors, its sub-consultants and CITY from claims for injuries, including accidental death, as well as from claims for property damage which may arise from the performance of work under this Agreement.

A. Workers' Compensation and Employer's Liability Insurance:

Workers' Compensation	Texas Statutory
Employer's Liability	\$500,000 injury - each accident
	\$500,000 disease - each employee
	\$500,000 disease - policy limit

B. Commercial General Liability:

On an "occurrence" basis, including, property damage, bodily injury, products and completed operations and personal & advertising injury with limits no less than \$1,000,000 per occurrence and \$2,000,000 aggregate.

C. Automobile Liability:

Covering any auto, or if CONTRACTOR has no owned autos, covering hired and non-owned autos with a Combined Single Limit no less than \$1,000,000 per accident for bodily injury and property damage.

Insurance limits can be met with a combination of primary and excess/umbrella coverage.

The CITY, its officers, officials and employees are to be covered as "Additional Insured" on the commercial general liability and automobile liability policies as respects liability arising out of activities performed by or on behalf of the CONTRACTOR.

A waiver of subrogation in favor of the CITY, its officers, officials and employees shall be contained in the Workers' Compensation insurance policy.

Policies of insurance shall not be cancelled non-renewed, terminated, or materially changed unless and until thirty (30) days' notice has been given to CITY.

All insurance shall be issued by responsible insurance companies eligible to do business in the State of Texas and having an A.M. Best Financial rating of A- VI or better.

CONTRACTOR shall furnish the CITY certificates of insurance affecting coverage required. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. Certificates of Insurance must be submitted on a form approved by the Texas Department of Insurance.

Payment and Maintenance Bonds (if applicable): CONTRACTOR shall procure Payment and Maintenance Bonds as applicable and in accordance with Chapter 2253 of the Texas Government Code.

EXHIBIT B

PROFESSIONAL SERVICES

For the duration of this Agreement, CONTRACTOR shall maintain the following minimum insurance which shall protect CONTRACTOR, its subcontractors, its sub-consultants and CITY from claims for injuries, including accidental death, as well as from claims for property damage which may arise from the performance of work under this Agreement.

A. Workers' Compensation and Employer's Liability Insurance:

Workers' Compensation	Texas Statutory
Employer's Liability	\$500,000 injury - each accident
	\$500,000 disease - each employee
	\$500,000 disease - policy limit

B. Commercial General Liability:

On an "occurrence" basis, including, property damage, bodily injury, products and completed operations and personal & advertising injury with limits no less than \$1,000,000 per occurrence and \$2,000,000 aggregate.

C. Automobile Liability:

Covering any auto, or if CONTRACTOR has no owned autos, covering hired and non-owned autos with a Combined Single Limit no less than \$1,000,000 per accident for bodily injury and property damage.

D. Professional Liability (Errors and Omissions)

CONTRACTOR shall maintain Professional Liability (or equivalent) errors and omissions insurance appropriate to the CONTRACTOR'S profession, point of sale software system and support, with a limit no less than \$1,000,000 per occurrence or claim.

Insurance limits can be met with a combination of primary and excess/umbrella coverage.

The CITY, its officers, officials and employees are to be covered as "Additional Insured" on the commercial general liability and automobile liability policies as respects liability arising out of activities performed by or on behalf of the CONTRACTOR.

A waiver of subrogation in favor of the CITY, its officers, officials and employees shall be contained in the Workers' Compensation insurance policy.

Policies of insurance shall not be cancelled non-renewed, terminated, or materially changed unless and until thirty (30) days' notice has been given to CITY.

All insurance shall be issued by responsible insurance companies eligible to do business in the State of Texas and having an A.M. Best Financial rating of A- VI or better.

CONTRACTOR shall furnish the CITY certificates of insurance affecting coverage required. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. Certificates of Insurance must be submitted on a form approved by the Texas Department of Insurance.

EXHIBIT C

CONSTRUCTION

For the duration of this Agreement, CONTRACTOR shall maintain the following minimum insurance which shall protect CONTRACTOR, its subcontractors, its sub-consultants and CITY from claims for injuries, including accidental death, as well as from claims for property damage which may arise from the performance of work under this Agreement.

A. Workers' Compensation and Employer's Liability Insurance:

Workers' Compensation	Texas Statutory
Employer's Liability	\$500,000 injury - each accident
	\$500,000 disease - each employee
	\$500,000 disease - policy limit

B. Commercial General Liability:

On an "occurrence" basis, including, property damage, bodily injury, products and completed operations and personal & advertising injury with limits no less than \$2,000,000 per occurrence and \$4,000,000 aggregate.

C. Automobile Liability:

Covering any auto, or if CONTRACTOR has no owned autos, covering hired and non-owned autos with a Combined Single Limit no less than \$1,000,000 per accident for bodily injury and property damage.

D. Professional Liability (if contract involves design work)

CONTRACTOR shall maintain Professional Liability (or equivalent) errors and omissions insurance appropriate to the CONTRACTOR'S profession, with a limit no less than \$1,000,000 per occurrence or claim

E. Builder's Risk

CONTRACTOR shall maintain Builder's Risk Insurance providing All-Risk (Special Perils) coverage in an amount equal to one hundred percent (100%) of the completed value of the project in question and no coinsurance penalty provisions. The policy shall list the CITY as loss payee as their interests may appear.

Insurance limits can be met with a combination of primary and excess/umbrella coverage.

The CITY, its officers, officials and employees are to be covered as "Additional Insured" on the commercial general liability and automobile liability policies as respects liability arising out of activities performed by or on behalf of the CONTRACTOR.

A waiver of subrogation in favor of the CITY, its officers, officials and employees shall be contained in the Workers' Compensation insurance policy.

Policies of insurance shall not be cancelled non-renewed, terminated, or materially changed unless and until thirty (30) days' notice has been given to CITY.

All insurance shall be issued by responsible insurance companies eligible to do business in the State of Texas and having an A.M. Best Financial rating of A- VI or better.

CONTRACTOR shall furnish the CITY certificates of insurance affecting coverage required. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. Certificates of Insurance must be submitted on a form approved by the Texas Department of Insurance.

Payment and Maintenance Bonds (if applicable): CONTRACTOR shall procure Payment and Maintenance Bonds as applicable and in accordance with Chapter 2253 of the Texas Government Code.

EXHIBIT D

INFORMATION TECHNOLOGY/NETWORK ACCESS SERVICES

For the duration of this Agreement, CONTRACTOR shall maintain the following minimum insurance which shall protect CONTRACTOR, its subcontractors, its sub-consultants and CITY from claims for injuries, including accidental death, as well as from claims for property damage which may arise from the performance of work under this Agreement.

A. Workers' Compensation and Employer's Liability Insurance:

Workers' Compensation	Texas Statutory
Employer's Liability	\$500,000 injury - each accident
	\$500,000 disease - each employee
	\$500,000 disease - policy limit

B. Commercial General Liability:

On an "occurrence" basis, including, property damage, bodily injury, products and completed operations and personal & advertising injury with limits no less than \$1,000,000 per occurrence and \$2,000,000 aggregate.

C. Automobile Liability:

Covering any auto, or if CONTRACTOR has no owned autos, covering hired and non-owned autos with a Combined Single Limit no less than \$1,000,000 per accident for bodily injury and property damage.

D. Professional Liability (Errors and Omissions)

If appropriate for CONTRACTOR'S work, CONTRACTOR shall maintain Professional Liability (or equivalent) errors and omissions insurance appropriate to the CONTRACTOR'S profession, with a limit no less than \$1,000,000 per occurrence or claim.

E. Cyber Liability

CONTRACTOR shall maintain cyber liability (or equivalent) insurance. Such insurance shall provide limits of no less than \$1,000,000 per occurrence. Coverage shall be sufficiently broad to respond to the duties and obligations as undertaken by the CONTRACTOR.

Insurance limits can be met with a combination of primary and excess/umbrella coverage.

The CITY, its officers, officials and employees are to be covered as "Additional Insured" on the commercial general liability and automobile liability policies as respects liability arising out of activities performed by or on behalf of the CONTRACTOR.

A waiver of subrogation in favor of the CITY, its officers, officials and employees shall be contained in the Workers' Compensation insurance policy.

Policies of insurance shall not be cancelled non-renewed, terminated, or materially changed unless and until thirty (30) days' notice has been given to CITY.

All insurance shall be issued by responsible insurance companies eligible to do business in the State of Texas and having an A.M. Best Financial rating of A- VI or better.

CONTRACTOR shall furnish the CITY certificates of insurance affecting coverage required. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. Certificates of Insurance must be submitted on a form approved by the Texas Department of Insurance.

Other Insurance Requirements - To Be Included As Applicable

CONTRACTORS who serve or distribute liquor:

Liquor Legal Liability - CONTRACTOR shall maintain Liquor Legal Liability coverage covering the selling, serving, or furnishing of any alcoholic beverage performed by CONTRACTOR, or on its behalf. Such insurance shall provide limits of no less than \$1,000,000.00 per occurrence.

CONTRACTORS who hold long-term leases:

Property Insurance – LESSEE shall maintain Property Insurance against all risks of loss to any improvements or betterments, at full replacement cost with no coinsurance penalty provision. The CITY shall be added as a Loss Payee to the policy as interests may appear.

CONTRACTOR's whose work involves chemicals or otherwise has a pollution exposure:

Contractors' Pollution Liability (or equivalent) – CONTRACTOR shall maintain Contractors' Pollution Liability with limits no less than \$1,000,000.00 per occurrence or claim and \$2,000,000 policy aggregate.

CONTRACTORS who take possession of City or public vehicles (e.g., parking lots operators, auto repair shops):

Garage Keepers Liability (or equivalent) – CONTRACTOR shall maintain Garage Keepers Liability or equivalent coverage for applicable property while in the CONTRACTOR'S care, custody or control. Coverage must include Comprehensive and Collision coverage. Such insurance shall provide limits equal to no less than the total value of CITY or public property in the CONTRACTOR'S care, custody and control at any one time.

CONTRACTORS who own and operate unmanned aircraft (drones):

UAS Liability (or equivalent) - CONTRACTOR shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damage to property which may arise from or in connection with the ownership, maintenance or use of Unmanned Aerial Systems (Drones). Coverage must include limits no less than \$1,000,000 per occurrence and \$2,000,000 aggregate.

A PURCHASE ORDER WILL NOT BE ISSUED WITHOUT EVIDENCE OF INSURANCE.

NON-COLLUSION AFFIDAVIT OF BIDDER

State of _____Colorado_____ County of _____

_____ verifies that:

(Name) Tiffany Blair, COO, Gatemaster Technology

- (1) He/She is owner, partner, officer, representative, or agent of _____Gatemaster Technology_____, has submitted the attached bid: (Company Name)
- (2) He/She is fully informed in respect to the preparation, contents and circumstances in regard to attached bid;
- (3) Neither said bidder nor any of its officers, partners, agents or employees has in any way colluded, conspired or agreed, directly or indirectly with any other bidder, firm or person to submit a collusive or sham bid in connection with attached bid and the price or prices quoted herein are fair and proper.

SIGNATURE

PRINTED NAME

Subscribed and sworn to before me this

_____ Day of _____ 2021.

NOTARY PUBLIC in and for

_____ County, Texas.

My commission expires: _____

THIS FORM MUST BE COMPLETED, NOTARIZED AND SUBMITTED WITH BID

BID CERTIFICATION

The Undersigned, in submitting this bid, represents and certifies:

- a. He/she is fully informed regarding the preparation, contents and circumstances of the attached bid;
- b. He/she proposes to furnish all equipment/service at the prices quoted herein and bid is in strict accordance with the conditions and specifications stated herein;
- c. There will be at no time a misunderstanding as to the intent of the specifications or conditions to be overcome or pleaded after the bids are opened;
- d. He/she is an equal opportunity employer, and will not discriminate with regard to race, color, national origin, age or sex in the performance of this contract.
- e. The undersigned hereby certifies that he/she has read, understands and agrees that acceptance by the City of North Richland Hills of the bidder's offer by issuance of a purchase order will create a binding contract. Further, he/she agrees to fully comply with documentary forms herewith made a part of this specific procurement.

COMPANY: _____ Gatemaster Technology _____

ADDRESS: 5610 Ward Road, Suite 300 ___Arvada, CO

80002 _____ CITY, STATE & ZIP:

TELEPHONE: 720 927 7554 _____

FAX _____

EMAIL: _____

SIGNATURE: _____

PRINTED NAME: _____lbirkner@gatemaster.com_____

DATE: _____2/27/2022_____

COMPLIANCE WITH HOUSE BILL 1295

In 2015, the Texas Legislature adopted [House Bill 1295](#), which added section 2252.908 of the Government Code. The law states that a governmental entity may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties to the governmental entity at the time the business entity submits the signed contract to the governmental entity.

The law applies only to a contract of a governmental entity that either (1) requires an action or vote by the governing body of the entity or agency before the contract may be signed or (2) has a value of at least \$1 million. The disclosure requirement applies to a contract entered into on or after January 1, 2016.

The Texas Ethics Commission has adopted rules necessary to implement the law, prescribed the disclosure of interested parties form, and posted a copy of the form on the commission's website.

Filing Process:

The commission has made available on its website a new filing application that must be used to file Form 1295. A business entity must:

- 1) Use the application to enter the required information on Form 1295,
- 2) Print a copy of the completed form, which will include a certification of filing that will contain a unique certification number.
- 3) Contract Number should be the Bid/RFP Number and Bid Title.
- 4) Sign the printed copy of the form (an authorized agent of the business entity must sign),
- 5) Either include your personal information or have the form notarized,
- 6) File the completed Form 1295 with the certification of filing with the governmental body with which the business entity is entering into the contract.

The governmental entity must notify the commission, using the commission's filing application, of the receipt of the filed Form 1295 with the certification of filing not later than the 30th day after the date the contract binds all parties to the contract. The commission will post the completed Form 1295 to its website within seven business days after receiving notice from the governmental entity.

Information regarding how to use the filing application may be found at https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm.

FOR DISADVANTAGED BUSINESS ENTERPRISES ONLY

Disadvantaged Business Enterprises (DBE) are encouraged to participate in the City of North Richland Hills bid process. Representatives from DBE Companies should identify themselves as such and submit a copy of their Certification.

The City of North Richland Hills recognizes the certifications of both the State of Texas Building and Procurement Commission HUB Program and the North Central Texas Regional Certification Agency. All companies seeking information concerning DBE certification are urged to contact:

**Texas Building and Procurement Commission
Statewide HUB Program**

1711 San Jacinto Blvd., Austin TX 78701-1416

P O Box 13186, Austin, TX 78711-3186

(512) 463-5872

<http://www.window.state.tx.us/procurement/prog/hub/hub-certification/>

North Central Texas

Regional Certification Agency

624 Six Flags Drive, Suite 216

Arlington, Texas 76011

(817) 640-0606

<http://www.nctrca.org/certification.html>

If your company is already certified, attach a copy of your certification to this form and return as part of your packet.

Company Names: _____

Representative: _____

Address: _____

City, State, Zip: _____

Telephone No. _____ **Fax No.** _____

Email address: _____

INDICATE ALL THAT APPLY:

_____ **Minority-Owned Business Enterprise**

_____ **Women-Owned Business Enterprise**

_____ **Disadvantaged Business Enterprise**

CONFLICT OF INTEREST QUESTIONNAIRE

Pursuant to Chapter 176 of the Texas Local Government Code, a person, or agent of a person, who contracts or seeks to contract for the sale or purchase of property, goods, or services with the City of North Richland Hills must file a completed conflict of interest questionnaire. The conflict of interest questionnaire must be filed with the City Secretary of the City of North Richland Hills no later than the seventh business day after the person or agent begins contract discussions or negotiations with the City of North Richland Hills or submits to the City of North Richland Hills an application, response to a request for proposal or bid, correspondence, or another writing related to a potential agreement with the City of North Richland Hills. An updated conflict of interest questionnaire must be filed in accordance with Chapter 176 of the Local Government Code. An offense under Chapter 176 is a Class C misdemeanor.

The Conflict of Interest Questionnaire is included as part of this document and can be found at:

<https://www.ethics.state.tx.us/data/forms/conflict/CIQ.pdf>

CONFLICT OF INTEREST QUESTIONNAIRE
For vendor doing business with local governmental entity

FORM CIQ

<p>This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.</p> <p>This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).</p> <p>By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.</p> <p>A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.</p>	<p>OFFICE USE ONLY</p> <hr/> <p>Date Received</p>
<p>1 Name of vendor who has a business relationship with local governmental entity.</p> <p style="text-align: center; font-size: 1.2em;">Gatemaster Technology</p>	
<p>2 <input type="checkbox"/> Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)</p>	
<p>3 Name of local government officer about whom the information is being disclosed.</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">Name of Officer</p>	
<p>4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.</p> <p style="margin-top: 20px;">A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </p> <p style="margin-top: 10px;">B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </p>	
<p>5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.</p>	
<p>6 <input type="checkbox"/> Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).</p>	
<p>7</p> <div style="display: flex; justify-content: space-between; align-items: flex-end;"> <div style="text-align: center;"> <p style="font-size: 1.5em; font-family: cursive;">Tiffany Blair</p> <p>_____ Signature of vendor doing business with the governmental entity</p> </div> <div style="text-align: center;"> <p>2/27/2022</p> <p>_____ Date</p> </div> </div>	

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):

- (a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

- (2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that

- (i) a contract between the local governmental entity and vendor has been executed;
- or
- (ii) the local governmental entity is considering entering into a contract with the vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:

- (i) a contract between the local governmental entity and vendor has been executed; or
- (ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)

- (a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

- (1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);
- (2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or
- (3) has a family relationship with a local government officer of that local governmental entity.

- (a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

- (1) the date that the vendor:

- (A) begins discussions or negotiations to enter into a contract with the local governmental entity; or
- (B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

- (2) the date the vendor becomes aware:

- (A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);
- (B) that the vendor has given one or more gifts described by Subsection (a); or
- (C) of a family relationship with a local government officer.

CONTRACT CHANGES GRID

The Contractor has the obligation to review all documents that make up the contract documents in their entirety and include any objections or requests for modifications to the Terms and Conditions, or any of the Contract Documents, in the Contract Changes Grid included with the Notice to Bidders. No changes or modifications will be made to the contract documents unless such changes are set forth in the Contract Changes Grid, submitted to the City along with the Contractor's proposal, and agreed to by the City.

CONTRACT CHANGES GRID

Proposed Contractor/Bidder _____ ("Contractor" or "Bidder"), submits the following modifications to the City's Standard _____ ("Agreement") requesting changes to such provisions be accepted by the City and incorporated into the Agreement. Contractor understands and acknowledges that the City is under no obligation to accept the modification(s) proposed by Contractor; however, the City agrees to negotiate in good faith in consideration of Contractor's request, subject to legal requirements, City policies and advice of the City Attorney.

Section / Page	Term, Condition or Specification	Exception/Proposed Modification	Disposition (For City of NRH Use Only)
			City Response: ____ Accepted ____ Not Accepted ____ Modified

CONFIDENTIALITY OF PROPRIETARY INFORMATION

During the evaluation process of this RFP, to the extent permitted by law, the City of North Richland Hills will maintain all contents of the Proposers' responses and discussions related to the Proposers' proposals as confidential. The City will treat all proposals as confidential until negotiations are completed, the successful Proposer has been selected, and a contract has been awarded. During the evaluation process, the City intends to disseminate information submitted by all Proposers to selected staff, any consultants employed by the City, and the evaluation committee, as the City deems appropriate in its sole discretion. Such staff, consultants, and committee members shall maintain the Proposers' information as confidential to the extent permitted by law. All materials submitted in response to this RFP shall become the property of the City of North Richland Hills and will not be returned. After a Proposer is selected and the contract is awarded, all submissions shall be subject to release in accordance with Texas Government Code Chapter 552, the Texas Public Information Act (the "Act").

If a Proposer does not desire proprietary information in the proposal to be disclosed, it is required to identify all proprietary information in the proposal prior to submission of the proposal to the City. The identification shall be done by individually marking each page with the words "Proprietary Information" on which such proprietary information is found. If the Proposer fails to identify such information as proprietary, the Proposer agrees by submission of its proposal that those sections shall be deemed non-proprietary and made available to the public upon request as authorized by law upon completion of the RFP process and award of contract.

Proposers are advised that the City, to the extent permitted by law, will protect the confidentiality of their proposals. Proposers shall consider the implications of the Act, particularly after the RFP process has ceased and a contract has been awarded. If a public information request is made for a Proposer's response following award of a contract, proprietary information submitted in an RFP process may only be withheld from public disclosure pursuant to Section 552.1101 of the Act. A determination as to whether Section 552.1101 applies will not be decided by the City of North Richland Hills, but by the Office of the Attorney General of the State of Texas. In the event a request for public information is made, the City will notify the Proposer, and the Proposer is required to request an opinion as to the confidentiality and proprietary nature of the information from the Attorney General pursuant to Section 552.305 of the Act. The City is not authorized to make the request on the Proposer's behalf.

SPECIFICATIONS

PROJECT SCOPE

The City of North Richland Hills, Texas (NRH) is seeking qualified Vendors to replace an existing computer software point-of-sale (POS) system operating at the NRH₂O Family Water Park (NRH₂O). The specific needs and requirement for this “turn-key” Request For Proposals (RFP) is outlined herein.

OVERVIEW – CITY OF NORTH RICHLAND HILLS, TEXAS

The City of North Richland Hills (NRH) which is located northeast of Fort Worth in the Dallas/Fort Worth Metroplex was incorporated in 1953 and has a Council/Manager form of government. Additional information is available at City Hall or can be obtained from the City’s website at www.nrhtx.com. NRH₂O was the first municipally owned water park in the state of Texas. The website for NRH₂O is www.nrh2o.com.

OVERVIEW – NRH₂O FAMILY WATER PARK

NRH₂O Family Water Park, located in North Richland Hills, Texas, was established in 1995 as the first municipally owned water park in Texas. Entering its twenty-seventh year of operation, the park remains a popular attraction in the Dallas/Fort Worth area. The 17- acre water park includes 22 waterslides, the world's largest uphill water coaster, the area's largest interactive water playground, a children's area, wave pool, endless river, and a “tween” area featuring a “lagoon” style pool and sand volleyball court. Support facilities include pavilions, sun decks, forest seating areas, a group entry gate, first aid station, restroom/shower facilities, a locker rental area, an ice cream shop, gift shop, front gate area and one main concessions area with two satellite concessions areas. NRH₂O is known in the Metroplex for its safe, friendly, clean environment and competitive prices.

In 2021, NRH₂O’s attendance was over 190,000. NRH₂O traditionally opens the week before Memorial Day and closes after Labor Day. Eighty percent of guests live in the Dallas/Fort Worth area, while the other twenty percent of attendance is comprised of tourists.

NRH₂O currently has three main ticket sales windows at the park. There is an additional outlet located inside an office where season passes, group sales and birthday parties are sold. Group Sales has a satellite location at the Group Gate where ticket sales and basic information would need to be available. Finally, there is a sales location located on the Group Sales Representative's office computer where sales are booked, processed, and invoiced.

Currently, there are 32 point-of-sale (POS) locations in varying areas throughout the facility. The POS locations include Food Pavilion, Concessions, Gift Shop, Ice Cream Shop, and the satellite food locations. There are eight back office computers that run the various sales and attendance reports concurrently. These workstations run typical business applications such as Microsoft Office and Tyler-Munis the City’s Enterprise Resource Planning System.

NRH₂O EXISTING TECHNOLOGY

NRH₂O currently uses Centaman Systems Point-Of-Sale (POS) software.

NRH EXISTING NETWORK INFRASTRUCTURE

The existing NRH₂O network infrastructure consists of all Cat5e cabling and TCP/IP network topology. All of the POS machines and administrative computers are connected to the POS server via Ethernet. The local area network at NRH₂O connects via single mode fiber to the backbone of the city's network. This connection provides connectivity back to City Hall for access to the internet, email, and other utilized network resources. This network platform is consistent with the standards set by NRH's Information Technology Department.

GOALS FOR SYSTEM REPLACEMENT

NRH₂O has the following requirements and goals for system replacement:

1. Overall necessary requirements and goals
 - a. Admissions
 - i. Provide an efficient, up to date POS system that allows for various ticket and season pass sales in person and online as well as a streamlined entry process into the water park for all guests.
 - ii. Provide internet sales modules to allow purchase and renewal of season passes, general admission tickets, purchase of group tickets at discounted rates only available to select groups, and rental reservations of seating areas of a fixed quantity.
 - b. Online and Mobile
 - i. Provide on-park mobile ordering functionality and enhance and support online/mobile functionality throughout all departments: ticketing, season passes, food purchases, and merchandise.
 - c. Revenue (F&B, Merchandise)
 - i. Increase capabilities at park entry and within park through alternative sales venues (kiosks, portable sales terminals) for ordering tickets, passes, food and merchandise.
 - ii. Provide robust inventory tracking for all park retail goods sold including ordering, receiving and inventory low/high quantities alerts.
 - iii. Provide a recipe based inventory system for food and beverage items as well as provide an inventory system for merchandise items.
 - d. Reporting
 - i. Provide robust and timely reporting for real time data analysis and integration uploads into Tyler-Munis.
 - ii. General reports included with ability to customize individual reports.
 - e. Miscellaneous/Overall System
 - i. Provide a POS system with the capability to handle between 32-40 terminals/kiosks throughout the facility with the option to add more as needed.
 - ii. Access to support in 24/7/365.
 - iii. Provide a POS system that lowers the overall staff time necessary to maintain/troubleshoot the system.

- iv. Provide an overall POS system that is designed for the amusement/water park industry and keeps up with the latest trends and technology.
- 2. Desired requirements and goals
 - a. Admissions
 - i. Incorporate dynamic pricing capabilities in daily ticket sales as well as rental locations in order to maximize revenue throughout the park, preferably done by the vendor.
 - ii. Incorporate “bands” or some other technology that allows season pass holders to move away from the use of season pass cards.
 - iii. Respond to consumer expectations of cashless transaction capabilities.
 - b. Online and Mobile
 - i. Provide an online/mobile reservation system for seating areas, birthday parties and park entry.
 - c. Reporting
 - i. Provide a guest loyalty program.
 - ii. Provide guest demographic information with an emphasis on season pass holders.
- 3. Future requirements and goals
 - a. Reporting
 - i. Provide a way to track individual purchases of guests both in the facility and online.
 - ii. Access to data stored in tables with accompanying field directory for use in creation of reports.

TURN-KEY REQUIREMENT

The successful Vendor will be responsible for providing the City of North Richland Hills and NRH₂O with a complete “turn-key” installed product. For the purposes of this RFP, the basic definition of “turn-key” will mean that the successful Vendor will be responsible for providing software, training, shipping, installation, preparation, setup, testing, integration and/or interfaces to existing systems, data conversion, documentation and other services necessary for the successful installation of a fully functional electronic computer system that satisfies the requirements stated, as a minimum, outlined within this RFP.

The successful Vendor will make every effort to utilize existing hardware and software, as well as all data currently in place that is compatible and usable with the system provided as “turn-key” in order to reduce the total cost of the project.

Omissions of essential or necessary items by the successful Vendor will result in the Vendor providing the omitted item(s) at no cost to NRH as part of the “turn-key” system. Optional equipment should be listed as such.

TIME CONSIDERATIONS

The successful Vendor must understand that the time allotted or “window of opportunity” for this project is very small; therefore, the project must remain on schedule as part of the “turn-key” requirement. The entire system proposed must be fully functional and operational, in a production environment no later than December 1, 2022. All water park staff must also be fully trained by this time. NRH believes this goal is attainable. System modules or specific functionality of certain software features, like Season Pass sales is preferred to be functional and operational by December 1, 2021. Vendor must work closely with NRH₂O and City of North Richland Hills to develop realistic yet operational timeline for implementation.

RIGHTS OF NRH

NRH considers this acquisition a high-technology procurement; therefore, the final selection and award of any potential contract will be made to the responsible Responder whose proposal is determined to be the most advantageous to NRH, taking into consideration the relative importance of net cost and other evaluative factors. NRH reserves the right to negotiate any and all parts of any proposal received, reject any and all proposals and/or accept selected components of any proposal received. NRH may also wish to negotiate a best and final offer.

GENERAL INSTRUCTIONS TO RESPONDER

- Responder must respond to all items requested or submit a “NO BID”. Failure to respond to all items may result in disqualification.
- Responder shall respond to questions or statements in the order stated.
- Any omissions from the specifications shall not relieve the Responder of the responsibility to furnish the necessary information and all costs required. The successful Vendor will absorb any and all hidden costs.
- Only new equipment that includes an OEM warranty will be considered, if needed. Used or refurbished equipment is not acceptable. New equipment will be considered as equipment that has been on the market for less than 120 days.
- All items furnished will carry the standard nationally advertised warranty, a description of which shall be included in the proposal. Include extended warranties, if applicable.
- Comprehensive User and System documentation must be provided with the system. The vendor is to indicate how the documentation is available such as 1) on-line in a help menu 2) in paper format, 3) CD/DVD 4) Internet or 5) other.
- The RFP submitted shall be firm for a period of 120 days from the official proposal opening date.
- Vendor to provide a complete list of customers who use the product being proposed. List to include company name, address, phone number and contact person.
- **Finalists will be required to demo their software for the NRH POS RFP Evaluation Committee.** This demo can be conducted via the web, if necessary. NRH reserves the right to conduct a “site visit” where the actual software proposed is in operation.
- Respondent is asked not to include additional software that is not needed for this proposal. Example: payroll.
- Respondent to identify any recent mergers or acquisitions within the past three (3) years.
- Respondent to provide information on any “User Groups”. If “User Group” is available, please provide contact information.

- Respondent to provide information regarding who owns the company, who the major shareholders are, who the major debtors are and include a detailed statement of financial stability.
- Respondent to provide a history of all software versions or release numbers for the life of the product proposed.
- The total system proposed shall meet all OSHA standards, FCC requirements as well as federal and state of Texas requirements. The successful respondent shall be responsible for including all items required by OSHA, the FCC, the federal government and State of Texas law, even though items may not be included in the specifications.
- The Respondent is to provide, as a part of this proposal, one (1) copy of each report that comes standard as a part of this system proposed.
- If special maintenance and/or diagnostic tools are required to repair or replace parts or components of the system proposed, include a list of these items and their cost. If none are required, are included or covered elsewhere, indicate such.
- Contact with NRH must only be made to the person listed on the proposal as official NRH contact person(s). Contact by a Vendor to any NRH employee or elected official other than an official contact person may disqualify the Vendor's proposal. It is also recommended that contact from NRH be directed to a single point-of-contact for the Vendor as well; the Vendor contact person should be clearly identified in the proposal. All forms of contact should be made thru the Purchasing Department.

CONSIDERATION OF PROPOSALS

This is a high-technology procurement utilizing the Request for Proposal process. Information contained in the submitted proposals shall not be available for inspection until after the contract award has been made by the City Council. Information clearly identified by the proposer, as trade secret or proprietary information shall be kept confidential. NRH may enter into negotiations with as many Vendors as have submitted feasible proposals in order to arrive at the best possible proposal. This is a negotiated procurement and contract award does not have to be made for the lowest proposal, but rather for the most responsive proposal satisfying the City's needs.

Until final award of contract, NRH reserves the right to reject any or all proposals, waive technicalities, and to re-advertise for new proposals, or proceed to do the work otherwise in the best interest of NRH.

DELIVERY / ACCEPTANCE

The delivery date is an important factor of this proposal and shall be considered during the evaluation process. The City considers delivery time the period elapsing from the time the order is placed until the City receives the order at the specified delivery location.

GENERAL WARRANTY REQUIREMENTS

The successful Vendor will warrant their total "turn-key" system for a period of one (1) year after final acceptance. NRH will not incur any maintenance charges during the warranty period. After the warranty period has expired, the system will then move to the agreed upon maintenance agreement whereby charges for maintenance are expected. Vendor is asked to include a copy of their general warranty as a part of their proposal.

EXISTING OR PREVIOUS VENDOR LITIGATION

Vendor will provide information on whether or not the Vendor is involved in existing or previous litigation concerning any product being offered as part of this RFP.

CRITERIA USED FOR EVALUATIVE PURPOSES

The major criteria which will be used in evaluating each proposal are as follows:

- Ability of the hardware (if necessary) and software (both system and application) to meet the requirements defined within the RFP and positive responses to RFP questions;
- Total Cost of RFP: all hardware, software, training, installation, maintenance and services of the “turn-key” system;
- Simplicity of the operation of the entire system;
- Size and quality of the Vendor’s Software/Hardware Research & Development, Maintenance and Customer Services employee teams. Special emphasis placed on company’s ability to enhance the proposed application software to provide for future expansion, leading edge functionality, future technology and needs of NRH;
- Positive references and number of similar installations that can be contacted and/or visited;
- Financial stability of the Vendor;
- Maintenance quality, escalation procedures and response time to problems;
- Willingness to negotiate a contract and enter into a long-term relationship with NRH that includes the criteria as stated herein.

DATA CONVERSION

Data conversion options will be discussed with potential vendors.

PROPOSED SYSTEM

The vendor is to provide a detail description of what infrastructure is required for their system to function. This must include (but not limited to) number of virtual servers, processor, memory, network requirements and bandwidth requirements. Please provide as much detail as possible. If this is a cloud solution please provide detailed information on the requirements and backend infrastructure. Selected vendor will work closely with the City of North Richland Hills Information Technology Department to verify this to ensure a successful implementation.

DATA OWNERSHIP

The data stored in the system is owned by the City of North Richland Hills. The City of North Richland Hills may request that all data be exported in a standard format by formally requesting this in writing and the vendor must provide this within thirty (30) days of the notification.

SECURITY

The successful Vendor certifies that all systems and networking equipment that support, interact, or store City data meet physical, network and system security requirements that conform to the standards identified by the National Institute of Standards of Technology (NIST). Vendor also certifies compliance with the Payment Card Industry Data Security Standard (PCI DSS).

AUDIT TRAIL

Vendor to provide information regarding audit trails available with the system proposed.

INTERFACES REQUIRED

The successful Vendor will be required to work with the City to provide an interface to transmit financial data to the City's existing Tyler MUNIS Financial Management ERP system (MUNIS). The City utilizes the ExecuTime module in MUNIS for time, attendance, scheduling and payroll so the vendor is not required to propose a solution for this service. Should the vendor have a preferred payment solution provider, the payment data should interface with Tyler MUNIS.

INTERFACE TO TYLER MUNIS

The system should be able to send daily summary activity data in a Journal Entry as a batch file into the MUNIS system. Any refunds need to be processed as well and should be sent to the MUNIS system as an "AP"/Accounts Payable batch file for refunds.

The data must be formatted by the successful Vendor to the MUNIS requirements. Batches must remain on the Vendors system, for historical purposes, for a period of three (3) years.

Vendor shall indicate if interface has been written for previous customers.

Upload of said data to the MUNIS system will occur on a daily basis, preferable with minimal user interaction.

Vendor shall indicate the cost for interface.

The City's Finance Department will be responsible for providing the specific Chart of Accounts data required for the vendor to configure their system for interface to Tyler MUNIS. A minimum of three (3) test journals with passing performance through interface to MUNIS, as determined by the City, is required before the system can be certified for operation.

PROJECT IMPLEMENTATION PLAN (PIP)

The successful Vendor will provide a detailed Project Implementation Plan (PIP) as well as a Vendor Project Manager (VPM). The PIP will be mutually agreeable between NRH and the successful Vendor. The formation of the PIP will take place within two (2) weeks of contract signing between the successful Vendor, the VPM, the City's Information Technology Department staff, NRH₂O staff and other NRH staff as deemed necessary.

The PIP will include, as a minimum, a detailed overview of each task, the associated milestone, the person assigned (including name and phone number), time allotted, any prerequisite tasks, start/stop dates, chronological sequence and any other information or method needed to insure that all tasks are completed successfully and on time. The PIP will be entered into an agreed upon project management platform by all parties, will be updated by the VPM on a weekly basis and NRH will be given a copy of the updated project report.

MAINTENANCE CONTRACT

Vendor will provide a detailed sample maintenance contract outlining what the Vendor will provide as part of their total maintenance agreement offering.

PROBLEM AND MAINTENANCE ESCALATION PROCEDURE

Vendor is required to provide a document outlining how problems are resolved, from beginning to end. This requirement covers items handled before, during and after system acceptance. This document will show, as a minimum, how problems are handled by the Vendor's organization, prioritized, escalated and resolved. Applicable phone numbers and contact persons shall be included in this procedure.

A flowchart showing how problem and maintenance calls are handled shall be included.

The Vendor will be required to provide a current escalation list, complete with company names. This will be an inclusive list, showing employee names from the lowest level of the organization to the company President/CEO, with corresponding phone numbers, cell phone numbers, pager numbers and addresses.

SYSTEM RESPONSE TIMES

Response times from activity within the software platform will need to be accepted and judged as acceptable from NRH staff. This response time will be judged and based upon a mutually agreed upon time period between the Vendor and NRH. The Vendor should be able to guarantee an adequate response time.

This requirement is for the life of the contract with the successful Vendor. If, after the system is installed, the response time is judged as unacceptable, it will be the responsibility of the Vendor to work with NRH staff to make the necessary adjustments/enhancements to the system and software, at their own expense, correcting the problem for the life of the contract.

ON-SITE "CASH" TRANSACTION RESPONSE TIMES

This is a critical component of the system and the successful Vendor must guarantee response times for this area.

ON-SITE "CREDIT CARD" TRANSACTION RESPONSE TIMES

This is a critical component of the system and the successful Vendor must guarantee response times for this area.

SEASON PASSES

The system must have the ability to offer a season pass. The season pass should be able to be purchased either on-line via the Internet using a credit card transaction or on-site using cash, check or credit card.

The season pass must provide for bar code scanning and additional technologies including magstripe, RFID, biometrics, etc. and have a picture of the customer on the season pass. A description of this process is required as part of this RFP.

The entire process for creating, photo capture, printing, as well as the financial transaction for the season pass, should not take more than five (5) minutes per transaction.

SOFTWARE PROBLEM NOTIFICATION AND CALL LOGGING

The successful Vendor is required to keep records of support to include logs of times/dates when problems are reported, corrected and resolved during the life of the contract.

If the Vendor requires a significant software enhancement that will require additional hardware to be purchased by NRH, the Vendor is required to give timely notice of enhancement and additional hardware needed.

FIVE YEAR COST SUMMARY

Vendor is to provide a quote as well as a spreadsheet or table depicting a five (5) year cost summary, beginning from contract signing to the end of the 5-year period, depicting what NRH can expect to pay the successful VENDOR over the 5-year period. This information is critical in determining the selection process and also necessary for NRH budgeting purposes.

EXCEPTIONS TO THE RFP

An exhibit is provided for any Exceptions the vendor has to the RFP. VENDOR is asked to be as detailed as possible regarding the exception, noting the topic heading and page number for the exception.

QUESTIONNAIRE MATRIX

Vendor is asked to complete the following questionnaire matrix. Failure to complete the questionnaire will result in a “no evaluation” of your response to this RFP.

RESPONSE TO SPECIFICATIONS

Vendors must respond to every functional, technical, and performance requirement requested below and submit with proposal.

S-STANDARD - Vendor can comply with the specification. Feature, function, product, or service is available as requested and is fully operational using the version proposed

C-CUSTOMIZE - Feature, function, product, or service is not a standard feature but require customization to meet the specification.

U-UNAVAILABLE - Vendor cannot comply with the specification. Feature, function, product, or service is not available.

Please complete the following matrix on the system you have proposed.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
ADMISSIONS QUESTIONS		
Is the system capable of selling single use admission tickets/season passes?	Standard	Yes, including sales from the webstore (e-commerce) and any POS at the facility.
Is the system capable of selling multi-day/use admission tickets/season passes?	Standard	Yes, including sales from the webstore (e-commerce) and any POS at the facility.
Is the system capable of selling admission tickets/season passes as packages, allowing revenue to be allocated to various GL accounts?	Standard	Yes, including sales from the webstore (e-commerce) and any POS at the facility. Packages can also include food & beverage, retail items, rentals, etc.
Is the system capable of applying discounts to packages?	Standard	Yes, discounts can be applied at the webstore or POS.
Is the system capable of selling single use admission tickets/season passes online?	Standard	Yes, Online and at the POS as necessary.
Is the system capable of selling multi-day/use admission tickets/season passes online?	standard	Yes, NRH can determine to provide for any multiple days during the season or scheduled calendar day(s).
Is the system capable of selling admission tickets/season passes as packages, allowing revenue to be allocated to various GL accounts online?	Standard	Packages can also include food & beverage (souvenir cup, meal voucher, etc) retail and/or rentals.
Is the system capable of applying discounts to packages online?	Standard	
Is the system capable of selling packages with admission tickets/season passes and maintaining in real time the information of the items/value on the admission tickets/season passes?	Standard	Gatemaster 's database is updated immediately providing information for reporting, at the POS and Ecommerce in real time.
Is the system capable of deducting portions of packages tied, as used, to admission tickets/season passes from any retail, food and beverage, or other outlets in real time while maintaining a log?	Standard	Redemption of items or entry is one of the many features Gatemaster offers that will allow NRH to monitor E Commerce, POS, Access Control, Deliverables in-real time and documenting with robust reporting.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Is the system capable of looking up ticket/season pass holder information and product/sales history at any time from any terminal, including items from admission ticket/season pass packages?	Standard	Yes, and for any date range. Also, account holders (i.e., any online purchaser or season pass holder) can reference directly with their account portal from your website. Administrators can reference from any location (even at another site) by logging into the system. No "back office" licenses required. Unlimited admins are included.
Is the system capable of restricting admission ticket/season pass holder information to selected staff (i.e. address, phone number, etc.)?	Standard	Work groups and security levels are determined by NRH.
Is the system capable of selling up to 500 general admission walk-up tickets per terminal, per hour?	Standard	Yes, no limitation of items sold. The GM user interface for cashiers is specially formatted to create the most efficient transaction.
Is the system capable of online, real time credit card authorization and processing for up to 40 active terminals with credit card swipes on POS terminals?	Standard	Yes, GM has no limitation to the number of terminals and online sales capabilities.
Is the system design/operation intuitive? Can operators perform activities by following on-screen directions, requesting help, responding to prompts, and/or pressing understandable function keys?	Standard	Yes, the user interface for cashiers is created for efficiency and intuitive transaction creation. Step by step selections and in desired order requires cashiers to complete transactions appropriately. Messaging to assigned leadership is available directly from the POS screen for discrete and efficient communication.
Can fields be edited during data entry, such as while entering season pass information?	Standard	Yes, from the POS or while the guest is entering their own information via the web store as desired.
Is the system capable of loading money on to admission tickets/season passes for in-park use from any in-park terminal using various forms of payment?	Standard	Yes, as well as associating responsible "billing" parties in the group or available to individuals.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Is the system capable of loading money on to admission tickets/season passes for in-park use from online using various forms of payment?	Standard	Guest accounts (no matter the admission type) can also be grouped together (i.e. family members).
Is the system capable of allowing guests purchasing admission tickets/season passes online to upload customized information, including picture?	Standard	GM is proud to be one of the first to release the features of photo-upload in 2013. Since that time we have monitored and adjusted to be the most innovative in this area, reducing "processing" times, labor costs, card and printing costs. GM also provides customizable data
Is the system capable of allowing guests purchasing admission tickets online to print a ticket that scans at the front gate thus invalidating the ticket for future use?	Standard	collection determined by NRH. Yes, print at home, save digital ticket/pass to digital wallet on Mobil device, print at park, and more options for scan-able tickets. Use one option or mix-n-match.
Does the system allow ticket stations to scan bar code tickets for the purpose of confirming, validating, and reporting visitor or membership admissions?	Standard	Yes, including associating items (i.e. photo, dob, height, weight) as desired and customized alerts or prompts.
Does the system allow ticket/pass sales with or without establishing or updating customer account/information?	Standard	.
Does the system allow the ability to rapidly look-up or create a customer account?	Standard	Yes, GM is built for efficiency so that your guest can easily navigate creating their own account and/or your team can focus on great guest services. Guest account items reside on one screen for easy access.
Is the system capable of allowing guests purchasing season passes online to print a temporary season pass with an expiration date?	Standard	
Is the system capable of setting up a print queue to print season passes upon online purchase?	Standard	Printing order can be determined by NRH by referencing the information by date or account data.
Does the system allow the ability to sell tickets with a capacity restriction?	Standard	This feature may also apply to entry to add-on sessions, classes, tours, group pavillions, etc.
Does the system allow the ability to limit access to an event by time?	Standard	GM can also add a date, time and capacity, location as necessary.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Does the system allow the ability to sell tickets for program events occurring within the venue after general admission?	Standard	Yes, GM has many options for add-on items or events as well as making packages with events.
Is the system capable of applying unique barcodes to admission tickets/season passes that allow information to be looked up from any terminal? Is it capable of applying discounts to in-park purchases using the same barcode?	Standard	Yes, easily reference bar-codes can reference a season pass account (which will apply benefits and/or discounts) as well as look up history, Call Logs, Customized Data Fields, etc. GM can also provide an item to the account to redeem later (i.e., buddy pass, souvenir cup, SP T-Shirt, etc.) The same applies to day admission look up or in-park transaction look ups.
Is the system capable of allowing customers to renew season passes online and on park at any terminal with the option to renew contact information?	Standard	Yes, GM also provides marketing reports to help build campaigns for renewals.
Is the system capable of upgrading admission tickets to season passes, in the office and online?	Standard/ Custom	Gatemster wants to discuss further to leverage existing features or will develop this item for custom pricing as necessary.
Is the system capable of upgrading a season pass to a higher level season pass, in person and online?	Standard / Custom	Included is options for bounce back options to upgrade. GM wants to discuss further for specifics and confident if development is necessary.
Does the system allow for user defined processes for upgrades, downgrades, voids, partial refunds, and full refunds?	Standard/ Custom	Depending on the defined process, if not already existing GM will develop a custom option. One of Gatemaster's core values is in development and so happy to include if necessary to develop a customized option.
Does the system support ticket discounting after validation of membership status?	Standard	Yes, building memberships and benefits are custom to the membership and so many options to include benefits, discounts, inclusions, loyalty programs and based upon membership status and/or tier.
How does the software handle birthday and group sales? Can a discount be automatically calculated?	Standard	Yes, GM include full event management including discounts available based around quantities, type, day, time, etc. Also, selling on line creates operational efficiencies.
Does the system allow flexibility to consignment tickets, i.e. setting minimum and maximum price limits?	Standard	GM includes group sales and consignment management. At the facility or completed on-line consignment management includes reporting, special offers and min/max parameters. Consignment partners can also sell other items with authorized concierge websites.
Does the system have a way to designate donation tickets to a specific organization?	Standard	Yes, GM also includes a complete donation management system that allows guests to round up the total transaction to donation as well as give a specific dollar amount.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Does the system allow online consignment accounts to run as remote POS systems at the corporate location?	Standard	Yes in addition Gatemaster includes an authorized site feature that allows for the consignment partner to provide a micro site that only sells established items and pricing based around log in information. This means NRH revenue goes directly to NRH without later being paid by the partner.
Does the system track consignment ticket usage and generate automatic invoices periodically throughout the season?	Standard	Yes, Gatemaster provides traditional consignment ticketing, usage, invoicing statements and collection options.
Does the system allow the selling of reserved seating?	Standard	Yes, Gatemaster can create a 3D Map to utilize on the NRH website to help guest choose their seat. This item is optional and at an additional \$1500 one-time-fee.
Does the system allow setting a maximum number of areas to be sold per day?	Standard	Yes, Gatemaster also includes options to set the time out from the day to sell an item.
Can the system allow the setting of a time limit to purchasing items online, i.e. cabanas will only be available online until 8 am the day of?	Standard	Yes, this option was mentioned above as well. Time restrictions can also be helpful to associated with Birthday Parties/ events as an example.
Does the system allow guests to assign tickets purchased online to specific people? Can they be tracked and emailed out to those people once paid for?	Standard	
Does this system allow for promotion codes, discounting of online group tickets?	Standard	Yes, full promotional code management system included. The promo code management will allow for one-time-use or multi use, date/day/time(s) etc. The system is also reporting the use of codes and the assignment of the codes in real time.
Does the system allow assigning of different tickets to each discount code?	Standard	Yes, full tracking of discount codes and limitations included.
Does the system allow for tickets to be printed without payment being made, such as invoiced groups?	Standard	Yes, NRH may also want to include other items like meal vouchers, etc to be included with invoiced groups.
Does the system allow ticket discounts for individual tickets at the time of booking?	Standard	Yes. Many features exist to accomplish this item allowing for multiple discount campaigns simultaneously.
Can tickets, such as complimentary ones, be scanned only on specified days?	Standard	Yes. Building ticket redemption is an amazing feature that also allows NRH to determine the day / time(s) or even location that a specific ticket type is permitted.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Does the software allow for season pass renewal?	Standard	Yes, Gatemaster also offers payment plan systems if applicable.
Can guests renew season passes online?	Standard	Yes, as well as sign up for payment plans and renew passes for the entire family.
Can the online ticket be customized with the park logo and any other graphic or background?	Standard	Yes, your brand is important and Gatemaster provides many options to let your brand shine. Including customized emails and web stores.
Is there an option available that would allow a ticket or pass to be used a set number of times before it expires?	Standard	
Can you print season passes without a picture and just have the picture appear on the screen at the front gate when the pass is scanned?	Standard	Yes, Season Passes can be printed with or without a picture. Gatemaster allows for many options of delivering the season pass. Pre-Printed Cards, Print on Demand Cards, Digital Cards are just a few.
Does the system have a group sales reservation and management system?	Standard	Gatemaster has a comprehensive reservation and group management system with reporting, planning and Online options.
Does the system have a reservation database for birthday party sales? Does it allow for multiple types of parties using the same space?	Standard	Yes, Gatemaster's complete group, event and reservation system will manage the entire facilities special events seamlessly and in one up to moment database.
Does the system allow a group to purchase multiple ticket types at the same time?	Standard	Yes, Gatemaster allows for each group package to be customized by NRH. Also our features provide for adult, child, senior options within a group.
Does the system allow a group to change their purchase order at the time of check in?	Standard	Absolutly, flexibility is key to guest service.
Is there a limit to how many different tickets can be created?		No. It is also good to note that Gatemaster includes Managed Services which means our team will be setting up and implementing your tickets allowing the NRH team to focus on your guests.
Does the software keep track of how many of each ticket are printed and redeemed? If so, is it just the quantity or each specific number?	Standard	Redemption reports are available in real time from anywhere. Printing reporting options are available and developed upon NRH specific needs.
Does the software allow for coupons and discounts to only show up on specific days?	Standard	Yes, campaigns are designed by NRH .
Can tickets be valid for a specific day and/or time of day?	Standard	Yes. Also another Gatemaster features is to create tickets that are valid at a defined location. For example, a ticket that is valid only at the Group Sales entry on tuesday after 3:00 pm or on a specific date.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Is there an option to have one ticket valid for an assigned number of guests?	Standard	.
Does the system support the capability to scan one media and allow a valid entry for multiple guests?	Standard	.
Does the system support all ticket scanning stations and devices to present clear commands, display status of all valid and non-valid tickets and/or card scans and allow for user over-rides?	Standard	Yes. Also display of photo, DOB, Height, Weight options are available.
Can season pass usage be tracked by individual customer or by specific demographic i.e. age, city and reported?	Standard	Yes, also, customized reporting features are available with Park Tracker Included with Gatemaster.
Can season passes be suspended or valid for a certain time period other than the full season?	Standard	Yes. Also alerts can be placed on the account so that all staff is aware of suspension. Documentation options associated with the season pass account can also be helpful.
Is a "10 admission" pass available that would allow a ticket or pass to be used a set number of times before it expires?	Standard	Yes. The number of uses is determined by NRH.
Can you adjust the quantity of available uses and expiration date to a "10 admission" pass?	Standard	Yes. See above.
Can season passes be designed to print the park's logo and any other graphic or background onto the card using a color card printer?	Standard	Yes. As well as digital passes.
Can several different passes be printed by your system i.e. splash pass, season pass, resident ID cards, and zero value passes?	Standard	Yes. Each product can have associated a template for the different passes. Also, the information will be present at the POS and Access Control.
Can all tickets be scanned and marked used after being scanned?	Standard	Yes, the invalidation of tickets, passes, items to redeem is determined by NRH. After use the item will notify staff that it has been redeemed and no longer "valid".
Can multi-season season passes be sold and revenue allocated to various fiscal years?	Custom	Gatemaster can develop this item upon request and will need further discussion to scope this project and determine if additional development is necessary.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Is a will call system available that would allow a manager to input a guest into the back office with a date range that they are eligible for complimentary or discounted tickets that would allow a cashier to search for that name and print the tickets at any POS terminal with a ticket printer?	Standard	Yes. Managers also have the option to email the guest directly OR create special codes for the guest to purchase items on line as well. Many options to service guests are available to meet the many different situations managers may need to respond to. Once a guest picks up or uses the item the information is recorded so that the provided item is documented.
Can tickets or season passes be limited and scanned only on specific days?	Standard	Yes. Valid days, times, dates, and location are some other options.
Does the system allow ticket and season pass sales at self- functioning, user friendly, touch screen kiosks, while capturing data such as zip codes, email addresses etc.?	Standard	Yes. Kiosks options as well as Mobil ordering / Scan & Go Features are included.
REVENUE (F&B, MERCHANDISE) QUESTIONS		
Does the system allow merchandise add-ons when they are purchasing online tickets?	Standard	Yes. Gatemaster also provides options for NRH to communicate how a guest should pick up their items and records when the item has been redeemed.
Is the system capable of selling retail or food and beverage vouchers online as well as adding the same to a season pass account?	Standard	Yes. This also includes meal vouchers with options (entree, sides, drink) and will allow the guest to pick out on line OR when at the POS. Gatemaster walks the cashier thru the redemption process to create an effecient transaction.
Is the system capable of selling merchandise online while placing orders in a queue that informs users of sales, as well as updating inventory log?	Standard	Yes, all sales are recorded in real-time and reporting /logs adjusted immediately. NRH can offer shipping of the items with a fee associated or pick up items at the facility (specific localiton).
Is the system capable of selling locker rental vouchers online? Which locker companies are currently integrated with your system?	Standard/ Custom	Yes. Gatemater has integrated with many rental systems in the past each are unique and so will be necessary to know NRH system specifically. Gatemaster is a strong integration partner that supplies the API documentation necessary for the locker system to utilize or Gatemaster will develop directly.
Is the system capable of RFID technology, enabling "cashless purchases" in retail, food and beverage, and locker rentals?	Standard	Yes. RFID is a medium of moving information. Cashless systems are included and do not require RFID to perform the several options to provide your guests to create a completly cashless environment.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Does the system have a debit wristband feature that allows guests to apply money to a wristband and spend that money at all POS locations using RFID technology or bar code readers?	Standard	Yes, Gatemaster does not limit to wristbands, allowing for your guest to have options. Cards, Digital Cards (saved to digital wallets, i.e., Apple Wallet, Android Wallet), etc. Gatemaster provides options for your guests to support a successful cashless environment. NRH can use all, some or one of these options as you see fit.
If the system supports wristbands preloaded with a certain dollar amount that can be spent throughout the park, what happens with the money not spent?	Standard	This is up to NRH policies. We are happy to discuss the options available and use cases from other Gatemaster clients.
Is the system capable of selling photographs using RFID technology in-park as well as online?	Standard/ Maybe Custom	Yes. As an example, Gatemaster clients have seen 40% increase in photo revenue by selling as a package with admissions. RFID is a medium of information, there are many options to provide the items. Depending on the RFID use case, Gatemaster will develop the specifics.
Does your system integrate with RFID wristbands for keyless locker rentals?	Standard	Yes. While it is standard for Gatemaster to integrate with systems the specifics will be custom developed. Gatemaster will require more information to scope the development project.
Does the system allow season pass holders to create an online account where they can view and upload money onto their season pass or RFID account?	Standard	Yes, Gatemaster also allows for credit cards to be saved to the account giving your guest even more options in the cashless environment without having to "re-load".
Does the system track patron spending and activity and allow a customized loyalty award program?	Standard	Yes, loyalty programs are great opportunities to drive in-park revenue.
Is the system capable of providing daily communication/training modules to staff? Is it capable of providing internal messages or bulletins to staff to suggest up sale techniques?	Standard and Custom	Yes. Also features that allow the cashier to communicate with leadership directly from their POS station and notifying the leadership via text and/or email. Park Trainer is included in the proposal and built for NRH needs.
Is the system capable of providing up sell messages to customers related to their purchases, in person and online?	Standard	Yes. Communication options are available Online, via email responses and by utilizing GM Guest Display that can be added to each POS station to display transaction details and custom communications.
Is the system capable of providing sales statistics to staff (i.e. guests per hour, average transaction price, etc) and compare it to a target?	Standard and Custom	Yes. Gatemaster also includes user groups that defines the information staff is permitted to see. Gatemaster reporting and analytics are robust we also include the Park Tracker feature that allows for custom analytics and reporting defined by NRH.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Does system provide an inventory system for food service that includes recipes, waste tracking, on hand reports, count sheets, and interdepartmental transfers?	Standard / Custom	Gatemaster includes many inventory options as well as partner integrations with YellowDog Inventory Software. YellowDog is a leader in food and waste inventory. management
Does your system provide an inventory system for merchandise sales that has sales versus inventory reports, SKU barcode printing, par levels, average (calculated) costs, on hand reports, supplier data, purchase orders, and provide count sheets?	Standard	Yes. Also Gatemaster can accept SKU or create SKU Barcodes.
Is your system capable of placing orders with vendors based on current inventory levels compared to par levels with manual adjustments allowed?	Custom	Gatemaster integration with Yellow Dog would perform this function.
Does the system allow for different "statuses" of inventory and the ability to move inventory between "statuses"?	Standard/ Custom	More clarification is necessary. Gatemaster Min/Max reporting and custom development to NRH statuses is available.
Does the system allow restrictions on the availability of "statuses"?	Custom	Gatemaster will develop to the specific needs of NRH.
Does the system allow the ability to "hold" inventory in a patron account without payment or with a deposit and report on all accounts with balances due by date range or event?	Standard	
Does the system provide real time sales history and inventory updates?	Standard	Gatemaster database is updated immediatly.
Does the system allow guests to open a tab using their credit card information and other customized data?	Standard	Yes, Gatemaster includes the Park Tab feature as well as allows guests to put a credit card on file for more efficient transaction completion.
Can POS locations accept coupons and apply discounts to admission tickets, season passes, food and beverage, merchandise, and packages?	Standard	Yes. Including emailed/texted coupons from your guests Mobil devices.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Can adjustments be made to a food order i.e. no onions or cheese on side?	Standard	
During food and beverage transactions, can the order be displayed on a screen to the kitchen as the purchase is being rung up (prior to payment) and does the screen display a summary as well as detail each transaction?	Standard	Yes, kitchen printers are also available. Guest driven transactions made by mobil ordering can also display on the kitchen screens or kitchen printers.
Does the system allow for receipts to print with an order number for guest to pick up their food and beverage product when it is completely filled?	Standard	Yes. Gatemaster can also include the guest name and record on the guest account that an order has been picked up.
Is the system capable of displaying the completed order numbers on a screen to communicate to guests that their order is complete and ready to pick up?	Standard /Custom	Gatemaster mobil ordering text messages the guest to notify of order pickup (or delivery on the way) Gatemaster can develop a display for all orders ready for pick up.
Can an item with a negative value be sold i.e. locker deposit refund?		
Can the system issue a voucher on a receipt for a discount on a future purchase in place of a deposit? Can this be done online?	Standard /Custom	On Line vouchers can include discounts for future purchases. Gatemaster can develop a discount bar code to print with an item from the receipt printer.
For returned merchandise/food and beverage, does the system allow the user to indicate that the items be returned to inventory or put on a waste count?	Custom	Gatemaster can integrate with inventory system or inventory partner Yellow Dog
Does the system allow users to enter waste counts throughout the day and at end of shift to be reported in a profit and loss statement?	Custom	Gatemaster can integrate with food waste inventory third party systems or develop a custom item for NRH. Further discussion is necessary to scope the project and determine development needs.
Does the system integrate with digital menu boards?	Custom	Gatemaster integrates with existing menu boards or provides a menu board system fully integrated. Further discussion will determine the scope of the development needs.
If the system integrates with digital menu boards, what does the integration process involve?		Gatemaster will review the API documentation from the menu board system to determine the scope. Gatemaster will also provide API documentation for the menu board developers as necessary. Once the development workload is determined GM will provide a scope of work and proposal for NRH to review and determine next steps.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Does the system restrict returns to specific users?	Standard	Yes. User credentials and work groups are defined by NRH.
Does the system allow specific items to be defined as un-returnable and prompt a message to the user with an override at the approved user's discretion? (example: some merchandise must be returned to manufacturer)	Standard	The restriction of refunds is determined at the Workgroup Level. If specifics are necessary Gatemaster will scope the NRH needs to develop.
Can you monitor all sales on a real time basis?	Standard	Yes. Gatemaster also has a fully integrated POS camera monitoring partner.
Can sales be reported by specific area, time intervals and by cashier?	Standard	
Is a "Price Enter at Time of Sale" button available? Can it be restricted to limited staff use? Can it require user to enter an explanation for using it?	Standard	
Is the system capable of kiosk, mobile ordering and scheduled food ordering with a guest pick up notification system?	Standard	Yes. Gatemaster also includes Scan & Go which allows guests to scan items in retail shops, etc, and complete transaction from their mobil device.
Does the system have kitchen printer components that work with multiple work stations as well as kitchen bump boards?	Standard	yes. The kitchen screens or printers can also display orders created by the guest for mobil ordering and Scan & Go.
Does the system work with smart self-serve beverage solutions?	Custom	More information will be needed to scope the project. We are confident that options are available to complete the redemption of the sold beverage or can be developed or integrated.
Can the system sell group food, including caters, online?	Standard	Yes. Gatemaster includes helpful operational reports and outlines to organize the events and catering.
Are different permissions assignable to different levels of cashiers and managers?	Standard	Yes. "Levels" are defined by NRH and also applies to reporting. By allowing levels of leadership to view specific reporting items without permission to all items, leadership is given valuable information to affect operational advancement.
Does the system have a locker rental inventory system that tracks keys rented and returned as well as customer name and phone number?	Standard	Yes. This may also apply to tubes, chairs, etc.
MISCELLANEOUS/OVERALL SYSTEM QUESTIONS		
Is touch screen available?	Standard	

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Is hosting of the database by the vendor available? Are the servers physical or cloud based? If cloud based, will the vendor provide the geographical locations of the servers? Is there server redundancy? Frequency of data backups?	Standard	The Gatemaster Mobil product is cloud based. Gatemaster will provide the documentation of the complete client server program including backup timelines, redundancy, and emergency action plans separately.
Does the system allow the addition of notes specific to each group during each reservation process?	Standard	
Can the system automatically add a complimentary ticket when a pre-set number of group tickets are purchased?	Standard	
Does the system include any Client Relationship Management resources or tools?	Standard	Yes, the Gatemaster CRM also includes custom fields that NRH can define for specific operational needs.
Is this system capable of pulling group information, including contact names, addresses and group types into a database suitable for customized direct mail outs and email lists?	Standard	Yes. Gatemaster provides this information for your favorite direct mail system OR can create labels for mailings directly. Information can also be pulled for an item sold specifically to target campaigns based on a specific purchase.
Does the system allow bounce back promotions to be emailed for select transactions? Does it use a certain system for this such as Constant Contact, Wordfly, etc.?	Standard	Yes. Gatemaster provides options to provide offers based on specific items purchased. Purchaser data can also be sent using NRH favorite emailer, mailer, texting services by uploading CVV files.
Does the system allow custom messaging on the receipts as well as follow up emails to guests?	Standard / Custom	Yes, receipts and emailed/text statements and vouchers are customized. Follow Up emails can be sent using NRH emailer system OR developed by Gatemaster to autosend based on NRH criteria including guest surveys sent after entry is validated.
Does the system allow the use of handheld POS devices?	Standard	Yes. Gatemaster is hardware agnostic allowing clients to utilize several handheld options.
If the system allows for handheld devices, does it accept credit cards as well as other various forms of payment?	Standard	
Does the system's ticket validation system allow for employee IDs to integrate in real time access control?	Standard	Yes. Gatemaster can also create employee IDs and team member webstores to provide discounted items / tickets directly to your team. Gatemaster can also provide team members with benefits and gifted items from leadership (i.e., free lunch, t-shirt) directly to the team member account in real-time.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Does the POS System support self-service ordering kiosks for tickets, passes, food, and merchandise?	Standard	
Does the POS System support self-service locker key kiosks? Is there a limit to the number of lockers a kiosk can maintain? How easily and cost effective is it to integrate a third party locker vendor?	Standard/ Custom	More clarification is needed. Gatemaster does not limit the number of items sold from any display (pos, kiosk, webstore,etc.) Gatemaster can integrate with third party locker vendors.
Does the system allow management to create assigned tasks to employees to complete during their shift while tracking the amount of time spent on a particular task?	Custom	Gatemaster does not include task management. Gatemaster does provide options to link to other systems from the POS screen that will create a seamless use of third party task management systems. With more information, Gatemaster can create these features for NRH.
Does the software allow the team member to ask and enter the zip code for each transaction? Is it mandatory or optional?	Standard	Zip Code Surveys are currently a global setting but can be customized to NRH needs.
Does the software have a survey component that can be used either on a handheld device or at a separate computer?	Standard/ Custom	Gatemaster develops survey options based on the individual client needs.
Can the software keep track of how many of a specific ticket is sold and stop selling after a predetermined number is hit?	Standard	
Can coupons/discounts be valid for a specific ticket, instead of all of them?	Standard	Yes, coupons / discounts can be associated with a specific item (admissions, f&b, retail, events, rentals etc.)
Does the system support on on-site access control module that incorporates biometrics and validates entries in real time?	Standard	Gatemaster includes access control. The hardware and medium of information (biometric, RFID, Barcode,Digital pass) are options for NRH to determine.
Is the system capable of pulling season pass holder's name, address, and vital information into a database suitable for customized mailing lists?	Standard	

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Is the system capable of pulling demographic data from Internet Sales and merging information into a database suitable for customized mailing lists?	Standard	
Does the system accept purchase orders or invoices as a payment option?	Standard	GM charges to the account and creates text options to customize to NRH needs (i.e., PO, Invoice, Other) and record the information t on the statement and billing history under the account for collections.
Does the system keep track of invoiced groups for accounting purposes?	Standard	
Does this system allow for a ticketing system in a remote location such as the group gate?	Standard	Yes. GM Mobil can be located anywhere including off-site locations creating revenue opportunities off-site.
Can the system be linked to an external calendar, such as exchange, iCal or Google calendars?	Custom	Gatemster can develop this item for NRH after scoping the project to determine development needs.
Does it have the ability to have user definable account numbers that are able to go up to 18 numbers and characters?	Standard	
Are there multiple tax rates that can be defined?	Standard	
Does the system keep an audit trail and other cashier security devices?	Standard	
How does coupon redemption on cashier countdown work?	Standard	Gatemaster will record the use of coupon and not apply discount unless coupon is present. The record is by transaction, pos, staff. Gatemaster can support specific cash control policies for NRH.
Are there variable start up amounts for tills?	Standard	Gatemaster allows for global settings as well as adjusted tills.
Does the system have a specific cash drop/bleeds procedure?	Standard	
Is there the ability to define payment types – such as groups billable?	Standard	
What time and payroll software do you currently work with?		Gatemaster has a field partnership with When I Work. Gatemster can scope other options as requested.
Does the system provide the option for referral incentives?	Standard	
Does the system allow customizing of invoices?	Standard	

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Can the system send email alerts when specific tickets or merchandise are purchased online?	Standard	
What is the procedure for cash counting of cashiers at the end of the day?	Standard	Gatemaster supports existing cash control policies and procedures. The system records open/closed tills and transactions for each POS, Cashier, etc and the actual funds.
Does the system generate bank deposit amounts for the day?	Standard	Many reporting options are available to determine the bank deposits based on NRH policies
Does the vendor provide a 24/7-365 help desk? If not, what are the hours of support and in what time zone.	Standard	Yes, as well as support portal log in to reference SOPs, Help Files, Videos, etc.
How many employees are on your technical/support staff?		Gatemaster provides a project manager, coach and operations specialist for each client in addition to support agents monitoring communication channels 24/7.. Employees
How does the software handle large volume online sales? What limits are there?		working in the support department range depending on implementation workload. Gatemster Mobil servers are dynamic to deploy more resources automatically as work load demands. There are no limits to the workload.
Does the vendor provide support/development for web based applications?	Standard	Yes. Gatemaster develops products for clients based upon scope.
Does the vendor have any customers utilizing their software platform(s) in the State of Texas?		Yes.
Does the vendor provide an interface with Tyler Munis Financial Applications? If not, does the vendor have staff to write interface?	Standard /Custom	Gatemaster developers can create an interface based on spedifications provided by NRH.
Does the software import and utilize ESRI GIS software?	Custom	Gatemster would need further discussion to determine if development is needed.
Can tickets or season passes be limited and scanned only on specific days?	Standard	yes, as well as limited days, dates, time(s) and locaiton.
Can coupons be mass printed with a single barcode and be scanned at the ticket booth for redemption?	Standard	Yes, Gatemaster can also produce the bar code if necessary.
Can coupons be date and time sensitive so they are only valid for certain times?	Standard	Yes.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Is coupon redemption reported by coupon and date redeemed? How else is it reported?	Standard	Coupons are reported by coupon name, date, cashier, POS station. Custom report can be developed as requested.
Does the system allow approved users to easily create products, tickets, coupons, discounts, and packages in a time efficient manner?	Standard	Yes, on-the-fly management are excellent for unanticipated guest needs. Gatemaster University (GMU) will train your leadership to accomplish on-the-fly options for your guests.
Does the system allow approved users to activate and deactivate products, tickets, coupons, discounts, and packages in an efficient manner?	Standard	
Is the system capable of allowing season pass holders to set up an open tab?	Standard	Yes. Account holders (season pass or others) can also associate a credit card to their account so that holds are not necessary to complete a transaction.
Does the system allow for multiple forms of payment, as well as multiple forms of payment on a single transaction?	Standard	Yes, split payment options are acceptable payment options.
Does the system allow for approved users to discount transaction totals using a "Price Enter at Time of Sale" function while prompting the user to justify the adjustment?	Standard	
Does the system allow approved users to sell complimentary tickets or tickets with a zero dollar value?	Standard	
Does the system have wait service ordering solutions? Including mobile/cashless payments/open tabs	Standard	Gatemaster includes Mobil/Cashless/Tabs/Scan& Go
Does the system integrate with payroll systems to aid in labor to sales reports?		Gatemaster can integrate as necessary.
Can the system provide group catering schedules days/weeks prior to the event for ease of ordering?	Standard	
Does the system have projection capabilities based off of historic attendance and sales data?	Custom	Gatemaster utilizes Park Tracker and Microsoft Power BI to provide analytics based on clients request. If park tracker does not provide the desired projection, Gatemaster will develop specific to NRH.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Can the system be used for specialty needs like valet parking?	Standard/ Custom	Reservation features can be leveraged for valet operation. Gatemster can develop specific features after scoping the project.
Does the system have the capability to track fundraising activities/levels by participant and group?	Standard/ Custom	Gatemaster utilizes authorized sites to create micro sites available for concierge sales to track fundraising. Gatemaster can develop specifics for NRH.
Does the system have the capability to sell items by weight?	Custom	Gatemaster can scope the development to take measurement and assign pricing.
Does the system have any safety/security functions to allow alcohol sales such as portion controls, DL verification, etc?	Standard/ Custom	Gatemaster has a few options to support alcohol sales, GM can print wristbands or other identifications after age validation that are required to be present for the sale. Gm can create accounts by adopting DL data. Gatemaster can integrate with third-party pour systems as requested.
Does the system allow for tips and optional round up change for donation purposes?	Standard	Tips can also be included with Mobil Ordering and Scan & Go features.
Does the system have a way to designate complimentary tickets to a specific organization? If so, can we deliver them via email and track redemption?	Standard	Authorized sites are also a great feature to provide specific items and pricing or comp options
Does the system have the capability to market directly to guests based on habits and visit history?	Standard	
Does the system have the capability to award VIP status or other reward/loyalty programming	Standard	
Does the system have the capability to track correspondence between the public and the park – for example, if a guest requests a refund, that transaction is added to their profile?	Standard	Yes. Gatemster includes a communication CRM that also will record non-pos items like calls to the park regarding lost and found item, etc. The CRM records date/time and team member that updates the data.
Is there a personal user app for your system?	Custom	Gatemaster has integrated partners in Attraction i.o. or can develop for each client directly.
Does the system have facial recognition or biometric security?	Custom	Gatemaster does not include but can develop based on NRH needs.
Does the system have “fast pass” capability for attractions?	Standard	Yes, no limit to the number of attractions to use.
Does the system have real time capability to track number of guests in the facility?	Standard	Gatemaster can report in real time entry / exit that is recorded in the system.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Does the system have real time capability to track number of guests currently in line on an attraction, as well as number of uses per day?	Standard/ Custom	Attraction lines can be monitored with Gatemaster Access Control. Reporting is customized to each clients needs.
Is the system capable of sending a visitor survey when a ticket is used/scanned?	Standard / Custom	Gatemaster can provide a survey after visitation. Surveys and process are custom to the clients needs.
Regarding ticket purchases, what demographic data can be collected? How much does it slow down the purchase process?	Standard	Name, Address, Age, Height, Weight, email, phone are standard items to collect. Encouraging guest driven account creation Online or in Mobil ordering will reduce lines at the facility and only required once for initial set up. Staff entered data is supported by scanning drivers license to extract data and speed up the entry time.
Does the system have a payment plan option for passes? If so, can payments be taken automatically? Can you change the card used if needed between payments? Can you pay off the plan early?	Standard	Each payment plan options are available in Gatemaster. Payment plans can also be created by identified a specific number of payments.
How many other water parks and amusement parks do you currently work with?	Standard	Gatemaster has worked with Amusement and waterparks for over 20 years with waterparks in most states and 12 countries. Gatemaster has worked with hundreds of facilites like NRH20.
Does the system have a loyalty program component?	Standard	
If the system allows pass holders to upload their own picture, is there a way to verify the appropriateness without looking at each individual picture?	Custom	Gatemaster would need more information to develop the specifics NRH is looking for. As a note, the photo is present at the POS and access control points. If NRH does not want to pre-screen photos operational solutions may aid in evaluating photos for appropriateness.
Is the system able to have tickets and passes on mobile devices and/or wristbands in lieu of physical tickets and passes?	Standard	Yes, digital passes and/or vouchers can be texted or emailed to your guest. Digital items can also redeem merchandise and food items scan able at the POS or Access Control.
Is the system capable of immediately alerting management when fraudulent or invalid tickets/passes are scanned? How is the notification accomplished?	Standard/Custom	Alerts occur at the POS and Access Control. Specific alerts and distribution are customized to NRH needs.
Is the system capable of dynamic pricing?	Standard	Gatemaster Dynamic Pricing also allows transparency with guests to drive sales.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Does your system have an in house team dedicated to analyzing and setting dynamic pricing levels or is there a third party you currently work with that provides this service? Can this be done by the park if needed?	Custom	Gatemaster works with it's clients to establish pricing levels. Managed Services includes operations and sales specialists to review pricing structures and performance as requested. Gatemaster encourages NRH to set pricing as you see fit.
What is the system's capabilities for cashless, i.e. gift cards, wristbands, and RFID?	Standard	Gatemaster included several cashless options are available to your guest. Loaded cards, accounts, gift cards, tabs and credit card on file features create many options for your guest to create a cashless environment. The medium of moving this information (i.e. card, wristband,RFID, etc.) is determined by NRH
Is the system capable of allowing a guest to purchase tickets, as well as add on food and merchandise, in the same online transaction?	Standard	Gatemaster also includes options to create packages with any item.
How is the administrator handled for the various levels of users?	Standard	NRH will determine the administration work group permissions within the Gatemaster system. Unlimited admin seats re included and do not require back office licenses/seats.
Are frequent software updates provided under maintenance? If so, are they applied by the vendor and/or customer?	Standard	Software updates and additions are included. Gatemaster administers updates.
What type of peripherals are used with your software?		Pole Displays, Cash Drawers, Access Control, Receipt Printers, Card Printers, Ticket Printers, WB Printers, office printers, credit card readers. Any requests can be developed by the Gatemaster Team.
Can the software be utilized to generate employee badges?	Standard	
How do credit/debit cards readers interface with the software platform? Which payment platforms are used with your software platform?		Depending on hardware device Gatemaster intakes the information and passes to merchant services provider. Gatemaster is fully integrated with three merchant service providers allowing our clients to make best choices for your business. First Data, Card Connect and Paystri Merchant Advocates are available. Gatemaster also accepts pay-pal and other international options upon request.
Are there any special hardware purchases mandated by the usage of your software?		Gatemaster is hardware agnostic with minimum requirements for optimal system functions. Up to date Windows os (excluding chrome books) and specific i.o.s. environments are compadable.
Are there any 3rd party software platform purchases necessary for successful implementation?		Depending on custom inventory and payroll integration needs from NRH.
Can prices be changed to a ticket or product without affecting reports for prior sales?	Standard	Yes.
How is training provided to City employees? Web-based, onsite?		A combination of implementation methods include on-line training modules, web based meetings, help files, videos and on-site visits. Managed Services takes on the administration of the system and implementation by having the Gatemaster staff implement the features for NRH.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
What is the length of training?		Each implementation is specific to our clients needs. We recommend a minimum of 8 week implementation timeline.
Does the vendor provide comprehensive printed training materials to the customer?		Gatemaster help files, course syllabus, etc are accessible and printable at any time.
What are the details of the maintenance?		Gatemaster supports the software product and updates. The GM support team will maintain the NRH offerings as part of managed services support included.
How many years of maintenance are included with the initial purchase?		Gatemaster maintenance and managed services is included for the term of the contract.
Does the software handle printing special messages on tickets? Possibly name of organization for group sales?	Standard	Yes. Some options for photos / logos for online tickets.
Does the system support an on-site access control module that incorporates bar code and/or magnetic-stripe scanners that read and validates entries in real time?	Standard	
Does the system allow scanners to read and write data to the ticketing/membership database?	Standard	
Does the system allow each scanning station to be capable of scanning 1,000 tickets/membership cards per hour?	Standard	
Does the system allow the access control module to support an unlimited number of ticket scanning stations and/or dedicated access control devices?	Standard	No limitation to access control nodes, POS, kiosks, kitchen screens, etc.
Does the system support the use of "Radio Frequency" portable access control scanning devices?		Access Control is required internet access.
Does the system support the ability to define access control rights for both external, as well as internal, locations that could have time and capacity restrictions?	Standard	
Does the system allow customer customization of birthday party reservations, such as drop down menus to choose type of pizza or cake flavor?	Standard	

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
REPORTING QUESTIONS		
Can the system produce revenue and expense reports (profit & loss) statements for the park, various departments, product categories, and product items?	Custom	Gatemaster reporting provides hundreds of canned reports that can all be exported in excel or pdf format as well as emailed. Gatemaster can integrate into full accounting packages and create custom reporting options via park tracker and microsoft poer BI as necessary.
Can a product/ticket totals report be viewed by user, by day, by hour?	Standard	
Can the system track transactions by:		
a) location of sale phones, outlets, box office, groups etc.	Standard	
b) transaction date defined as the date on which the sale takes place c) event date	Standard	
d) event i.e. by a distinguishable code that associates the transaction with an associated general ledger number.	STandard	
f) cashier	Standard	
g) external client	Standard	
h) method of payment i.e. cash, check, Amex, Visa and MasterCard.	Standard	Credit card options are determined by NRH
i) credit card transmittal.	Standard	
Does the system support reports of all single day, group, and membership attendance history through integrated reports and exports to the Membership Tracking Database?	Standard	
Does the system support full reporting of user overrides and time and date stamps?	Standard	
Does the system have the capability to view sales reports from a user, based on payment type?	Standard	
Does the system allow users to generate customized reports that can be sent through email or text to a mobile phone?		Park tracker leverages Microsoft Power BI to create endless reports and analytic options for NRH.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Is there an option to have one ticket valid for an assigned number of guests?	Standard	
If there is a multiple use ticket, when scanned will it appear on the same attendance report as single use tickets? With the correct number of guests vs one ticket?	Standard	Vouchers are created with unique bar codes for each item allowing for robust reporting at all levels.
Does the software provide detailed reports for each type of pass sold, including, name, address, phone number, and email address?	Standard	
Does the software track how many years a guest has been a season pass holder? Does it list the specific years or just how many?	Custom	Gatemaster tracks this data and can develop a custom report for NRH.
If the software allows you to enter a zip code for each transaction, is there a report generated with results?	Standard	
Does the software generate reports for guest loyalty?	Standard	
Is coupon redemption reported by coupon and date redeemed?	Standard	Drill down data for each coupon or discount.
If a coupon is valid for more than one guest, is there a report listing how many coupons were redeemed, how many tickets the coupon was applied to, or both?	Standard	
Does the software track and report usage of complimentary tickets?	Standard	
Is the software capable of differentiating and/or pulling demographic data from day ticket purchases?	Standard	
With the above information possible, is the system capable of tracking repeat visits and number of visits?	Custom	Gatemaster tracks this information and can develop the custom report for NRH
What are the basic reports provided with the software?		Gatemaster includes a reports query system creating hundreds of canned and cross referenced reports based on items, pos location, cashier, date(s), feature used, access/admissions, etc. All reports can be access directly with permissions and emailed via excel or pdf download. Park Tracker allows for customized reports / analytics as requested by NRH.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
Can customized reports be written? What is the average cost per report?	Standard	Gatemaster Park Tracker utilizes Microsoft Power BI in initial proposals that include 5 reports annually.
What is the ease of creating custom reports internally?	Standard	PPark Tracker feature and microsoft power BI allows park staff to create reports and analytics dashboards.
Does the software have a standard report generator? If so, what is used?	Standard	Yes. Included in the Gatemaster system.
Does the system print group reservation confirmation reports?	Standard	
Does the system support email confirmation reports to the customer, as well as NRH2O?	Standard	
Does the system print one report with all group sales information for the park?	Standard	
Does the system print individual sales reports for different categories, such as group tickets, park rentals, group food, or consignment tickets?	Standard	
Will the system provide reports for outstanding payments?	Standard	
Does the system generate detailed daily birthday reservation reports?	Standard	
Does the system provide sales data or statistics for specific team members?	Standard	
Does the system allow tracking the number of tickets purchased and redeemed per year by account, i.e., a consignment account?	Standard	
Can the software track on-park attendance in real time?	Standard	
Does software provide an auditing trail for all transactions?	Standard	
Can sales reports be generated by categories and departments?	Standard	
Does the system have detailed cashier over/short reports by cashier by day?	Standard	
Is there one comprehensive sales report by account number by days or other user defined setting?	Standard	Gatemaster reporting features allows several cross reference items creating hundreds of canned reports.

Description/Specifics of Software	S-Standard U-Unavailable C-Custom	Response/Comments
ONLINE/MOBILE QUESTIONS		
Does the system allow for online sales of reserved seating, group food, group tickets, and birthday party bookings?	Standard	
What is the system's capabilities for online sales per hour?		No limitations for sales per hour.
What is the system's capabilities for online reservations per hour? Can you have reservations for daily ticket guests and season pass guests?	Standard	Reservation for daily ticket and season pass members is done by day/capacity/time(s) as determined by NRH. No limitations to reservations.
Can your system handle a totally cashless facility?	Standard	Yes, Gatemeaster also provides several options for your guest to adhere to cashless requirements creating a seamless guest experience.
Is the system capable of allowing a guest to purchase food and merchandise online without buying a ticket?	Standard	Gatemeaster can support any webstore combination of items. Admissions, F&B, retail, etc. Gatemeaster can also support shipping options.
Is the system capable of allowing a pass holder to purchase food and merchandise online without buying a pass?	Standard	Season Pass holders have a great guest driven transaction experience that can also save a credit card to the account.
How are items purchased online added to passes, mobile devices, and/or wristbands?		Items are associated to the account and provided via text/email for digital options or the account information printed or adopted via wristband barcode, RFID, etc.
Does the system allow for online ordering for food and merchandise? If so, does it allow for online notification for when order is ready?	Standard	Gatemeaster includes Mobil ordering/pickup and delivery as well as Scan & Go features. Guests scan QR codes to order (food, merchandise,etc) while staff is notified to complete the order or validate the order. The guest is notified via text when ready to pick up OR delivery on the way. Gatemeaster also records when items have been delivered / picked up.
Does the system allow for online packaging with ticket and pass sales?	Standard	
Does the system allow for mobile ordering pick up stations?	Standard	

REFERENCES
(Minimum Five References)

(Make Copies of This Form for Additional References)

Company Name: _____ **City of Canyon Texas** _____ **Address:**
_____ **301 16 Street, Canyon, TX 79015** _____

Contact Person: _____ **Brian Noel** _____

Telephone Number: _____ **806 655 5003** _____ **Fax:**

_____ **E-Mail Address:**

_____ **bnoel@canyontx.com** _____ **Differences in Reference**

Software and Software Proposed to the City:

The City of Canyon Texas uses the on-prem server product, Gatemaster E2.

Company Name: _____ **Raging Rivers Waterpark** _____

Address: _____ **100 Palisaes Pkwy, Grafton, Illinois 62037** _____

Contact Person: _____ **Ken Handler, General Manager, Owner** _____ **Telephone Number:**

_____ **76058300058** _____ **Fax:** _____ **E-Mail Address:**

_____ **khandler@ragingrivers.com** _____ **Differences in Reference**

Software and Software Proposed to the City: **Raging Rivers is an excellent comparison of operations. www.ragingrivers.com**

Company Name: _____ **SomerSplash Waterpark** _____ **Address:** _____ **1030 Ky - 2227**

Somerset, Ky 42503 _____

Contact Person: _____ **Dr. Stephen Simms, General**

Manager _____ **Telephone Number:**

_____ **6063052678** _____ **Fax:** _____ **E-Mail**

Address:

_____ **ssims@cityofsomerset.com** _____

Differences in Reference Software and Software Proposed to the City: _____ **The City of Somerset is another great example to compare. Gatemaster also is operating other city facilities outside of the waterpark. SomerSplash realized an increase of online sales using mobil ordering by 50% in 2021.**

Company Name: Wild Water West

Address: _____ 26767 446th Sioux Falls, SD 57106 _____

Contact Person: __ Brian Rehnke, Director of Operations _____

Telephone Number: __ 605 361 9313 _____ **Fax:**

_____ **E-Mail Address:**

_____ brian@wildwaterwest.com _____ **Differences in Reference**

Software and Software Proposed to the City: The Gatemaster team is currently working with Wild Water West, a long time E2 product client to migrate to GM Mobil.

Company Name: __ Waterville _____

Address: _____ 906 Gulf Shores Pkwy, Gulf Shores Alabama 36542

Contact Person: _____ Michelle Doughty, Manager _____

Telephone Number: __ 254 948 2465 _____ **Fax:** _____

E-Mail Address: _____ michelled@watervilleusa.com _____ **Differences**

in Reference Software and Software Proposed: Waterville included in the 2022 season a 3 D park map and cabana map to enhance their guest experience on the web site. Gatemaster was happy to complete these items. www.watervilleusa.com
