Vermont
V Systems
Recreation & parks Software

Statement of Work - Exhibit D

For: Recreation Management System – Milwaukee County, WI

MILWAUKEE COUNTY
PARKS

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VS

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1. Executive Summary

The goal of this project is a successful implementation of the RecTrac & WebTrac Recreation management systems for Milwaukee County Parks (County) to replace the legacy enterprise park and recreation management software which is no longer supported by its vendor. This goal can be met by proper planning, establishing goals and project plan, and quality onsite training and support.

2. Objectives of the Project

The objectives of this project are as follows:

- To replace the legacy enterprise parks and recreation system (CLASS) and other shadow systems utilized by the County and additional stakeholder departments.

- To install and establish the RecTrac & WebTrac systems to support County staff in the delivery of parks and recreation services and activities. A single database will be utilized for all County Parks Department operations.

- To improve the operational efficiency and effectiveness.

- To provide comprehensive reporting and analysis for management and improve the quality and accessibility of information for business process planning decision support.

- To implement more effective business processes and replace paper-oriented processes using e-forms, document imaging, and electronic workflow.

- To protect and enhance the functionality that is currently available to County employees.

- To provide better front-end services by improving County back-end services and systems.

- Incorporate fully integrated parks and recreation and maintenance "best business practices."

- To configure a system that is user-friendly and empowers stakeholders to improve their business processes and reporting capability.

- To reduce redundant "shadow systems", data entry, storage, and paper processing

- To increase the County's utilization of mobile functionality to support parks and recreation business processes and operations, including maintenance.

- To enable specific strategic planning initiatives, including enhanced customer service and web / customer self-service.

3. Implementation:

This Section describes the scope of Implementation.

3.1. Vermont Systems Software

Vermont Systems will be providing Milwaukee County the following modules (module capabilities are described in detail on the Vermont Systems web site: www.vermontsystems.com):

- RecTrac:
  - o Activity Registration
  - o Facility Reservations
  - o Pass Management
  - o Point of Sale with Ticketing

- o League Scheduling
- o Rentals (Marina Slips)
- o Trip Bookings
- o Personal Trainer
- o Incident Processing and Reporting
- o System Administration
- o Golf Tee Times
- o General Ledger Interface
- o Activity Brochure Interface
- o ID Card Integration – Digital Photo and Keyfob Cards
- WebTrac:
  - o Activity Registration
  - o Facility Reservations
  - o Pass Management
  - o Point of Sale
  - o League Scheduling
  - o Rentals
  - o Trip Bookings
  - o Personal Trainer
  - o Golf Tee Times
  - o Mobile WebTrac (Patron Access via Smartphone)
  - o Mobile RecTrac (Staff Access via Smartphone)
  - o WebTrac Custom Style Sheet
  - o WebTrac Custom Splash Page
- PayTrac - ERI Credit Card Interface to Card Connect

3.2. Vermont Systems Services

- Project Planning – thru ongoing conference calls, WebEx sessions, etc.
- Database structure planning
- Software installation assistance
- Onsite Training - Lead user and end user training for proposed applications: RecTrac, WebTrac, PayTrac and ID Card Systems
- Phone/WebEx based follow-up training
- VSI Support manager assigned
- Primary VSI onsite trainer/lead installer assigned
- Hosting services for database and web server functions tied to WebTrac modules
- The SSL between the VSI data center and County workstations is provided and configured by VSI hosting team.
- Ongoing system support services – post installation/training phase.

- The County can add additional users at any time. The current cost for users is $300 plus $60 for Progress. Annual maintenance for each user is $50 plus $10 for Progress. Each RecTrac user that is added will also increase monthly hosting cost by $40.

- The County can add additional modules at any time. Based on the operations currently performed by the County, it is unlikely it will need our Court, CYMS, Venue Ticketing, or Locker modules but it is simple to turn these modules on should they be needed in the future. The current module price is $3450 for each of these options with annual maintenance of $750.

- The County has discussed data conversion from Class with VSI and it has been decided to convert only households and family members. No transactional data and no master record data will be converted. VSI has a standard import program that allows RecTrac to create households and family members from a CSV file provided by the County. The County will be responsible for providing this file to VSI in a usable format. There is no cost for this service.

3.3. Milwaukee County Services/Commitment

- Project Planning

- Database structure planning

- Software installation (Only needed on workstations with peripherals – VIC executable)

- Data Entry - A designated person responsible for reconciling daily bank deposits from Card Connect credit card transactions. This person will need to compare the bank deposits to the RecTrac Credit Card Report and/or Cash Journal for credit card transactions to be sure everything matches.

4. Project Timeline/High Level Project Plan:

4.1. VSI Project Plan Overview

The Implementation is expected to take place over a 15 month period with a multi-phased approach as described below. The County may need to make adjustments to the plan dates due to circumstances with funding and staff resources. If the County needs to make adjustments, VSI will work with the County to set new dates that work for both the County and for VSI.

Milestone	Activity	Time Frame	Estimated Start Date	Estimated End Date	Fee
Contract negotiation and execution		5-10 Days	9/11/2017	9/18/2017	None
Discovery and Design	County to be billed for planning phase and travel expenses	30 Days	10/1/2017	10/31/2017	$770/Day Plus Travel Expenses
Project pause pending County Board approval of the 2018 Project Request	County will alert VSI when it is OK to proceed.	TBD	10/18/2017	10/25/2017	None

Milestone	Activity	Time Frame	Estimated Start Date	Estimated End Date	Fee
Initial Database Building: Primary - Golf and Reservations Secondary - All other activities	Data entry and end user training. By the end of this period, County will be able to Go-Live with Golf and Reservations.	30-45 Days	11/6/2017	12/31/2017	$770/Day Plus Travel Expenses
RecTrac - Go-Live	Follow-up on-site training week to provide best strategies for any issues.	30 Days	1/1/2018	1/31/2018	$770/Day Plus Travel Expenses
WebTrac - Go-Live	Any additional training can be done via remote WebEx sessions.	30 Days	2/1/2018	2/28/2018	$150/hour
Other Areas - Go-Live	Phase 2-10. Currently no additional VSI training is planned for this time period as County Lead Users will be providing this service.	240 Days	3/1/2018	12/31/2018	None

4.2.   County Scope of Operations – Primary Areas for Project plan

VSI recognizes that there are 8 major areas of Parks Department operations (listed below). Each area will be a focal point of the installation process, thru a phased installation:

County Operations:
1) Golf Operations   15 courses   Will use POS, Pass, and Tee Times
2) Sports/Athletics: 100+ Leagues   Will use League plus reservations for outside organizations.
3) Reservations   30+ Parks   Will use Facility and POS
4) Aquatics   Mult In/Out Pools Will use POS, Pass, Activity and Facility
5) Marina   1 Site   Will use POS and Rentals
6) Special Events   Main Office   Will use Facility Rentals
7) Botanical Garden/Domes 2 Sites   Will use POS and Pass
8) Beer Gardens   4 Sites   Will use POS

5. Technology Architecture

5.1. Infrastructure

Definition of Infrastructure for minimal and recommended Vermont Systems software setup (specifications) are included (see Addendums B and C). VSI also offers a complete range of POS Hardware options. Pricing includes initial hardware items required (Encrypted Magnetic Stripe readers for Credit Card processing).

6. Custom Interfaces

6.1. List of Custom Interfaces

Vermont Systems – Proposed Custom Interfaces

- RecTrac General Ledger Batch Interface to your current G/L System
- RecTrac Activity Brochure export (to RTF file).

6.1.1. Development Overview

Please provide description of custom interfaces

RecTrac General Ledger Batch Interface
> Description: The proposed RecTrac General Ledger interface is a batch process that creates a custom export file of financial (transactional) information from the RecTrac system for import into the County G/L Financial software.

RecTrac Activity Brochure Export Interface
> Description: The proposed RecTrac Brochure Export interface creates a custom RTF file containing program information, such as dates, times, fees, locations, comments, instructors, etc.

7. Data Conversions

7.1. List of Selected Data Conversions

Only planned conversions are households and family members. We have discussed possibility of importing future reservations, but this depends on how many changes to the current coding structure are made. If the County decides to retool their coding structure, then automating a conversion would actually take longer and cost more money than manually reentering the reservations. Both Dorris and Ryan are on board with adding reservations after initial training.

8. Reporting Tools

Vermont Systems Reporting Tools

The proposed Vermont Systems applications include over 300 standard system reports. Each of these standard reports include multiple filter and selection criteria options and output options and formats. Reports may be printed, previewed, exported to excel and as applicable, graphed. All standard reports may also be emailed and setup for scheduled (automatic, unattended) execution of the report.

VSI also provides an internal, custom reporting tool that allows a user to create their own report outputs.

Finally, the proposed VSI application is ODBC compliant and the ODBC drivers and database dictionary are provided (standard) so that a third party reporting tool, such as Crystal Reports can be utilized.

9. Workflow

Vermont Systems Workflow:

VSI will provide workflow training and consulting during the onsite training for each of the proposed application modules. This would include processes for creating accounts, registering and transacting with patron accounts, possible updates and cancellations and end of day reporting and cash management processes/best practices.

10. Implementation Plan

10.1. VSI Project Plan Overview

Customer Service and Project Administration is a critical part of any successful installation. Vermont Systems will guide you through the planning and installation phase of the Project.

Onsite or Telephone Survey
For larger installations with multiple applications, an site survey might be recommended as part of the installation planning process. A telephone conference call to survey your needs will be sufficient for many new customers. Several important items covered during the planning survey include:

- Review/Complete the Implementation Schedule matrix
- Review the software with any key personnel who will be involved in reviewing the Installation Planning Guide and preparing for the installation and training.
- Conduct a survey of each workstation to verify/determine exactly what peripheral hardware is required – cash drawers, barcode/magnetic stripe readers, cameras, touch screen monitors, etc.
- Review networking and verify connectivity to all workstation locations.

The survey will generate a list of tasks to be accomplished, by whom, and by when. Please note that conference calls are also an excellent review method.

Installation Schedule
The County staff and Vermont Systems would jointly prepare an installation schedule. This plan would list all of the functions required to complete the installation, as well as assign our respective responsibilities including hardware, systems software, cabling/network, application software, delivery, training, etc. Upon receiving your approval, VSI would ship the RecTrac Installation Planning Guide. As your staff prepares for the installation, they will consult with VSI at any time via the toll free numbers regarding any issues that may arise.
Prior to on-site training, the RecTrac software would be shipped to you, along with the Installation and Configuration instructions. We assume that your IS staff would install the software using the installation instructions, along with VSI toll free technical support. This approach insures that the system is operational prior to the RecTrac on-site training and therefore does not use training time for network set up. However, if you desire VSI to load and configure the software, we will arrange the schedule accordingly.

Project Staff Assignments
An installation team will be assigned to your account based on the services being provided. In your case, the team will consist of a VSI Sales Manager, a Project Manager, and the designated on-site Trainer. They will coordinate VSI responsibilities, as well as assist you with the implementation of the installation plan. They will also arrange for any other VSI assistance required. The trainer will be assigned following the acceptance of our proposal.
We highly recommend that the County designate a 'RecTrac Administrator' or an Administrative team. This person(s) should be a decision maker who is very familiar with your day-to-day operations. Initially, the VSI Trainer will work closely with the RecTrac Administrator and other key personnel.

Training
Your IS and Finance personnel are welcome to attend any training given. As a minimum, it is very important that the Trainer work with IS for a few hours to review database management functions. We assume the IS personnel would not need to be proficient in the day-to-day application functions. The pricing proposal section includes multiple days of on-site service, including sufficient time for the minimal IS staff training that is suggested.

For a large number of users, VSI generally recommends the "Train-the-Trainer" approach, whereby, the VSI

trainer trains your key personnel who then train the end users. You may find that VSI Trainer time is spent most effectively with smaller groups, but we are willing to train your staff as desired. While our standard training hours are 8am to 5pm, we are very flexible. Please note that there is a cost adjustment for training beyond a normal workday or on weekends.

From experience, we have found that initially it is very effective to work with the key personnel only to set up the database parameters, make policy decisions, and review all the file maintenance functions. The VSI Trainer will ensure that you know how to enter the data, then move on to other functions. Your key personnel will guide your staff through the process of finishing the data entry that might include programs, facilities, memberships, comment codes, rules/regulation letters, user/demographic codes, financial codes, etc. The trainer would also make sure all the peripheral hardware was installed and operational.

The training will be split between multiple trips with time between each trip. Typically, during the database building phase, 2-3 weeks is the time frame between trips. After the first series of onsite trips, the database will have sufficient data entered and will be ready for end user training. The schedule of actual onsite training will be modified based on your needs. Regardless of the number of days quoted, only those days used will be billed.

10.2. VSI Project Resources

Project Manager/VSI Support Mgr:	April Leafey (PM) and Cullen Barber or Tom Valley (Sup Mgr)
Primary Trainer/Onsite Consultant:	To be assigned upon Phase 1, Onsite Training initiation/planning
VP, VSI Support & Implementation:	Laurie Valley
VSI Development Support:	Andy Bose
VSI Sales Manager:	David Wirtz

10.3. Milwaukee County Project Resources

Project Manager:	TBD
Lead User/System Administration:	TBD
Support & Implementation Core Team:	TBD
End Users Managers:	TBD
Functional Users:	TBD
IT/ Project Support:	TBD

Role of VSI Project Manager/VSI Support Mgr:

- Scheduling and leading the Pre-Onsite Planning Meeting's

- Provide an initial project plan and maintain throughout project with County/Recreation Project Manager

- Work with the County/Recreation Project Manager to coordinate an implementation schedule

- Oversee project and monitor progress with Project Manager

- Participate in County meetings related to Vermont Systems & Recreation Department Software project.

- Available for conference calls with Project Manager to review status and progress of project and to identify any outstanding issues.

- Assist Milwaukee County with any Teamwork reports that they wish to run.

Role of VSI Primary Trainer/Onsite Consultant:

- Deliver Training - Onsite

- Database planning – Onsite & Ongoing

- Advise on Database building and "Best Practices" related to proposed VSI application

- Setup and Participate in "Training Database/Environment" and Testing

- Assist with Data Conversion (none proposed at this point).

- Functional Lead Training

- Core-User Training
- Pre-live services and planning
- Go-Live support (on-site)
- Post Live Support (with entire VSI support team)
- Post-Live reconciliation and training
- Assist with setup of any hardware peripherals such as cash drawers, receipt printers, barcode readers, credit card terminals, etc.

Role of VP, VSI Support & Implementation:

- Work with Project Managers (both County and VSI) to schedule training.
- Assign & oversee additional VSI support resources as needed.

Role of VSI Development Support:

- Develop Custom Interfaces
- Coordinate additional VSI development resources required for project completion.