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## Arlington Public Schools Procurement Office

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### Notice of Addendum No. 1

Issued on November 30, 2018

**RFP Title:** Extended Day Child Care Management System

**RFP Number:** 41FY19

**RFP Issue Date:** November 19, 2018

**Proposal Due Date  
And Time:** **December 6, 2018, Prior To 10:00 AM**  
(Local Prevailing time)

### Addendum No. 1

Section II – Scope of Work is deleted and replaced with **Section II – Revised Scope of Work** attached herein.

**This Addendum No. 1 must be signed, dated and received in the Procurement Office prior to the date and time stated above OR acknowledgment of receipt of this addendum may be noted on the Proposal (See page 2 of the RFP).**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Issued By:**  
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## **II. Revised Scope of Work**

Arlington Public Schools (APS) is soliciting Proposals from qualified Offerors for the provision of the Work. APS intends to award one Contract resulting from this RFP. **Offerors must be able to meet all the mandatory requirements contained within the Category and Sandbox Functionality tables below for its Proposal to be considered.** A mandatory requirement is identified with the letter “M” in the column to the right. Those requirements that are non-mandatory are identified with the letter “D” to indicate their status as desired attributes of the proposed system.

**Offerors must identify which of the requirements its proposed System(s) meet by marking the box provided as indicated.**

If at any time it is discovered that an Offeror’s Proposal does not satisfy any mandatory requirement of this RFP or that the Offeror has misstated its minimum qualifications or experience, even if the Proposal initially appeared to satisfy such mandatory requirement or requirements or qualifications or experience, the Proposal may be deemed to be nonresponsive and if deemed nonresponsive shall not be considered further.

<i>Category 1 – Administrative Requirements</i>		
#	Requirement	Level: Mandatory (M) or Desired (D)
1	System will communicate with parent/guardian via email, text or recorded phone call, based on parent/guardian's preferred communication method. Communication should come from system, based on an identified email/phone number, and not from APS staff's personal accounts/numbers.	D <input type="checkbox"/>
2	System will personalize all automated communications with a wide variety of data, such as parent/guardian names, student name, sessions, staff names, etc.	M <input type="checkbox"/>
3	System will send batch e-mails to parent/guardian (i.e. past due notices, bills, registrations, waitlist, etc) and automatically post to journal in family account.	M <input type="checkbox"/>
4	System will send out scheduled reminders (payments, registration, events, etc.) and confirmations based on parent/guardian's preferred communication method.	D <input type="checkbox"/>
5	The system allows the System Administrator to create (or extensive pre-defined) user "profiles" that allow and grant security rights to various functions of the system. Each user can be attached to a specific profile that gives them all the rights of a particular group.	M <input type="checkbox"/>
6	Effective search with the ability to search for parent/guardian by multiple criteria and partial information in order to access parent/guardian record, transaction history, etc.	M <input type="checkbox"/>
7	Ability to create attractive, colorful e-blasts for news items, newsletters, and flyers targeted based on various criteria, such as prior enrollment, site, session, grade, etc.	D <input type="checkbox"/>
8	System can create “preview” e-mail template before sending out.	D <input type="checkbox"/>
9	System can upload pdf forms and have fields populated with information from the system (field trip forms, etc.).	D <input type="checkbox"/>

10	An unlimited number of emails can be programmed to automatically send on specified dates, on a one - time or recurring basis. Reports and/or documents can be attached to these automated emails.	D <input type="checkbox"/>
11	The ability to create pop-up notifications for staff, to appear upon access to the system, specific family/student accounts, during set date ranges, etc., as determined by administrator, on screens as designated by administrator.	D <input type="checkbox"/>
12	Prevent sensitive information from being emailed out by unaware staff.	D <input type="checkbox"/>
13	Schedule-able reports delivered by email to staff-defined email address(es).	D <input type="checkbox"/>
14	Staff is given confirmation alerts for important actions (deleting payments, posting fees, etc) These alerts should be defined by administrator.	M <input type="checkbox"/>
15	System APS to define how much history is retained and when it is archived.	M <input type="checkbox"/>
16	View real-time customizable dashboards (financials, enrollment, etc).	D <input type="checkbox"/>
17	System must be in place ready to Go-Live on April 1, 2019 to allow sufficient time for APS to prepare for its annual registration date of May 1, 2019.	D <input type="checkbox"/>

### Category 2 – Online Portal Requirements

#	Requirement	Level: Mandatory (M) or Desired (D)
1	Software automatically checks and notifies the operator if they attempt to enroll: a) A participant into an activity that participant is already enrolled in. b) A participant into an activity that is closed, full or accepting registrations for the wait list. c) A participant into an activity if they are the wrong age or grade. d) A participant into an activity before the authorized first registration date or after the registration cut-off date.	M <input type="checkbox"/>
2	User can browse session details, including availability/wait list status, online without requiring an account.	D <input type="checkbox"/>
3	Multiple parent/guardians can view the same record but only one parent can update at any time. The record should state that “username has the record open for editing”	D <input type="checkbox"/>
4	Ability to review selected activities before check out	M <input type="checkbox"/>
5	Alert parent/guardian of scheduling conflicts between sessions they are adding and existing sessions on account	D <input type="checkbox"/>
6	Allow each session to expire after administrative controlled amount of time if parent/guardian does not check out	M <input type="checkbox"/>

7	Allows for unlimited length program descriptions. Descriptions will appear in brochure export, online registration site, on-screen in system searches.	D <input type="checkbox"/>
8	Cancelled sessions appear as "cancelled" online (they are not removed from listing)	D <input type="checkbox"/>
9	Detailed registration confirmation must be provided on-screen with option to print.	M <input type="checkbox"/>
10	Display a person's data (child or parent) on one page.	D <input type="checkbox"/>
11	Electronic signature for parent/guardian agreement.	M <input type="checkbox"/>
12	Periodically (administrator controlled) prompt parent/guardian to confirm phone, email address, contact, & other staff- defined data are correct. Intent is to make sure best method of contact is current.	D <input type="checkbox"/>
13	Show transaction timer for cart expiration.	D <input type="checkbox"/>
14	System must have function to prevent duplicate student accounts.	M <input type="checkbox"/>
15	System allows customers to add all family members at the time of account creation and have them approved as a group instead going back in and having each family member approved individually. Ability to set family members/siblings to be automatically approved to a family if parameters and security/validation measures are met.	D <input type="checkbox"/>
16	System allows for auto recovery of Password and Username	M <input type="checkbox"/>
17	System displays parent/guardian agreement. If parent/guardian selects "I Disagree" option, the transaction cannot be completed. Allow parent/guardian to print or email agreement to themselves.	M <input type="checkbox"/>
18	When customer does not have an existing account, System offers the following online options: a) Option to create an account and have it immediately available for use or b) Option to require new accounts created on the customer site to be approved on the staff side prior to being able to use them for transactions. If selected, online account requests are considered pending until they are approved by admin staff or c) Option to activate online user accounts only after email validation. If selected, an activation email will be sent to the customer's email address, and they must click on a link to activate their online account, ensuring the account cannot be activated if the customer did not give a valid email address.	D <input type="checkbox"/>
19	User can register one or more students for multiple sites and/or sessions without having to reselect each student for each one (e.g. to register two students for AM and PM for both school year and summer sessions)	D <input type="checkbox"/>
20	Internet system is multilingual and gives internet customers the option of viewing pages and all printing documents in multiple languages (please list languages available)	D <input type="checkbox"/>
21	Online help for parent/guardians available that could include pdf instructions, video tutorials, or online chat sessions.	D <input type="checkbox"/>

22	Allow for selection of preferred method of communication (e.g., email, phone and recorded message, text, US Mail, none), at the preferred email address, number, etc.	M <input type="checkbox"/>
23	Allow parents to view account information, current/history/future enrollments online	M <input type="checkbox"/>
24	Allow parents to view/print schedule of all household registrations.	D <input type="checkbox"/>
25	Option for each parent/guardian to select and/or opt-out of communications individually (monthly invoices, payment and registration reminders, site information, etc.)	M <input type="checkbox"/>
26	Process for parent to validate email address.	D <input type="checkbox"/>
27	System can create pop-up notifications for parent/guardian, to appear upon access to the system as determined by administrator (specific family accounts, during set date ranges, etc.).	D <input type="checkbox"/>
28	Parent/guardian can select their own password	M <input type="checkbox"/>
29	Parent/guardian can update all information not associated with our SIS (email, phone, etc.).	M <input type="checkbox"/>
30	Parent can produce monthly attendance statement to show detailed usage (sign in/out) - flex fund usage	D <input type="checkbox"/>
31	Application offers the ability for the organization customer to "log off" when their session has ended to restrict access to their account information by subsequent users of the same computer.	D <input type="checkbox"/>
32	Facility locations show addresses using online mapping (e.g. Bing Maps, Google Maps, Map Quest etc.)	D <input type="checkbox"/>
33	System provides the option to enforce strong passwords.	D <input type="checkbox"/>
34	Customer can customize their login ID and/or password. Auto recovery by system not staff	M <input type="checkbox"/>

Category 3 – Offeror Requirements		
#	Requirement	Level: Mandatory (M) or Desired (D)
1	Contractor is expected to fully cooperate with APS in the development and implementation of any changes to the Child Care Management System (CCMS), as deemed necessary and appropriate by APS or as required by legislative change	M <input type="checkbox"/>
2	Offeror must clearly state what is included in any standard annual maintenance agreements for proposed software, and what if any additional support services are included. Within the proposal the Offeror must: Include the resolution process for technical issues; Include	M <input type="checkbox"/>

	frequency of new releases; Indicate if there is any cost associated with new releases and upgrades or if they are covered by the annual maintenance agreement.	
3	Contractor must ensure the timely and accurate entry of client data and records into CCMS	M <input type="checkbox"/>
4	Offeror must provide a demonstration in the form of a Sandbox of the proposed CCMS prior to the Shortlist Interviews stage.	M <input type="checkbox"/>
5	Contractor must provide reports on clients, providers, finances, and program operations as may be requested or required.	M <input type="checkbox"/>
6	Offeror must supply a detailed training plan and written training materials with their Proposal.	M <input type="checkbox"/>
7	Contractor shall be responsible for meeting or exceeding all federal, state and local performance measures and targets associated with the CCMS program.	M <input type="checkbox"/>
8	Contractor will be required to prepare and maintain customer, provider, and financial records in accordance with instructions provided by APS.	M <input type="checkbox"/>
9	Dedicated Contractor project manager.	M <input type="checkbox"/>
10	The dedicated Contractor Project Manager should have a minimum of five (5) years' experience in the Child Care Management System field managing projects of comparable size and complexity.	D <input type="checkbox"/>
11	Continuous improvement plan will be applied to achieve high levels of customer satisfaction for customers and providers.	M <input type="checkbox"/>
12	Provide a development and implementation plan to include user testing	M <input type="checkbox"/>
13	Internal monitoring plan to ensure compliance with policies, rules and regulations, and to ensure data integrity.	M <input type="checkbox"/>
14	Internal monitoring/quality assurance procedures.	M <input type="checkbox"/>
15	Provide a list of clients that have contracted with your organization that have requested similar requirements and are similar in scope (multi-site organization, sliding scale, etc).	M <input type="checkbox"/>
16	Explain in detail and propose a timeline for testing, training, migration of information, and final implementation of the program.	M <input type="checkbox"/>
17	Contractor shall provide extensive capability testing on a test/trainer database prior to going live	M <input type="checkbox"/>
18	Offeror to provide a copy of its organizational chart, including where the CCMS program will fit in	M <input type="checkbox"/>
19	Provide information and details for what the Offeror will not repair/fix/replace within its maintenance and support agreement.	M <input type="checkbox"/>

20	Provide technical assistance (over phone and online) regarding use of the system to all APS staff during school hours (7:00 a.m. – 7:00 p.m. Eastern Time Monday to Friday).	D <input type="checkbox"/>
21	Contractor shall have a disaster recovery plan available upon request by APS.	M <input type="checkbox"/>
22	Offeror will notify APS immediately if any data breach has been detected on any Contractor or sub-Contractor hosted system and will provide detailed assurance/information on what Central Securities Depository (CSD) information has been compromised during this breach.	M <input type="checkbox"/>
23	Offeror will provide proof of Payment Card Industry (PCI) Data Security Standards (DSS) compliance annually - PCI DSS Certificate of Compliance.	M <input type="checkbox"/>
24	Website shall be 508 compliant in all material aspects	M <input type="checkbox"/>
25	System shall be able to integrate with APS student information system.	M <input type="checkbox"/>
26	Provide fixes and patches for problems encountered between software releases.	M <input type="checkbox"/>
27	Provide full back up and restore functions.	M <input type="checkbox"/>
28	Provide full system recovery capabilities.	M <input type="checkbox"/>
29	System must meet the Cardholder Information Security Program Payment Card Industry (CISP/PCI) credit card industry Payment Applicator Best Practices specifications	M <input type="checkbox"/>
30	Offeror's development and quality assurance departments are distinct and separate to ensure thorough testing.	D <input type="checkbox"/>

#### Category 4 – Program Requirements

#	Requirement	Level: Mandatory (M) or Desired (D)
1	Ability to include attendance tracking for supplemental activities outside of Extended Day so that staff can account for children temporarily participating in other activities during a program day.	D <input type="checkbox"/>
2	Staff can record program attendance electronically.	D <input type="checkbox"/>
3	Electronic sign-in/out (unique to each child) that records date, time, & name of person checking in/out. Multiple sign-in/sign-outs per day (AM, PM, enrichments)	D <input type="checkbox"/>

### Category 5 – Reporting Requirements

#	Requirement	Level: Mandatory (M) or Desired (D)
1	Extensive, ad-hoc (customizable) reporting options that are exportable to multiple formats (e.g. PDF, Excel, Word, XML, rich text, csv, etc.). Ability to customize reports, in formatting, content and criteria.	M <input type="checkbox"/>
2	If a third-party payment processor is used, ability to generate and print financial reports from payment processor.	M <input type="checkbox"/>
3	Produce comparison reports (e.g., mail-in & walk-in vs. online registration, payment methods, etc.)	D <input type="checkbox"/>
4	Produce report showing enrollments for selected or all programs within a given parameter (e.g., Spring 2019) or by dates, by activity category, etc.	M <input type="checkbox"/>
5	Refund reports for specified date ranges, with ability to include/exclude payment by type (e.g. walk in, on line, mailed, credit cards, money orders, checks)	M <input type="checkbox"/>
6	Reports should be available in both summary and detail (where applicable) and by date range.	M <input type="checkbox"/>
7	System provides integral report capabilities, allows staff to print reports, labels, and generate email lists based upon multiple user defined selection scenarios, such as zip code, gender, area, age range, prior registrations in specific sessions, etc.	M <input type="checkbox"/>

### Category 6 – Staffing Requirements

#	Requirement	Level: Mandatory (M) or Desired (D)
1	The System should be able to print staff ID cards and/or barcode (for login or other purposes)	D <input type="checkbox"/>
2	Manage staff training hours	D <input type="checkbox"/>
3	Multiple positions and pay rates can be linked to each staff (hourly, flat rate)	D <input type="checkbox"/>
4	Staff can clock-in and clock-out and system produces payroll reports, by site, by staff person, by date and/or date range.	D <input type="checkbox"/>
5	Detailed training on how to customize reports	D <input type="checkbox"/>
6	Onsite training for staff, administrators, and any others where appropriate	M <input type="checkbox"/>
7	On-going trainer/testing database (i.e., ability to test transactions offline, hidden from public website). Could be used to train new employees or to test out features.	D <input type="checkbox"/>



8	Staff accounts include option to record certifications (with expiration).	D <input type="checkbox"/>
9	The vendor shall develop a training plan and provide complete on -site training on the use of the software with provisions on follow up training with an ongoing support agreement	M <input type="checkbox"/>

<b>Category 7 – Information Technology Requirements</b>		
#	Requirement	Level: Mandatory (M) or Desired (D)
1	Online portal integrates with analytics software to provide insights into our web traffic and effectiveness. With the integration, it offers the ability to track all engagement on the site from unique visits and page views, to how much time visitors are spending, which pages are most frequently visited and where the site traffic is coming from.	D <input type="checkbox"/>
2	Provides alerts for unauthorized or suspicious activity.	D <input type="checkbox"/>
3	Provides an automatic log-off feature after a specified period of inactivity	D <input type="checkbox"/>
4	Staff access all functional areas (Registration, Accounting, Staffing, etc.) from a single "Login" screen without having to launch separate modules	M <input type="checkbox"/>
5	System has the capability to communicate/integrate with other software programs such as financial, asset management, and/or GIS systems	D <input type="checkbox"/>
6	System prevents “run-away” searches that can lock -up a machine for several minutes or longer (e.g. – when the selection criteria are too broad)	D <input type="checkbox"/>
7	System will not display or print passwords.	M <input type="checkbox"/>
8	System’s email communications must be automatically compliant with SPAM regulations, including opt -out option.	M <input type="checkbox"/>
9	Vulnerability scans to be performed by PCI Security Standards and its results will be available for APS on request.	M <input type="checkbox"/>
10	System capable of supporting 50,000 concurrent logins around registration dates and other high traffic times. Normal traffic is expected to be 500 concurrent logins or less.	M <input type="checkbox"/>
11	The System must be offered as a 100% contractor hosted software or a third-party hosted software.	M <input type="checkbox"/>
12	The System must fully function on a wide variety of environments and devices, including: Apple iOS, MacOS / OSX (including the Safari, Firefox & Chrome browsers), Microsoft Windows (including the Internet Explorer, Firefox & Chrome browsers).	M <input type="checkbox"/>
13	The System must support trust based authentication via a SAML v2 IdP for all user types.	D <input type="checkbox"/>

14	The System must comply with the terms of the APS Student Data Use and Privacy Agreement.	M <input type="checkbox"/>
15	The System must be able to transfer any or all data from current system (family information, payments, registrations, etc.)	D <input type="checkbox"/>
16	Easily identify students vs nonstudents. System should maintain live information regarding students from our SIS.	M <input type="checkbox"/>
17	Ability for students to be marked inactive once reaching a certain age or are no longer active in SIS.	M <input type="checkbox"/>
18	Each account syncs with specified fields in APS system (Synergy/ParentVue).	M <input type="checkbox"/>
19	The vendor maintains a network operation center with own staff for 7/24/365 monitoring the data center environment, availability, and performance.	M <input type="checkbox"/>
20	Timely notification of updates and enhancements (with full descriptions) and training on how to use enhancements	M <input type="checkbox"/>
21	Up to date system manuals/help for staff (printed or online)	M <input type="checkbox"/>
22	Ability to handle 50,000 registration attempts simultaneously.	M <input type="checkbox"/>
23	All support calls and incidents are tracked in a customer relationship management system (CRM), in a child care management system (CCMS), or other system accessible to APS.	M <input type="checkbox"/>
24	All transactions, reports, etc. in the system should be in real-time	M <input type="checkbox"/>
25	Any problems raised from the testing must be resolved by the Contractor at no expense to APS.	M <input type="checkbox"/>
26	Create and update webpages without having to edit html	D <input type="checkbox"/>
27	Responsive technical support, available during normal business hours in the Eastern Time Zone.	M <input type="checkbox"/>
28	Notification process for customers, when changes, updates, or maintenance are planned.	M <input type="checkbox"/>
29	Online interface to open/track support issues and availability of knowledge database.	M <input type="checkbox"/>
30	Options for flexible website design controlled by administrator.	D <input type="checkbox"/>
31	Provides compatibility with the following mobile platforms: Windows Mobile; Android; iOS; such that services can be accessed on the mobile devices containing those platforms, both for use on the staff/user side as well as the public interface.	D <input type="checkbox"/>

### Category 8 – Financial Requirements

#	Requirement	Level: Mandatory (M) or Desired (D)
1	Ability to generate a random list for auditing with administrator defined parameters.	D <input type="checkbox"/>
2	Allow multiple, separate fees to be linked to each program and for each separate fee to be linked to a different GL account number (registration, session, etc.)	M <input type="checkbox"/>
3	System must provide complete end-of-day reports (summary and detail options), to include as a minimum, end of day processing report, receipt transaction listing with receipt number, time of transaction and amount of transaction, and parent/guardian name, if checks, include check numbers, daily GL account distribution.	M <input type="checkbox"/>
4	Online customer and staff should be notified in real-time if credit card is declined	M <input type="checkbox"/>
5	Option for auto bill pay (recurring electronic payments by credit card, e-check, etc)	M <input type="checkbox"/>
6	Payment processor - either vendor hosts or a third party	M <input type="checkbox"/>
7	Payment Processor's customer service hours meet or exceed 7:00 am – 7:00 pm EST.	D <input type="checkbox"/>
8	Payment processor must use family account number (or other identifier) to link payment in third party payment system to family account.	M <input type="checkbox"/>
9	System must comply with credit card chip technology requirements	M <input type="checkbox"/>
10	Third party (for PCI compliance) interface will not capture or store any payment card information on APS servers or network environment.	M <input type="checkbox"/>
11	Credit card payments must be automatically deposited directly into APS accounts within 48 hours.	M <input type="checkbox"/>
12	System includes a customer accounts receivable system to track customer balances and provide reports for all accounts coming due or overdue.	M <input type="checkbox"/>
13	Ability to accept credit card, check, and money order payments.	M <input type="checkbox"/>
14	Ability for staff to make financial adjustments to family account	M <input type="checkbox"/>
15	Ability to apply discounts to a transaction or account as needed	M <input type="checkbox"/>
16	Ability to customize payment plans (e.g. –default is due immediately, but can schedule items due first of each month, two weeks prior to service start, day of service start, specified date of each month, staff defined dates, etc.)	D <input type="checkbox"/>

17	Ability to customize receipt format (e.g. with different information per site, with APS logo, etc.)	D <input type="checkbox"/>
18	Ability to generate past due account notices. With ability for administrator to set parameters to generate reports based on account balances (partial balances regardless of recent payments, by time period (e.g. 30 day/60 day), greater than/less than amount, outstanding balance by session or category). Be able to generate e-mail or text from past due reports.	M <input type="checkbox"/>
19	Ability to handle and calculate pro - rated refunds based on administrator defined criteria.	M <input type="checkbox"/>
20	Accounting system processes NSF checks (adds penalty, flags account, etc)	D <input type="checkbox"/>
21	Administrator can override fees.	M <input type="checkbox"/>
22	System can offer discounts to multiple children within the same household to apply to only administrator defined/selected sessions.	M <input type="checkbox"/>
23	Posts fees and send statements using staff defined criteria	M <input type="checkbox"/>
24	Print account statements based on user-defined criteria	M <input type="checkbox"/>
25	Process refunds individually or in batches	M <input type="checkbox"/>
26	Amend entries and apply credits to past calendar year financial record.	M <input type="checkbox"/>
27	Track revenue generated from activities that have not started yet (i.e., deferred revenue)	M <input type="checkbox"/>
28	Accept 3rd party payments (Someone outside account is paying)	M <input type="checkbox"/>
28	Additional comments added during activity set-up should print on receipt. Ability for staff to add additional comments before printing invoices from the account.	D <input type="checkbox"/>
29	Allow multiple, user-selected payment methods to be used online, including credit card and e-check.	D <input type="checkbox"/>
30	Automatically calculate discount fees.	M <input type="checkbox"/>
31	Administrator can update and or make changes to fees from year to year, or as needed.	M <input type="checkbox"/>
32	Staff can see last transaction processed (receipt number, parent/guardian name, etc.)	M <input type="checkbox"/>
33	Fee Structures can be set by year, category (school year, summer, special, etc.) site, session, grade, and/or as otherwise needed.	M <input type="checkbox"/>
34	Flexibility in entering/changing fee amounts.	D <input type="checkbox"/>
35	Generate form letter to notify or remind recipient of fee adjustment status. Options to email or print letter.	D <input type="checkbox"/>

36	If a third-party payment processor is used, there must be some identifier that aligns which transaction in the system ties to which payment in third party payment system.	M <input type="checkbox"/>
37	Automatically prorate fees based on option designated from multiple options (whole and half month, quarterly, etc.) and for staff to be able to override prorated amount.	D <input type="checkbox"/>
38	Send e-mail notification to staff when parent/guardian changes income in system. Parent/guardian changing income does not change fees automatically. Staff must adjust fee.	M <input type="checkbox"/>
39	Administrator can post adjustments to customers Account balance.	M <input type="checkbox"/>
40	System accommodates sliding fee scale for multiple income levels, multiple schedules and locations.	M <input type="checkbox"/>
41	System must allow for the following payment types - full payment, partial payment, payment applied from account credit, payment cancelations and backdating, payment plans with automated tracking, credit balance refunds	M <input type="checkbox"/>
42	System tracks financial transactions by staff person, workstation, for any date range, any time range, by function, by general ledger account number, by payment method, or for the entire system.	M <input type="checkbox"/>
43	Administrators can cancel any transaction(s) with the following options, apply credit to household balance, apply split refund payment types (i.e., ability to process a refund with portions applied to multiple refund payment methods), refund later from system, backdate a payment cancellation.	M <input type="checkbox"/>
44	Track upcoming payment plan due dates	D <input type="checkbox"/>
45	Ability to scan checks and have payment posted to account.	D <input type="checkbox"/>

### Category 9 – Registration Requirements

#	Requirement	Level: Mandatory (M) or Desired (D)
1	All email correspondence with parent/guardians should be managed by system. Email from parent/guardians should be routed to the staff working on a registration interaction (not general department email box). Staff responses should not come from her/his personal APS email address. As a result, system should retain both sides of communication history with parent/guardian.	D <input type="checkbox"/>
2	Audit trail to show history of account.	M <input type="checkbox"/>

3	Ability to have actions of staff and parent/guardian recorded in a journal/audit trail, (invoice printed, indicate changes made to account information, registration submitted, student enrolled, placed on or removed from wait list, adjustments made to fees or financial ledger, record of auto generated communications, etc.). Ability to determine what information is to be automatically added to the journal and to indicate what journaled items are visible to p/g and site staff, by level of security/rights. Ability to add text and screenshots to journal/audit trail.	M <input type="checkbox"/>
4	Staff can print and/or email prior system generated emails or other communication trails.	D <input type="checkbox"/>
5	Staff can create notes only seen internally.	M <input type="checkbox"/>
6	Parent/guardian visit history can be tracked.	D <input type="checkbox"/>
7	Administrators can control online registrations by identified groups and specific dates, etc.	M <input type="checkbox"/>
8	Staff can transfer a child from one school to another in one transaction (i.e., no need to withdraw from an activity in one transaction, and then enroll in another activity in a second transaction)	D <input type="checkbox"/>
9	Ability to add a unique comment/note that can be associated with a program or session (e.g. must provide lunch). Comment should appear on receipt and as part of program information.	D <input type="checkbox"/>
10	Allow staff to override requirements (age, gender, grade, prerequisite, etc.).	M <input type="checkbox"/>
11	Automatically generate wait lists for classes reaching the maximum number of enrollees.	M <input type="checkbox"/>
12	Automatically notify staff of wait list change when an opening becomes available. This will allow staff to notify the appropriate person on the wait list.	D <input type="checkbox"/>
13	Automatically remove Financial Assistance status from parent/guardian accounts on system administrator-defined expiration date, by account and/or by discount group.	D <input type="checkbox"/>
14	Administrator can designate minimum and maximum number of participants by grade, session and/or school	D <input type="checkbox"/>
15	Administrator can designate minimum and maximum school grade range. Date for grade verification should be adjustable by staff.	M <input type="checkbox"/>
16	Display the number of registrants currently enrolled, by school or category, on a specific date or within a date range, by grade and/or session - based on multiple selected criteria.	M <input type="checkbox"/>
17	Display the number of registrants currently on a wait list, by school or category, on a specific date or within a date range, by grade and/or session - based on multiple selected criteria.	M <input type="checkbox"/>

18	Display the number of available spaces to enroll, by school, category, or grade - based on multiple selected criteria.	M <input type="checkbox"/>
19	Do not allow duplicate registrations (same person into same session, regardless of grade or site).	M <input type="checkbox"/>
20	Administrator can manage accounts on different levels (individual, family and organizational/3rd Party) and create links between accounts.	M <input type="checkbox"/>
21	Administrator can include program/session details online. Details may include: session description, spaces available, comments, fees, dates, times, site staff, session dates, and age/grade requirements. Option for staff to include links to additional documents, if needed.	M <input type="checkbox"/>
22	Ability to mass withdraw students from one or more sessions based on account balance criteria.	D <input type="checkbox"/>
23	Permissions should have a locked - out, read only and other field level specific access control features based on individual username and password. (Active Credentials to log in)	M <input type="checkbox"/>
24	Registration date/timestamp is when session is added to the cart if checkout is completed within allotted time.	D <input type="checkbox"/>
25	Notification emailed to one or more identified staff email addresses when a session has reached enrollment maximum and has begun to register to a wait list.	D <input type="checkbox"/>
26	Multiple participants within the same family can be enrolled without having to re -input or re -select the session name each time.	M <input type="checkbox"/>
27	Software allows capability to set priority registration dates for returning customers for each session, by site, (versus only ability to set this as an "all -or -none" global setting), allowing returning participants to register ahead of new participants. System will allow the specification of the dates and times for priority registration	D <input type="checkbox"/>
28	Software does not require one season/calendar to be closed before starting another	M <input type="checkbox"/>
29	System has the ability to work with a mapping system to delineate distance of emergency contacts.	D <input type="checkbox"/>
30	System provides ability to create unlimited number of "Custom Questions" in any module (e.g. – registration, check out, etc.), that can be asked either globally or during a transaction in order to gather additional demographic, program or individual specific information	D <input type="checkbox"/>
31	System will display real time enrollment numbers and prevent staff from enrolling past capacity.	M <input type="checkbox"/>

32	System will prevent duplicate account creation if family already has an existing account. Duplication prevention settings can be set to include first/last name, email address, home address, and phone number.	M <input type="checkbox"/>
33	The system allows activities to be copied from one season to another and all data is transferable (E.G. – not solely days, times, location but also custom questions assigned, receipt information, payment schedules, etc.)	M <input type="checkbox"/>
34	When child is registered, or withdrawn from a program the system sends an automatic e-mail to the school.	D <input type="checkbox"/>
35	When required information is missing from registration, the system will highlight the field with the missing information and take parent/guardian directly to the field.	M <input type="checkbox"/>
36	When there is an age restriction for a session, the system automatically calculates the age of the enrollee as of user defined date and not as of the date of enrollment.	D <input type="checkbox"/>
37	When zip code is entered, the city and state fields are automatically populated.	D <input type="checkbox"/>
38	System can merge accounts without loss of data.	M <input type="checkbox"/>
39	System can roll over site/session information from one season to another and automatically generate new session codes as needed.	M <input type="checkbox"/>
40	Allow for staff-defined enrollment prompts allowing for any data fields/questions to be set up and tracked for the session. Prompts may be pop-up during registration process (e.g., What is your child's t-shirt size? How did you hear about this program?)	D <input type="checkbox"/>
41	Allow for the withdrawal of a student from an individual or all sessions in a single transaction. System to calculate pro-rated amount due and with the option to apply the funds of any credit to another session or future sessions (keep the money on parent/guardian's account), or process a refund to the payee by the same method of payment. Notify parent/guardian of any outstanding balance due at the time of withdrawal and provide one click option to pay balance immediately.	D <input type="checkbox"/>
42	Ability to provide text comment fields to be associated with other check-box and drop-down fields.	M <input type="checkbox"/>
43	Option to change enrollment status to open/closed/cancelled/wait list, etc.	M <input type="checkbox"/>
44	Staff can deactivate/hide parent/guardian that is deceased, or temporarily disassociated with the student so they don't show on the account. This should be reversible.	M <input type="checkbox"/>
45	System can generate a list of families missing information and send an automated e-mail reminder.	D <input type="checkbox"/>



46	System can print parent/guardian ID cards (for check-in/check-out or other purposes) that have barcode.	D <input type="checkbox"/>
47	System can share student's account with divorced parents (one child account with the two separate parent's accounts) and split fees based on amount or % and for all credits or refunds to stay with the paying parent's account.	M <input type="checkbox"/>
48	System can store parent/guardian photo in his/her account	D <input type="checkbox"/>
49	Staff can suspend an account (make inactive)	M <input type="checkbox"/>
50	System can temporarily remove a student from a family account to new account. This should be reversible.	D <input type="checkbox"/>
51	Staff can attach/insert documents/scanned forms (e.g. medical waiver, field trip authorization, etc.) to account by family and/or student.	M <input type="checkbox"/>
52	Parent/guardian can sign-in/sign-out via barcode or similar + PIN (or similar secure check out)	D <input type="checkbox"/>
53	Ability to put students on waitlists by session.	M <input type="checkbox"/>
54	Staff can change and override the enrollees on the waiting list. This allows for manipulation after the fact to move individual wait list entries either up or down in priority.	M <input type="checkbox"/>
55	System can send e-mail to individual families from wait list screen.	D <input type="checkbox"/>
56	Parent/guardian can remove students from the wait list.	D <input type="checkbox"/>