



## **Metro Parks Cash Receipt System**

### **RFI 12-1957**

#### **Request for Information**

##### **Metro Parks and Environmental Services**

600 NE Grand Ave.  
Portland, OR 97232  
503-797-1700

##### **Project Manager**

Brian Kennedy  
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##### **Procurement Analyst**

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Notice is hereby given that the Request for Information (RFI) for Metro Parks Cash Receipt System shall be received by Metro, 600 NE Grand Avenue, Portland OR 97232 until close of business on December 1, 2011. It is the sole responsibility of the submitting party to ensure that Metro receives the response by the specified date and time. Responses may be mailed, delivered, faxed or emailed.

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## I. INTRODUCTION

The Parks and Environmental Services Department of Metro, a metropolitan service district organized under the laws of the State of Oregon and the Metro Charter, located at 600 NE Grand Avenue, Portland, OR 97232-2736, is requesting information for Metro Parks Cash Receipt System. Responses will be due as indicated on the Request for Information (RFI) cover page.

This Request for Information is intended to gather data from the vendor community in preparation for a potential, upcoming procurement.

## II. BACKGROUND/HISTORY OF PROJECT

Metro is an elected regional government that serves more than 1.5 million residents in Clackamas, Multnomah, and Washington counties and the 25 cities in the Portland region. Metro is the only regional government agency in the U.S. whose governing body is directly elected by the region's voters. The Metro Council consists of a president who is elected regionwide and six councilors who are elected by district every four years in nonpartisan races.

The Council appoints a chief operating officer to carry out Council policies and manage Metro operations. The chief operating officer oversees a diverse workforce of more than 1,600 employees. These include specialists such as park rangers, economists, teachers, scientists, designers, planners, zoo keepers, stage hands and cartographers.

Metro's primary responsibility is regional land use planning. However, the Metro charter also recognizes the significant role Metro has in other regional issues such as solid waste disposal, and the operation and development of regional recreation and visitor facilities such as the Oregon Zoo, the Oregon Convention Center and regional parks and open spaces.

Parks and Environmental Services is responsible for managing Metro's developed parks. Blue Lake Park and Oxbow Park are significant community resources in the Portland metropolitan region and are heavily used by residents and visitors. Both parks currently charge day use fees year-round.

### Major Challenges

Effective cash management at Blue Lake Park and Oxbow Park has been an ongoing challenge. In fiscal year (FY) 2009-10 Metro selected and implemented a point of sale/cash receipting system. However, that system has not been successful for the parks for several reasons.

- The selected system is extremely complex and does not appear to be well suited to the relatively simple cash receipting needs at the parks.
- It is time consuming for staff to process individual payments at the park entry booth which results in traffic backups on the entrance to the park.
- The main entry booth at Blue Lake Park lacks internet connectivity. Metro's Information Services staff installed a wireless (wimax) connection to the booth, but the relatively low bandwidth connection caused operational difficulties with the software.
- Oxbow Park also lacks a high-bandwidth internet connection and thus was completely unable to install the selected product.

The Metro parks are heavily used, particularly in the summer months. On an average weekend day in the summer, 1,300 cars will park at Blue Lake Park. July 4<sup>th</sup> is typically the busiest day of the summer. On an average July 4<sup>th</sup>, Blue Lake will admit 3,794 cars and buses.

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## Current Fee Structure

Entrance Type	Normal Fee	July 4 <sup>th</sup> Fee
Cars	\$5	\$10
Buses	\$7	\$15

### III. PROPOSED SCOPE OF WORK

Currently Metro has not budgeted for this project. The intent of this Request for Information is to determine the feasibility and estimated costs for implementing a cash receipting solution that would meet Metro's needs.

Metro would like to improve the efficiency and effectiveness of the cash receipting process at Blue Lake and Oxbow Parks by selecting and implementing cash receipting software that would achieve the following desired outcomes:

- Provide an intuitive interface that is easy to learn for regular, seasonal and temporary staff
- Allow users to quickly accept payments and print receipts for customers with a minimum of keystrokes/touches
- Function effectively in a limited bandwidth environment
- Allow for easy updating of prices
- Ability to integrate with Metro's ERP system, currently PeopleSoft

Selected proposers will be asked to do a scripted demonstration of their product.

### IV. RESPONSE INSTRUCTIONS

#### A. Submission of Response

Five (5) copies of the response shall be mailed or hand-delivered to Metro, addressed to:

Metro Parks and Environmental Services  
Attention: Brian Kennedy, RFI 12-1957  
600 NE Grand Avenue  
Portland, OR 97232-2736

Responses can also be emailed to the following:  
[brian.kennedy@oregonmetro.gov](mailto:brian.kennedy@oregonmetro.gov)

#### B. Deadline

Responses will not be considered if received after the date and time indicated on the RFI cover page.

#### C. RFI as Basis for Responses:

This Request for Information represents the most definitive statement Metro will make concerning the information upon which responses are to be based. Any verbal information which is not addressed in this RFI will not be considered by Metro. All questions relating to this RFI should be addressed to Brian Kennedy, [brian.kennedy@oregonmetro.gov](mailto:brian.kennedy@oregonmetro.gov). Any questions, which in the opinion of Metro, warrant a written reply or RFI addendum, will be furnished to all parties receiving this RFI. Metro may not respond to questions received after close of business on November 21, 2011.

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## D. Procurement Procedure Requirements

Metro in no way implies or guarantees any purchase or procurement of potential solutions submitted in response to this RFI. Metro reserves the right to use the information obtained through this RFI if it is in the best interest of Metro to issue a competitive procurement in the future. Participation in this RFI is voluntary and any expense incurred in providing a response, to include product demonstrations or informational interviews if requested by Metro, shall be the sole responsibility of the vendor.

In the event that a procurement results from this RFI, price alone will not be the only criteria that will be used to select vendors. Other criteria will include, but not limited to, experience, past performance, diversity and sustainability.

## V. RESPONSE CONTENTS

The response should contain no more than 15 pages of written material (excluding brochures, which may be included in an appendix), describing the information requested, as outlined below. The response should be submitted on recyclable, double-sided recycled paper (post consumer content). No waxed page dividers or non-recyclable materials should be included in the response.

### A. Product information

- Ability to meet desired outcomes outlined in Section III
- Additional functionality that could benefit Metro

### B. Technical requirements

- Microsoft SQL database
- Ability to integrate with current ERP product (PeopleSoft Modules 8.9/Tools 8.47.10 – HP-UX 11.23 64-bit, Oracle 10.2)
- IP-based system

### C. Past experience and customers:

- Installations at other governmental agencies
- References from current clients

### D. Provide estimated costs for the following components:

- System
  - Software
  - Server
  - Infrastructure
- Blue Lake Park
  - 3 Terminals
- Oxbow Park
  - 2 Terminals
- Implementation
  - Setup
  - Training

### E. Sample implementation plan and Schedule.