

Cherokee Nation

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Addendum 01-Revised

REQUEST FOR PROPOSAL MEMBERSHIP SOFTWARE SYSTEM



Cherokee Nation Procurement Department
On behalf of Public Health Services

CHEROKEE NATION
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Deadline for Receipt of Proposals: Proposals may be e-mailed to Amanda Coles at amanda-coles@cherokee.org and the subject line must reference “[RFP – MEMBERSHIP SOFTWARE SYSTEM](#)” no later than **May 9, 2024 by 5:00 pm CT** Proposals received after this deadline will not be considered and will not be considered for award. No responding party may withdraw their proposal within 90 days after proposal due date.

Questions received by deadline.

Question: Is HIPAA compliance a mandatory requirement or is SOCII certification acceptable?

Answer: **Yes**

Question: Is having an app a strict requirement or would a mobile adaptive webpage work to handle check-in, registration, or make payments?

Answer: **Strict Requirement**

Question: What data collection is currently done for members and scheduled classes/activities?

Answer: **Basic information (address, phone, emergency contact, email, etc), Attendance of classes and activities.**

Question: What size population do you serve?

Answer: **Currently 20,000 with Tahlequah Location. Anticipate we will double in next few years.**

Question: What were the approximate number of programs/classes you offered in 2023?

Answer: **20**

Question: How many total registrations did you receive for programs in 2023? This number should reflect the TOTAL number of registrations for ALL programs/classes considered in the previous question. Please do not consider unique users here - if Sally registers for 7 programs, she counts 7 times.

Answer: **24,000**

Question: How many total registrations do you anticipate in 2024 and 2025? Separate estimates with a comma. (i.e "10,000, 12,000")

Answer: **25,000, 30,000**

Question: How many facilities do you manage scheduling and rentals for?

Answer: **Currently 1 location. Adding 2-4 location in next two years.**

Question: How many rentals did you have at these facilities in 2023? Separate estimates with a comma. (i.e "10,000, 12,000")

Answer: **We do not have rentals. We only have scheduling for classes.**

Question: How many rentals do you anticipate for 2024 and 2025? Separate estimates with a comma. (i.e "10,000, 12,000")

Answer: **NA**

Question: How many different membership types are offered annually?

Answer: **7**

Question: What approximate number of overall members do you expect to enroll in these memberships in 2024 and 2025?

Answer: **2024 – 750, 2025 – 6,000**

Question: Will you be using memberships to record facility check-ins?

Answer: **Yes**

Question: Will you be managing/scheduling leagues through your software?

Answer: **Yes**

Question: If so, approximately how many teams and total players/participants across all teams?

Answer: **500 players**

Question: Do you plan to use point-of-sale (POS)? If so, how many venues will have a point-of-sale setup?

Answer: **Yes- 1 for 2024, 2 for 2025**

Question: If using POS do you have an estimate of the "raw" number of transactions you would process in 2024 and 2025? Separate estimates with a comma. (i.e "10,000, 12,000")

Answer: **No**

Question: When does your budget year begin and end?

Answer: **Begins October 1st – Ends September 30th**

Question: How much revenue was processed for programs, memberships, facility rentals, and POS in 2023?

Answer: **\$10,000**

Question: How much revenue do you anticipate for those activities in 2024 and 2025? (Separate estimates with a comma. (\$600k, \$800k)

Answer: **\$10,000, \$15,000**

Question: Do you have an existing application that you want to keep using, or do you want to replace it with a new application?

Answer: **Replace with a new application**

Question: Do you want a single application, or do you want a combination of applications? The RFP references multiple functions being requested across the categories of nutrition, exercise, and health and human services.

Answer: **Single application**

Question: Does the security context around cybersecurity and systems extend beyond just the health and wellness applications that we are talking about in this RFP? Or is it only limited to just the application set that we are discussing?

Answer: **Just health and wellness applications**

Question: Do you want the applications provided to be both mobile and web-accessible in the system?

Answer: **Yes**

Question: Should there be a backend application to run within the facilities and then a front-end mobile application for the various users to utilize both?

Answer: **Yes**

Question: Is this an enterprise-grade application that has both a client and a server?

Answer: **Yes**

Question: What is the scope of software and hardware and systems networks and such related to this?

Answer: **Information not provided.**

Question: Will there be a discovery and assessment solutions period within this to scope out the current landscape and then deploy the new system?

Answer: **Yes**