

City of Rutland
City Hall, 1 Strongs Avenue
Post Office Box 969
Rutland, Vermont 05701

REQUEST FOR PROPOSALS RECREATION MANAGEMENT SOFTWARE

The City Of Rutland is soliciting proposals for Managed Recreation Software for Recreation and Parks Department.

Proposals can be delivered to Sara Magro, Purchasing Agent in the City Clerk's Office or submitted on-line at www.rutlandcity.org no later than:

Submittal Deadline: 4:00 Friday, February 24, 2023

Proposals will be opened and read aloud at the regularly scheduled Rutland City Board of Finance meeting at City Hall on:

Proposal Opening: 3:00 Monday, February 27, 2023

Physical Address:

Sara Magro, Purchasing Agent
City Hall, 1 Strongs Avenue
Post Office Box 969
Rutland, Vermont 05702

1. Overview

The City of Rutland is accepting proposals to select a qualified local government software vendor to provide recreation management software (RMS) to meet the business needs of the City's Parks and Recreation Department.

The City of Rutland seeks the assistance of an experienced company that can accomplish all of the functionality identified in this RFP. The Vendor selected will be responsible for the implementation of a recreation management software, project management, training, and data migration solutions that will meet the performance requirements as agreed to in a final contract. The selected Vendor should have a team of experts who understand local government, who know recreation management needs, and who can help us achieve our goals – all while providing 24/7/365 support.

2. Background

The Rutland Recreation and Parks Department is an entity of the City of Rutland. Currently, the Recreation department has four facilities that currently take active registrations for, but not limited to, monthly and yearly memberships, programs, sport teams, rentals, and daily admissions. Currently, the Recreation Department will have approximately 900 members at RRCC facility, 400 at Godnick Adult Center, and 500 White Memorial Park. In 2021-2022 the revenue was approximately \$750,000 and projected revenue for 2022-2023 will be \$750,000.

3. Schedule

The approximate RFP schedule is summarized below:

Issuance of RFP	January 2023
Last day to accept questions and requests for clarifications on the RFP	Wednesday, Feb. 1st
Vendor submittals due	Friday, February 24, 2023
Vendor interviews and reference checks	NA
Vendor approval, enter negotiations, execute a professional services agreement	TBD

* Dates subject to change

4. Scope of Services

The project objective is to obtain a recreation management software that meets the current and future needs of the City Recreation Department. The City is interested in a standard, fully hosted, complete solution that can be customized to meet City's needs. The ideal software solution will enable the City to provide excellent customer service both in person and online for its main business activities including, but not limited to, recreation program administration and registration, facility scheduling, memberships, payment processing and reporting. It is desirable that the system has an unlimited number of users licensed to use the software at any given time. The City desires access to a sandbox environment during the evaluation period to further enhance the City's understanding of the software's environment and capabilities.

The information below represents required functional capabilities in the selected RMS. It is not all inclusive, other functionality may be recommended or added. The City's new software must

provide, at a minimum, the components shown below. All such functionality modules must be included with the system at no additional cost to City.

Required Functionality

- **Activity Registration** – Ability to easily register for activities both in-house or securely online. With a fully designed registration page to visually match our department website, along with an easy-to-use and search course catalog.
- **Calendar Sync** – Ability to export event information to end-user Google and Outlook calendars.
- **Facility Reservations** – Ability to reserve a variety of facilities in person and online.
- **Membership Management** – Ability to create a variety of memberships; sell memberships (seasonal/non-seasonal), punch cards, or key-fobs in-house or online; scan members in and out of facilities; as well as set recurring member billing and streamline payment for departments and citizens.
- **Point of Sales** – Ability to sell merchandise and keep track of inventory. Must work with cash drawers, barcode readers, receipt printers and credit card readers with touch screen capabilities.
- **League Management** – Ability to set-up registrations by team or individual, manage assessments, track game results, and auto-schedule games and tournaments with drag-and-drop adjustments.
- **Ticketing** – Ability to create, sell and scan tickets for events in-house, on-line, or from a mobile device.
- **Merchant Options/Credit Card Processing** – Ability to use a Vender-provided credit card processing gateway for facilities, activities and point of sale items. Or in the alternative, have the ability to integrate credit card processing.
- **Mobile Responsive** – The solution's interface is responsive to mobile devices such as tablets and phones without losing the functionality found on a desktop.
- **Surveys** – The solution can send out automatic surveys requesting feedback after an activity or rental.
- **Reporting/Financial Accounting** – The solution will provide completely customizable reports that can be saved, emailed or exported. The reporting functions can easily be used for financial accounting needs.
- **Email/SMS Blasts** – The solution can automatically send out emails and SMS messages to registered participants.

5. Proposal Format

The City of Rutland will evaluate vendor experience, qualifications and capabilities for developing and implementing a new City recreation management system. The required qualifications are outlined below. Vendors must have at least five (5) years of experience delivering RMS solutions developed specifically for local governments. Responders are required to submit a written narrative corresponding to each of the underlined section items:

Executive Summary

- Overview and summary of how your company will assist the City Recreation Department in reaching the needs and goals of recreation and park districts
- Any differentiators that set your solution apart from your competitors

Company Profile

- Company overview and history
 - How long has the company been in business
 - Number of current employees
- Capabilities of company - Why should your company be chosen?

Project Team

- Name, title, role (e.g., project management, training, design)
- Education, years of experience

Experience and References

- Please provide three (3) current municipality and/or other government entity customers involving similar professional services, consulting, and production deliverables. Include the contact name, address, telephone number, and email address for each reference.

Description of Recreation Management Software

- List all features and functionality included in the proposed RMS. The proposed system must include all features and functionality listed in Scope of Services section of this RFP.

Implementation Plan

- Average Timeline/Schedule
 - Example Project Plan
 - Data Migration
 - Integration
 - Training
 - System Testing
 - Transition to Production
- What role the City will play in the project

Support, Hosting and Security

- Support
 - Ongoing training opportunities (videos and training manuals, etc.)
 - Support services - emergency and non-emergency availability
 - Describe product release, enhancement and upgrade process
- Security
 - Meets PCI Compliance Standards
 - Describe company's security process and hosting environment
 - Describe in detail you Disaster Recovery and Redundancy policies and procedures
 - Provide information on archiving capabilities and processes

Proposed Project Investment Estimate

- First Year development and implementation fees including:
 - Recreation Management Software
 - Days/hours of training, on-site or web-based
 - Indicate if travel is included or a separate cost for on-site training
 - Days/hours of Project Management

- Days/hours of System Development/Data Migration
- Merchant Set-up
- Additional products/functionality (included and optional)
- Annual fees for hosting, maintenance and support for Year 2 and beyond
- Pricing must be lump sum and all-inclusive except for optional enhancements, if available

Additional Products Offered (limited to five (5) pages)

- Give brief descriptions of other products offered by the company. Do not include marketing brochures, promotional collateral or excessive non-relevant information.

Questions can be emailed to Kim Peters, Superintendent Rutland Recreation and Parks
City of Rutland
kimp@rutlandrec.com