OGDEN CITY CORPORATION

REQUEST FOR PROPOSAL

Recreation Facility Management Software

Marshall White Community Center

Prepared by Edd Bridge & Crystal Griffin

Public Services

July 3, 2024

OGDEN CITY CORPORATION
REQUEST FOR PROPOSAL

Recreation Facility Management Software

ADVERTISEMENT

Ogden City is requesting sealed proposals from qualified offerors for comprehensive recreation facility management software, and training, with ongoing support and maintenance. This system will be used by staff and the public to manage/register for recreation and facility services. Proposal packets are available and may be obtained by downloading from the Ogden City website at http://ogdencity.com/264/Purchasing.

Proposers are responsible for securing any addenda issued.

A **non-mandatory pre-proposal meeting** will occur on **July 18, 2024, at 3 PM.** The meeting will be held via an online platform, Zoom. Details are provided in the RFP. All firms intending to submit a proposal are **encouraged** to attend the meeting to obtain relevant information.

Sealed responses to this RFP shall be submitted to the Purchasing Office, c/o 2nd Floor Information / Constable Desk, 2549 Washington Blvd, Ogden, UT, 84401 by **July 31, 2024, no later than 3 PM. LATE PROPOSALS WILL NOT BE ACCEPTED.**

Ogden City reserves the right to accept or reject any proposal as it best serves its convenience and/or is found to be in the best interest of the City.

Ogden City encourages and welcomes bids from small, local, women and minority-owned businesses and other disadvantaged business enterprises.

Ad Published: July 6 & 13, 2024.

OGDEN CITY CORPORATION
REQUEST FOR PROPOSAL
Recreation Facility Management Software

I. INTRODUCTION

Ogden City's Marshall White Community Center was originally built in 1968 to provide recreation and community services to inner-city residents. In 2023 the building was torn down, and the new Community Center will be re-opening in the spring of 2025. The new facility will offer the following amenities: exercise workout area, walking track, family pool, outdoor pickleball courts, indoor basketball courts, field house, community space, teaching kitchen, classrooms, daycare, preschool, outdoor multi-use fields, and basketball outdoor court. Ogden City desires to have a single software provider with experience in delivering the Recreation facility management system outlined in this request for proposal.

Goals/Objectives

Ogden City strives to maintain the highest level of service to patrons. Users who prefer online interaction should be able to sign up for recreation programs, special events, leagues, and facility rentals with Ogden City Recreation with minimal effort. It must be an easy-to-navigate format on a variety of devices. The software will provide new and improved technology that will be easy to understand for both the recreation department staff, as well as our customers/end-users. This will further enhance the quality of our customer service and efficiency by using the convenience of the latest technology.

It is anticipated that this RFP process will result in one contract award. The RFP document will become part of the final contract. The contract will be issued for one year with an option for renewal.

II. SCOPE OF WORK or SPECIFICATIONS – Refer to Exhibit A

III. MANDATORY OR NON-MANDATORY MEETING

A **non-mandatory pre-proposal meeting** will occur on **July 18, 2024, at 3 PM.** The meeting will be held via an online platform, Zoom. All firms intending to submit a proposal are **encouraged** to attend the meeting to obtain relevant information. Please allow at least one (1) hour for the meeting.

Below are the details of the Zoom Meeting:

https://us02web.zoom.us/j/85870531322?pwd=rDTabo2imIEFLTaocMjlAkb6JTUVX0.1

Meeting ID: 858 7053 1322

Passcode: 911414

IV. RESPONSE TO RFP

Ogden City is seeking proposals from offerors capable of providing all the work described in the Scope of Work (see Exhibit A) including attachments.

A. Each Proposal must include, as a minimum, the following information:

1. Authorized Representative – Indicate the name, address, email, and telephone number of the company submitting the proposal.

    a. Include the name and contact information of the person designated as authorized to contractually bind the offer.

2. Company Experience - A description of the firm's experience and capability of fulfilling this contract if awarded.

    a. Include company history with biographies and/or resumes for principal contacts.

    b. Capability and Experience

3. Team Information – Provide the names of any outside consultants and/or subcontractors to be utilized, including contact information and a brief description of their role(s) in the project.

4. Cost Proposal - Present a comprehensive breakdown of costs associated with the project, along with projected timelines for each phase. Include a price guarantee period for budget stability.

5. References - Furnish a minimum of three references; Detailing project specifics, scope, work summaries, and contact information for validation.

6. System Functionality and Flexibility – Describe the proposed system's operational capabilities and its adaptability to future needs.

7. Training, Service, and Maintenance – Outline plans for training sessions, ongoing service provisions, and ongoing maintenance support post-project completion.

B. Proposals are to be no longer than 30 pages. Double-sided pages count as two pages.

C. For City record-keeping purposes, please do not use spiral or wire binding methods. The following methods will be accepted:

   a. Submitted as a loose leaf with a binder clip
   b. Submitted in a regular 3-ring binder

D. Proposals submitted to Ogden City are considered public records unless protected within Utah Code 63G-2-1.

V.   EVALUATION OF PROPOSALS

Proposals will be evaluated by the criteria listed below:

A. System Functionality and Flexibility   35 Possible Points

B. Capability and Experience   30 Possible Points

C. Training, Service, and Maintenance   20 Possible Points

D. Cost/fee proposal   15 Possible Points

A total of 100 possible points may be awarded to one proposal.

The selection committee will primarily be composed of City employees. On occasion, consultants may be invited to participate in the review.

Note that proposals that are received after the deadline or do not conform to the RFP requirements may be deemed non-responsive and eliminated. Each proposer bears sole responsibility for the items included or not included in the response submitted by that proposer.

All proposals in response to this RFP will be evaluated in a manner consistent with the Ogden City policies and procedures. Ogden City reserves the right to disqualify any proposal that includes significant deviations or exceptions to the terms, conditions, and/or specifications in this RFP. Ogden City reserves the right to disqualify a proposal due to any late response, no response or missed deadline.

In the initial phase of the evaluation process, the selection committee will review all responsive proposals in a cursory manner to eliminate from further consideration proposals which in the judgment of the evaluation committee fail to offer sufficient and substantive provisions to warrant further consideration.

After this initial phase, finalist proposals will be selected for detailed review and evaluation.

Ogden City may require an in-person presentation by a proposer to supplement their written proposal.

Being selected and agreeing does not guarantee the offeror will be extended any specific amount of work.

VI. SUBMISSION OF PROPOSALS

By July 31, 2024, no later than 3 PM; proposers shall submit five (5) copies of the proposal in a sealed envelope.

<u>On the envelope, indicate your company's name and the RFP name.</u>

Submit to:

Ogden City Corporation

c/o 2nd Floor Information / Constable Desk

ATTN: Purchasing Office

Recreation Facility / MWC Management Software

2549 Washington Blvd.

Ogden, UT 84401

LATE PROPOSALS WILL NOT BE ACCEPTED.

If the sealed proposal is submitted by mail or other delivery service, it must be received before the submission deadline.

The sealed proposal may also be hand-carried to the 2nd Floor Information / Constable Desk at the same address.

No facsimile or email transmittals will be accepted.

It is the sole responsibility of those responding to this RFP to ensure that their submittal is made to the correct location and in compliance with the stated date and time.

City offices are closed on holidays.

VII.   INSURANCE REQUIREMENTS

The successful proposer shall procure and maintain for the duration of the contract the required insurance against claims for injuries to persons or damages to property, which may arise from or in connection with the performance of this agreement. **The Contractor shall pay the cost of such insurance.**

A. The amount of insurance shall not be less than:

1. **General Liability**: Minimum of $3,000,000 commercial general liability coverage with $1,000,000 for each occurrence. Policy to include coverage for   operations,   contractual   liability,   personal   injury   liability,

products/completed operations liability, broad-form property damage (if applicable), and independent contractor's liability (if applicable) written on an occurrence form.

2. **Business Automobile Liability**: $1,000,000 combined single limit per occurrence for bodily injury and property damage for owned, non-owned, and hired autos.

3. **Workers' Compensation and Employer's Liability**: Worker's Compensation limits as required by the Labor Code of the State of Utah and employer's liability with limits of $1,000,000 per accident.

B. Each insurance policy required by this Agreement shall contain the following clauses:

1. "This insurance shall not be suspended, voided, canceled, reduced in coverage or limits except after thirty days prior written notice by certified mail, return receipt requested, has been given to the Ogden City Corporation".

2. "It is agreed that any insurance or self-insurance maintained by Ogden City Corporation, its elected or appointed officials, employees, agents, and volunteers shall be excess of Contractor's insurance and shall not contribute with insurance provided by this policy."

C. Each insurance policy required by this Agreement, except policies for Workers' Compensation, shall contain the following clause in a separate endorsement:

1. "Ogden City Corporation, its elected and appointed officials, employees, volunteers, and agents are to be named as additional insureds in respect to operations and activities of or on behalf of, the named insured as performed under Agreement with Ogden City Corporation."

D. Insurance is to be placed with insurers acceptable to and approved by Ogden City Corporation. The contractor's insurer must be authorized to do business in Utah at the time the license is executed and throughout

the period the license is maintained, unless otherwise agreed to in writing by Ogden City Corporation. Failure to maintain or renew coverage or to provide evidence of renewal will be treated as a material breach of contract.

E. City shall be furnished with original certificates of insurance and endorsements effecting coverage required within, signed by a person authorized by that insurer to bind coverage on its behalf. All certificates and endorsements are to be received by the city before work begins on the premises.

F. City reserves the right to require complete, certified copies of all required insurance policies at any time.

G. Any deductibles or self-insured retentions must be declared to and approved by the city. At the option of the City, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions concerning the City, their elected and appointed officials, employees, agents, and volunteers; or the Contractor shall provide a financial guarantee satisfactory to the City guaranteeing payment of losses and related investigations, claim administration and defense expenses.

H. The Contractor shall include all its contractors as insured under its policies or shall furnish separate certificates and endorsements for each contractor. All coverage for the Contractor's contractors shall be subject to all the requirements stated herein.

I. Nothing contained herein shall be construed as limiting in any way the extent to which Contractor may be held responsible for payments of damages to persons or property resulting from the activities of Contractor or its agents, employees, invitees, or contractors upon the Premises during the License Period.

J. Under the "**Certificate Holder**" section, list the following information:

> Ogden City Corporation
> 2549 Washington Blvd.
> Suite 510
> Ogden, UT 84401

VIII.   GENERAL TERMS AND CONDITIONS

A. Qualified respondents shall be Licensed Contractors in the State of Utah, for this type of work, and who meet Ogden City's insurance and bonding requirements, and have experience with all work defined in the scope of work.

B. For projects that are security-sensitive in nature, Ogden City reserves the right to conduct a criminal background check of each person who will be providing services in response to this RFP. If requested, the Contractor shall submit a BCI Criminal History Report dated within 30 days of response to RFP for each employee who will be on-site, that shows "Criminal History Verified" and has Arrest History attachments. Employees who have any convictions on their BCI record may be subject to further review and approval by Ogden City. Ogden City may reject any response to this RFP that involves services from a person or entity that Ogden City determines is unfit or unqualified to fulfill the requirements of this RFP.

C. All work must meet current industry standards including all Federal, State and local rules and regulations.

D. Ogden City reserves the right to request clarification of information submitted, and to request additional information from any proposer.

E. Ogden City will make every effort to ensure all offerors are treated fairly and equally throughout the entire advertising review and selection process. The procedures established herein are designed to give all parties reasonable access to the same basic information.

F. Cost of Developing Proposals - All costs related to the preparation of proposals and any related activities are the sole responsibility of the offeror. Ogden City assumes no liability for any costs incurred by offerors throughout the entire selection process.

G. Proposal Ownership – Once submitted, all proposals, including attachments, supplementary materials, addenda, etc. become the property of Ogden City and will not be returned to the offeror.

H. Conflict of Interest – No member, officer, or employee of Ogden City, during his or her tenure shall have any interest, direct or indirect, in this contract or the proceeds thereof, except as permitted by Ogden City policy.

I. Non-Collusion – The offeror guarantees the proposal is not a product of collusion with any other offeror and no effort has been made to fix the proposal price or any offeror or to fix any overhead, profit or cost estimate of any proposal price.

J. Award of Contract - The selection of the company will be made by a selection committee comprised of city employees. Ogden City reserves the right to negotiate and hold discussions with prospective service providers as necessary, however, Ogden City may award this contract without discussion of proposals received from prospective service providers.

    The selected company shall enter into a written agreement with Ogden City.

    Ogden City reserves the right to cancel this Request for Proposal.

    Ogden City reserves the right to reject any or all proposals received. Furthermore, Ogden City shall have the right to waive any informality or technicality in proposals received, when in the best interest of Ogden City. Ogden City reserves the right to segment or reduce the scope of services and enter contracts with more than one vendor.

K. Pursuant to the Utah Government Records Access and Management Act (GRAMA), records will be considered public after the contract is awarded. If an offeror wishes to protect any records, a request for business confidentiality may be submitted to the Ogden City Recorders Office at the time of bid submission. The form can be accessed through the Recorder's webpage at: https://pr-ogdenut.mycusthelp.com/WEBAPP/_rs/(S(suopfgrvelrynrtwqydthpu0))/supporthome.aspx?sSessionID=16221821990UTUCQERTHPDHVQEOIMKDOOMQJPTOE&lp=2

IX.   ADDITIONAL INFORMATION

Price Guarantee: If applicable, all pricing must be guaranteed for one (1) year. Following the guarantee period, any request for price adjustment must be for an equal guarantee period and must be made at least 30 days before the renewal period.

Requests for price adjustment must include sufficient documentation supporting the request and demonstrating a logical mathematical link between the current price and the proposed price.

Any adjustment or amendment to the contract will not be effective unless approved by Ogden City.

Price Reductions: It is understood and agreed that the city will be given the immediate benefit of any decrease in the market, or allowable discount.

The contractor will only be allowed to invoice for the cost of services/goods in compliance with the submitted proposal as accepted by Ogden City Corporation.

A. Invoices must contain a complete description of the work/service/goods that were performed/provided, the contract price for each service, the City purchase order or contract number, and the address of service location or delivery address.
B. Upon the Award of the Contract, the Contractor may receive a request to process payments electronically.
C. If offered by the Contractor, Ogden City seeks a discount for early payment. The City shall only take such a discount if earned.
D. Invoices shall be sent to the following address:
    Email invoices to: itbilling@ogdencity.com

X.   GOVERNING INSTRUCTIONS

This RFP will constitute the governing document for submitting Proposals and will take precedence over any oral representations.

XI. RFP SCHEDULE

Ogden City will follow the timetable below. Ogden City reserves the right to modify the dates due to unforeseen circumstances. Revision of dates, specifically the RFP response deadline, will result in an RFP amendment. Amendments will be published in the City's Purchasing webpage - https://www.ogdencity.com/264/Purchasing.

EVENT	TARGET DATE
Open RFP Process	July 3, 2024
1st Ad – Standard-Examiner	July 6, 2024
2nd Ad - Standard-Examiner	July 13, 2024
Pre-Proposal Meeting via Zoom	July 18, 2024, at 3 PM
Last day for Q&A	July 22, 2024; No later than 3 PM
RFP Response Deadline	July 31, 2024; No later than 3 PM
Committee Review and Selection Process	To Be Determined
Contract Start Date	To Be Determined

XII. CONTACT INFORMATION

For any questions related to this RFP, please contact the Ogden City Purchasing Office via email purchasing@ogdencity.com or at (801) 629-8742.

The question-and-answer period ends at 3 PM on July 22, 2024.

Please check the City's Purchasing webpage for any published Q&A document(s) that might have already addressed your questions or concerns - https://www.ogdencity.com/264/Purchasing.

Thank you for your interest in doing business with Ogden City.

EXHIBIT A
SCOPE OF WORK

Required

I. **Online Registration/Access**

It is the goal to provide an interface for public access to Marshall White Center services. It is anticipated that this will provide a single access point for the public to manage their account both in-house and securely online.

A. Individual/family profiles

B. User-friendly interface for both staff and customers

C. Web and/or App based customer/instructor/employee portal

D. Customized page to look like our website

E. Ability to attach class syllabuses, program schedules to activities

F. Compatibility with multiple browsers (Chrome, Edge, Firefox etc.)

G. Mobile Compatibility for both browsing and CC payment

H. 24/7 customer service and support

I. Easy program search keyword, location, facility, activity age

J. Unlimited city users

K. Automatic emailed receipt

L. Ability to have pop messages before registration process starts

II. **Account Management**

A. Ability to easily access accounts for both Individual and family

B. Member account management, access to invoices, past registrations, ability to edit information.

C. Online registration and/ or facility rental

D. Seach function by name or phone number

E. Ability to disable account.

F. Grades in school are definable in the system. Preferably grades increase with each school until the child graduates.

G. Complete schedule of events for both family and individual.

H. System allows for enabling required fields using the account creation (i.e. must provide emergency contact and birth date)

I. The system includes the ability to check for duplicate customer files when entering new customer records for staff and online customers. If attempting to add a new customer to the central database, the system warns the user of similar customer files.

J. Preferred ability to have a child linked to two parents not living at the same address

K. Ability to view customers' entire history of transactions and ability to reprint or email receipts at any time

L. Include defined member/non-member and resident/non-resident fee structure or have GIS integration to identify residency status when creating new account.

III. **Activity/Program Registration**

A. Connect facility/room reservations with programs, lessons, classes, camps etc.

B. Ability to add visuals/photos to program descriptions

C. Modify any activity information and registration such as gender, age, grade, etc. Also, be able to modify response options and set fields as required or optional.

D. Flexible searching capacity for staff and users

E. Ability for customers to print waivers, rules, manuals, and other forms such as rental agreements.

F. Flexible fee structures based on qualifications.

G. Text or email reminders to registrants of upcoming classes, programs, etc., and list of requirements/supplies.

H. Separate resident/non-resident registration dates

I. Ability to add students/ participants/ vendors to a waitlist when a class or event is full.

J. Ability to build teams/classes/rosters, and move registrants between teams, classes /rosters.

K. Create custom questions such as school or grade, jersey size, or buddy request, and see those answers while building teams.

L. Ability to choose to coach/volunteer with or without a child in the program.

M. Prefer the ability to copy and edit information from a sport or class to create the next session (April pottery class copied and pasted to May pottery class) without current participants being copied/moved over.

IV. **Facility Reservations**

A. Preferably calendar of reservations and availability on one master calendar

B. Search for availability (external and internal)

C. Ability for users to reserve online by date, time, and location based on venue/staff availability set by city staff, (availability for city staff to set availability limits) or to "approve" or "not approve" based on staffing capacity.

D. Ability for users to upload and submit any forms associated with the rental

E. Approval workflow when required (for example recreation manager needs to approve rental, however, needs to submit rental insurance first before approval)

F. Flexibility to apply multiple types of use for one area of facility (an area used for baseball, soccer, lacrosse, and football)

G. Mapping integrated with Google Maps or other maps, and/or rooms or indoor area maps (for room setup/layout of assets such as tables, chairs, etc.)

H. Ability to release a reservation to the public based on Ogden City's established criteria

I. Alert the appropriate staff of the pending reservations requiring approval (like E above). Ability to work through an approval process including all affected departments such as Police, Fire, Business Licensing, and Special Events for public events. In addition to a second-level workflow notification to external parties such as the Health Department, and the Department of Alcohol and Beverage Control.

J. Reservations with flexible fee structures based on use and qualifications

K. Ability to add or subtract items available with or without additional fees specific to each type of rental

L. Facility uses reporting and reservation signs.

M. Combined facility reservations with program/class/field reservation

N. Ability to communicate upcoming reservations, payment due dates, paperwork needed (i.e., insurance, permits, etc.) and notify any conflicts

V. League Management

A. Ability to set up registration by team or individual

B. Need to interface with field/facility rentals when scheduling a league or class

C. Email and text all participants and coaches both separately and as a group

VI. Membership Management/ Access Control

A. Any membership can be valid for a date range or designated number of visits.

B. Pass/punch card.

C. Ability to define a wide range of membership prices and types, plans, family, adult, student, child, etc., and terms, (i.e. 10 punch, 1-month, 3-month, 6-month, 12-month continuous renewal, etc.) online and in-person

D. Set recurring membership billing to streamline payment for the user

E. Unlimited membership types are allowed for each member. For example, we have members who belong to a senior center and an outdoor pool. A single ID card/code is all that is required.

F. Photo shows up with all pass holders' info to confirm the user

G. Compatible with Gunnebo Optistile 1080 Turnstile

H. Capable of producing membership cards, passes, or printer receipts with scannable barcodes

I. Ability to apply age restrictions by membership plan. Example: individuals under age 18

J. Membership fees can be discounted and adjusted. (Fee Assistance)

K. Show the last date a membership was scanned.

L. Ability to restrict the number of times a punch pass can be used.

M. Ability for EFT, and auto credit card billing, as a form of for scheduled payments when scheduled payments have a defined amount or end date

N. Ability to charge back dues and services fees in the same transactions

O. Alert staff if an invalid barcode or identifier is scanned

P. Restrict entry at control point based on invalid/expired membership

Q. Staff-facing notes or alerts can be placed on members' accounts

R. Preferred System has an app that patrons can use for various functions including registration, purchase of day passes, membership scans at control access points, ability to choose which item they are checking in for, swim lessons, membership, personal training, etc.

VII.   Daycare

A. Check-in and check-out system with time stamp

B. Attendance reports

C. Ability to add fees to users (i.e., late fees, diaper, after closing, etc.)

D. Pre-register capabilities to better communicate with daycare staff

VIII.   Training

A. Training for a minimum of 10 employees and 24/7 support.

IX.   Financial Management and Sales

A. Able to add individual GL codes to multiple buttons

B. POS/cash receipting/accounts receivable and integration with Munis

C. Supports multiple split payment types including cash, credit card, and debit.

D. PCI Compliance

E. POS must be able to track inventory, work with cash drawers, barcode readers, receipt printers, and credit card readers with touch screen capabilities

F. POS and payment capacity for multiple locations

G. Secure data storage and encryption

H. Multiple user-defined payment methods: coupons, gift cards, scholarships, etc.

I. The System puts a hold on account if an outstanding balance or missed payment within a set period

J. The system has the ability for EFT and automatic credit card billing as a form of payment for reoccurring scheduled payments either with an end date or perpetually until ended by customer request.

K. Able to add/and refund deposits.

X. Reporting

A. Facility reservations report. Daily/Weekly/Monthly Calendar

B. Activity attendance and participation

C. Financial accounts/receivables reports

D. Invoice duplication

E. Must operate in real time

F. Must be able to balance by user/employee at the end of each shift. Example: assigned cash drawer, location, date range, time range, function, GL numbers, payment method for the entire system

G. Scanned in report with date and time options

H. Report scripting and custom report capability

I. Reporting functions that can be saved, emailed, or exported for all financial accounting needs

J. Ability to print reports with park and court rentals together

K. Ability to reserve multiple spaces together or individually

L. Team rosters with custom questions, ability to print one team at a time or all together, only one team per page

M. Report and track how many people come in with their membership to the site

N. Customer demographic reporting and mapping capability such as age, grade, school registration history, resident/non-resident, and other fields

XI. Subsidy/Fee Assistance

A. Ability to set up multiple fee assistance programs

B. Ability to set fee assistance for everyone in a group or family account

C. Variable settings for fee assistance with term length. Example: $100 per year per family member

D. Ability to restrict what programs and how much fee assistance can be used (i.e., certain fee assistance can be used for 50% of a group swim lesson, but not a private lesson or facility rental)

E. Set maximums for dollars and usage values for each customer type, customer account

F. Tracking and reporting of available fee assistance dollars with an expiration date

G. Fee assistance status, including remaining balance available online via the customer account

H. Fee assistance usage report showing numbers and dollars, per customer

XII. Surveys

A. Prefer the ability to survey class/event/activity either automatically or manually

XIII. Class Attendance

A. Prefer interactive attendance functionality. (Instructors can track attendance via the system)

XIV. Volunteer Management

A. Prefer the ability to accept volunteer applications and track volunteer hours

XV. League Schedule

A. Compatible with QuickScores.