



Minneapolis Park & Recreation Board

Request for Proposals

Recreation Management Software

Release Date: January 11, 2021

Pre-proposal Informational Meeting: January 19, 2021

Proposal Deadline: January 25, 2021



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1.0 Introduction

The Minneapolis Park and Recreation Board (MPRB or Board) is seeking proposals for a comprehensive recreation management software solution. This system will be a gateway used by staff and the public to manage recreation services. These services may include:

- Facility Reservations
- Activity Registration
- Child Care Management
- Volunteer Management
- ID Card/Membership Management
- Permit Management
- League Management
- Ice Arena Management

This request for proposal (RFP) is being submitted to vendors to obtain proposals regarding their system solutions, features, functions, pricing and ability to meet these application requirements. Vendors must demonstrate a proven solution meeting the requirements contained in this request for proposal.

MPRB is seeking proposals for anywhere from one to all the listed modules and services above. It is MPRB's preference to have a single provider meet all the expectations outlined in this request for proposal. It is MPRB's preference that any solution proposed is already in place and operational in comparable governmental environments. Integration with a SQL-powered financial database (PeopleSoft) is highly desired.

We request that your company supply the information requested in this RFP as completely as possible. All proposals are due on January 25, 2021.

1.1 Vision

It is the intent of this system to maintain MPRB operations of different divisions under one system. This will be accomplished by implementing current technology and best practices required to automate internal and external customer service. The MPRB requires a solution that is user-friendly, efficient and provides consistency and accountability. The service utilization statistics will provide data to make informed decisions.



2.0 About the MPRB

The MPRB is an independent, semi-autonomous governing body responsible for maintaining and developing the Minneapolis Park System to meet the needs of citizens of Minneapolis.

Nine Park Board Commissioners are elected every four years: one from each of the six park districts within the city and three who serve at large. The policy-making Board of Commissioners appoints the Superintendent to provide high-level oversight and leadership to this nationally renowned park system.

The Park Board staff consists of approximately 600 full-time and 2,000 part-time employees in the areas of administration, environmental stewardship, planning, and recreation.

Established in 1883, the Minneapolis Park and Recreation Board (MPRB) oversees a renowned urban park system spanning 6,809 acres of parkland and water. The Minneapolis Park and Recreation Board is an award winning, nationally acclaimed park system. The Trust for Public Land recently ranked the Minneapolis Park System the #1 system in the nation.

Mission

The Minneapolis Park and Recreation Board shall permanently preserve, protect, maintain, improve, and enhance its natural resources, parkland, and recreational opportunities for current and future generations. The Minneapolis Park and Recreation Board exists to provide places and recreation opportunities for all people to gather, celebrate, contemplate, and engage in activities that promote health, well-being, community, and the environment.

Vision to 2020

In 2020, the Minneapolis park system is a premier destination that welcomes and captivates residents and visitors. The park system and its beauty are part of daily life and shape the character of Minneapolis. Natural, cultural, artistic, historical, and recreational resources cultivate outstanding experiences, health, enjoyment, fun, and learning for all people. The park system is sustainable, well-maintained and safe, and meets the needs of individuals, families, and communities. The focus on preserving land continues, with a strong emphasis on connecting people to the land and each other. Aware of its value to their lives, residents are proud stewards and supporters of an extraordinary park and recreation system.



3.0 Technology Environment

The preferred solution should be a web-based application that is delivered through a SaaS model. It is also preferred to have the vendor host the solution though proposals of MPRB-hosted solutions (on prem) will also be considered.

The MPRB Information Technology infrastructure consists of three key components: internet connectivity, workstations, and servers.

Internet connectivity

Multiple remote sites that utilize broadband Internet circuits and VPN technology operate under various Internet speeds. The solution shall operate smoothly within all speeds.

Virtual Servers

The MPRB runs a VMWare environment with many virtualized servers. This environment is expanding as the MPRB's goal is to virtualize all servers that meet the requirements. Virtual Environment is currently running Microsoft Windows Server 2008 R2 - 2019 with IIS 7.5 – 10

Physical Servers

The MPRB is supported by a Microsoft Active Directory based network with multiple servers running Windows Server 2012 R2 – 2019. The MPRB uses Microsoft SQL DBMS as a database standard.

Workstation hardware & software

The MPRB workstations are running Microsoft Windows 10 with Microsoft Office 365 Professional Plus.

4.0 Third Party Applications

Financial Software: The Minneapolis Park and Recreation Board uses PeopleSoft 9.2 HRIS and Financials hosted at the City of Minneapolis. The following modules are installed: General Ledger, Inventory, Payables, Project Costing, Asset Management, Cash Management, Purchasing, eProcurement, Billing, Receivables, and Contracts.

5.0 PCI Compliance

Should the Contractor store, process or transmit cardholder data on behalf of the MPRB or manage/operate systems or services under the terms of this Agreement, then Contractor represents and acknowledges that the Contractor will comply with the Payment Card Industry (PCI) regulatory standards including the PCI Data Security Standards (DSS). Contractor represents that it will protect cardholder data. Contractor



will be annually certified as a PCI compliant service provider and agrees to provide evidence, Attestation of Compliance (AOC) to the MPRB upon request. Contractor agrees at reasonable times to provide the MPRB or its assigns the audit rights contained in Section XII hereof for all physical locations, systems or networks that process credit cards, on behalf of the MPRB if PCI compliance certification has lapsed or is otherwise not current. Contractor also agrees to provide written notice to the MPRB of any breach of a system owned, operated or maintained by Contractor that contains cardholder data or information.

6.0 Data Migration

MPRB asks that each vendor provide details regarding data migration capabilities. MPRB projects to migrate data from the existing software. This includes existing facility reservations for all facility types up to two years before the go-live date along with the financial information behind each (customer, amount paid, etc.).



7.0 Project Information

7.1 Scope of Services

The Minneapolis Park and Recreation Board is soliciting proposals from qualified companies for a Recreation Management software solution which meets current requirements and is capable of expansion to meet future needs. This includes the design, install, support and maintenance of a solution that meets MPRB's requirements detailed in this section.

The finalists will be chosen based on:

- Ease of solution use for the public and staff
- Ability to meet the requirements of the RFP
- Maintenance and support offering
- Vendor experience and qualifications
- Costs to the MPRB and Public
- Acceptance of the MPRB's terms and conditions

7.2 General Requirements

The following general requirements are anticipated as part of the solution proposed for the Minneapolis Park and Recreation Board.

7.2.1 Online Registration/Access

It is the goal of this project to provide an improved interface for public access to Minneapolis Park and Recreation Board recreation services. It is anticipated that all solutions will provide a single access point for the public to manage their recreation services where logical.

7.2.2 Financial Management and Sales

All services offered and the modules requested require a financial and sales backbone. This includes management of a point of sale interface, receipt management, general ledger accounts and accounts payable/receivable reports.

7.2.3 Accessibility

Although the MPRB is not an agency of the State of Minnesota, the MPRB expects the successful proposer to follow the accessibility standards presented by the State of Minnesota. See [here](#).

This standard incorporates the Web Content Accessibility Guidelines 2.1 and guidelines from Section 508 of the Rehabilitation Act of 1973.



7.2.4 Training

Vendor should state how many hours of training will be provided and address how MPRB staff will be trained post-implementation. MPRB also requests that the vendor describe any existing training or knowledge database accessible to staff post-implementation.

7.2.5 User Management

The solution provided needs to allow for management for different security levels and permission groups. MPRB approximates 700 total users and 5 administrators. Permissions management of all modules is required. For instance, activity modification only within a user group while activity registration being universal to all users.

7.2.6 Public Profiles

Profiles are to be maintained for all public users completing a transaction in the system including basic user information and history. Please explain the setup of the public profiles in the proposed solution. Include a list of required and optional fields. Outline the ability to collect demographic information. Indicate your ability to integrate/share profiles with other software solutions.

7.2.7 Reporting

The MPRB requires ad-hoc analytics and reporting. Reports include but are not limited to:

- Facility Reservations Report
- Activity Attendance and Participation
- Financial Accounts/Receivable Reports
- Team Roster and Standings

7.3 Modules Change

The MPRB desires the following modules to be available in the software solution. The MPRB may choose to implement all or some of these components in a phased approach. Included below is an overview, current use and limited specific requirements for each module.

7.3.1 Facility Reservations

The MPRB programs and reserves several types of facilities, as outlined below. Each type of facility has different requirements and will be implemented in phases. All facilities need to have the following basic functionality available:

- Calendar of Reservations and Availability
- Search for Availability (External and Internal)
- Approval workflow when required



- Flexibility to apply multiple types of use for one instance of a facility (ex. A field used for lacrosse, softball *and* football) and hierarchy of usability (ex. Using the field for football prevents usage for softball but usage for volleyball maintains ability to use for softball)
 - Ability to manage permits that do not impact other reservations of the space
 - Mapping integrated with Google Maps or other
 - Ability to release for reservation to public based on MPRB established criteria
 - Alert to appropriate staff of pending reservations requiring approval
 - Permit issued for reservations with flexible fee structures based on requested use
 - Ability to include list of items available for use with/without additional fees specific to type of facility or permit
 - Facility Use Reporting
 - Allow for different fee structures depending on type of group
 - Combine facility reservations with program data for report generation and room/field reservations
 - Ability to utilize/export facility reservation data to display through digital signage either as a native functionality or through an integration
- MPRB requires the ability to communicate with customers who have reserved facilities to easily manage their reservation. This could be through ad-hoc messaging or automated notifications of upcoming reservations, payment due dates or any conflicts. Marketing capability of available reservable facilities is desired.

7.3.2 League Management

The MPRB manages league for a variety of sports including softball, basketball, volleyball and golf. Different leagues require registration as a team or an individual that will be assigned to a team. The public should be able to search for leagues based on key registration information: sport, days of play, location, season and level of play. League scheduling includes length of season, days of play, game sites, number of games, sport and level, team roster, officials assigned, rain date and scheduling. The solution should automate in the creation of teams, schedules, standings, rosters, tournament brackets. The system should also interface with field reservations and provide a schedule based on availability. The system would need the ability to email managers, participants and league and officials.

7.3.2.1 Adult Leagues

The MPRB offers adult leagues in thirteen sports. Annually 1,765 teams register with over 29,000 participants. Setting up a league should temporarily hold the required field space. The space should be used automatically when the league is scheduled without manual intervention.



7.3.2.2 Team Carryover Management

The MPRB has many adult leagues that maintain most or all their participants between different leagues or sports. The public managers of these teams should be able to carryover the team to the next registration to save time.

7.3.2.3 League Schedule Balancing

Leagues should balance based on field of play and time of play to equally distribute teams playing against each other throughout the season.

7.3.2.4 Youth Leagues

The MPRB offers eleven youth sport leagues. Annually 550 teams and 8,000 participants are served. This requires similar functionality to adult leagues but a differentiation between the two.

7.3.2.5 Tournament Brackets

Automated tournament bracket creation should make efficient use of available fields and differentiate the ranking of the teams based on league performance. Different brackets should be available for up to 72 teams. Tournament bracket tools should also include the ability to edit the bracket including the swapping two games simultaneously.

7.3.2.6 Ability to Post Documents

The ability to post documents for the league managers and team members on the public site.

7.3.2.7 Field Lighting Integration

The MPRB has four(4) fields that have Mosco automated lighting systems. The MPRB would like to integrate schedules from the recreation management system with the lighting system to reduce manual scheduling.

7.3.2.8 Officials

The MPRB manages officials for thousands of youth and adult games annually. The solution should automate official assignment and management. Each official should have a profile including contract, background check and sports they are certified to officiate. Each official should be able to indicate times available and apply to schedule.

7.3.3 Activity/Program Registration

7.3.3.1 Program Registration

Programs are posted seasonally and average between 1,400 and 2,000 programs per season. Peak registration volume occurs with our summer registration which takes



place in April. Annual reservations can reach over 60,000 registrations. The solution should include:

- Programs/activities connected with facility/room reservations
- Ability to add visuals to program descriptions
- Dynamic visual modification for fonts, graphics, etc.
- Interactive attendance functionality
- Reporting: Seasonal statistical summaries for age groups, attendance, program types and locations
- Ability to generate mailing lists/labels from registration lists
- Match current tried and tested functionality
- Batch modify activity information
- Dynamically manage activity registration fields such as gender or age; MPRB desires the capability to self-author response options and set fields as required or optional

7.3.3.2 Program Search

Ability for the public to search for online programs based on a combination of one or more selections from the following search criteria:

- Keyword
- Activity Number
- Recreation Facility
- Geographic Area
- Day of the Week
- Time of Day
- Age or Age Category
- Activity Category

The results should show the following information either in a table or preferably a map:

- Program Name
- Number
- Age
- Day(s)
- Date
- Time
- Location
- Fee

7.3.3.3 Special Event Registration

The system would need the capabilities of on-line registration by user groups and organizations. Differentiation between a personal customer and an organization/group is needed in terms of payment options, number of people represented, etc.



7.3.3.4 **Lessons**

The MPRB offers lessons for various activities including sailing, tennis, aquatics and golf. Instructors should be able to manage lesson times.

7.3.3.5 **Activity Communications and Marketing**

MPRB requires a streamlined method to communicate with activity registrants directly from within the system. Automated and ad-hoc communications are desired.

Compilation of activities offered to be communicated to the public in a brochure or other format as well as other marketing material is highly desired.

7.3.4 **Child Care Management**

Rec Plus is a school age childcare program serving up to 16 different locations throughout Minneapolis serving about 1000 children. The MPRB desires separate centralized billing, customer autopay and registration for this program. Parents and guardians should be able to pay daily, weekly or monthly online. Automated reoccurring pay is required. Specific needs are listed but not limited to:

- Vaccination reports
- Emergency card report
- Student rosters and daily sign in sheets
- Ability to add a la carte fees to bills i.e. late fees, etc.
- Late payment reports
- Ability to distribute fees among more than one guardian or third-party billers
- Ability to communicate via email to parents
- Document attachment to records
- Registration form management and flexibility
- Calendar view of registration
- Mobile-friendly
- Absentee notification automation

7.3.4.1 **Annual Tax Receipt**

A summary annual tax receipt per participant that meets federal standards is a major requirement. These include organization name, address, itemized service date, parent/guardian name, child name, MPRB Tax ID number. This also includes a fee total of membership, regular, late, additional, field trip and release day fees. The tax receipts should be available for parents/guardians to print from their account.

7.3.5 **Volunteer Management**

The Department of Volunteers and Community Partnerships coordinates the efforts of over 6,000 individual and group volunteers each year. Volunteers improve the MPRB through coaching, gardening and teaching as well as assisting with one-time projects such as the Earth Day Cleanup (2,000+ volunteers annually) or the Minneapolis Bike Tour (200+ volunteers annually). The solution should allow prospective volunteers to search and sign-up for opportunities by location or interest. As some opportunities



require the volunteer to have certifications, background checks and advanced training, the system should allow for such information to be recorded as necessary in an individual volunteer's profile. Staff will have the ability to post one-time or recurring volunteer opportunities and remove the opportunities once the position has been filled.

- Volunteers complete application/background check online, depending on position (system prompts volunteers to complete yearly background check renewals)
- Staff select questions for certain volunteer opportunities (ex. only some opportunities will require a background check or a certification)
- Integrated broadcast email feature
- Ability to log hours into the volunteer's profile
- Ability to track recurring volunteer events and positions (such as coaching) to allow staff to easily re-post an opportunity.
- Different levels of database access for staff to ensure security.
- Reports that will give staff the ability to perform a data search and export the results to an Excel file
- Improved Communication
- Certification Management, including renewal notices
- Photo Identification creation for volunteers based on certifications or assignments

Different groups that participate in volunteering include:

- **Corporate Groups** that require a reservation of a facility, waiver and sign-in sheets and a method to record and report on hours volunteered
- **Park Steward Groups:** A lead volunteer of the group signs an agreement to care for a specific area of the MPRB. Leader needs to record hours and the MPRB needs to maintain background checks and waivers for the group.
- **Individuals at one time special events:** They volunteer does not need to have a background check but does need to sign a waiver. Hours are currently estimated by staff at the end of the event. Better tracking and hours would be appreciated.
- **Individuals at one time and ongoing recreation volunteer opportunities:** Required background checks. All volunteers sign a waiver and should be able to track hours.
- **Individuals coaching or instructing a recreation opportunity.** Requires a background check and certifications. This includes approximately 1,000 volunteer coaches per year.

7.3.6 Drop-in Participant Management

Most programs offered by MPRB accept walk-in participants that do not need to register ahead of time. The solution shall provide functionality to manage these participants in terms of total number, tracking and guest/batch registration.

7.3.7 Permit Management

The following permits are associated with a specific location, as are facility rentals detailed above, but may not require exclusive use of a location. These permits all need to have the ability to note the specific location or address the permit applies to. These



permits need to tie into the internal central reservations calendar and apparent when additional permits in the same location are made. The information should be able available in report formats and for read-only access across multiple departments.

7.3.7.1 Dog Park and Off-Leash Permits

MPRB requires the ability to sell Dog Park Permits to Residents / Non- Residents for both daily and annual (rolling calendar dates). MPRB requires an online user interface for customers to purchase permits on their own. Multiple dogs per household should be supported but may not necessarily purchased at the same time. Tracking a queue to fulfill orders (staff sending out dog tags to permit holders) is desired. Renewal notices for annual permits is also required.

7.3.7.2 Construction

The MPRB issues construction permits for work on our parkland. The permits should be generated from the system and should identify/define locations within a park or parkway, (*i.e.; Riverbank within Minnehaha Park*). Construction Permits should have the ability to be referenced by permit location instead of permit number. The public should be able to complete and apply for construction permits electronically and should allow for documents to be uploaded as part of the permit.

7.3.7.3 Canoe Rack/Buoy Assignment

The MPRB offers canoe storage racks at numerous locations within the park system. Over 400 rack spaces are available to permit applicants. These assignments are made based on residency and returning priority. Canoe racks are rented on a continuous basis from . Software needs to offer online application, report function and assignment access for staff. An interactive mapping for canoe rack selection is preferred, modeled after airplane seat selection. May through April.

7.3.7.4 Dumpsters on Parkway

Dumpster permits are issued based on location, like facility rental. The fee is fixed. The location, being a Parkway, needs to be broken down into specific complexes or addresses. These permits are continuous permits issued in one-week increments.

7.3.7.5 Photography & Filming

Several types of photography and filming permits are issued including;

- Commercial Photography permits are issued internally based on location. The fees are on a sliding scale.
- Portrait Photography permits are accessible internally and externally. The fee and time blocks are fixed.
- Filming permits are managed internally only, these permits are issued based on location, like facility rental. The fees are on a sliding scale.

7.3.8 Donations

The MPRB desires to take donations online for different campaigns. Donation requests should be available through direct links and reminders when registering for an activity



or submitting a permit. MPRB desires the ability to offer opportunities to donate towards certain programs or donate in excess to the sale total.

7.3.9 Scholarships

The MPRB currently offers 50 or 100 percent waivers for residents demonstrating need. The MPRB is in the process of transitioning to scholarships for youth with an annual dollar amount allocated to the individual for activity registration. Registration should be available online utilizing the scholarship. We desire the ability for families to apply for the scholarship online and to provide the required information to demonstrate need.

7.3.10 Implementation Project Management

The successful Vendor will name a project manager as a single point of contact for the project. This person must be empowered to authorize changes and will be expected to escalate any problems or issues, such as scheduling, supervision, inspection, and status reporting.

The MPRB will specify a project manager for this implementation project. This individual will provide a single point of contact for the Vendor and will assist in coordinating work between the Minneapolis Park and Recreation Board and the Vendor. Any disputes between the Minneapolis Park and Recreation Board and the Vendor will be resolved by the MPRB and a management representative of the Vendor who has the proper authority.

Weekly status reports will be given by the Vendor's project manager in writing, at a mutually agreed upon time after contract award or verbally whenever requested by the Minneapolis Park and Recreation Boards' project manager. These status reports will recap work done and bring attention to anything that may cause a delay in completing implementation.

7.4 Implementation Support

Vendor will describe implementation process and support (approach, resources, etc.).

7.5 Acceptance Testing

The MPRB requires a full acceptance test plan before implementation. Vendor and MPRB will collaborate on an Acceptance Test Plan that shall identify tests required to validate that the solution meets the requirements of the contract.

Vendor should indicate the scope of testing required, as well as the time and resources that will be needed from the MPRB to complete the testing.



7.5.1 Pre-Implementation Acceptance Testing

Vendors should define a schedule of pre-testing and on-site acceptance testing for their proposed solution that will be discussed and agreed to by the MPRB. This testing schedule should cover all the elements set out within the statement of requirements.

7.5.2 Post-Implementation Acceptance Testing

Vendors should define a schedule of testing that will occur after the solution has been implemented to ensure that all elements of the solution are working as expected following implementation.

7.5.3 Problem Resolution

The MPRB will agree on change control, problem management and problem resolution with the Vendor. All problems found during testing should be resolved by the vendor, at no expense to the MPRB. Vendors should agree to a payment system, should problem resolution delay

7.6 Service Level Agreements and Support

Vendors should provide a service level agreement and responses for the solution. Vendors should briefly describe on-going support offerings (phone, email, consulting, etc.) Vendors will be clear about what is included in the standard annual maintenance agreement and what additional support services are. Vendors will include the escalation process for technical issues. Vendors will include support provided to staff as well as the public. Include your guarantees with respect to support response times.

Vendors will describe your new release and software enhancement policy. Vendors will indicate the frequency of new releases as well as the support and documentation provided for implementing new releases. Please indicate if there is a cost associated with new releases and upgrades or if they are covered by the annual maintenance agreement.

7.7 Documentation

Vendors will describe any documentation that is provided with the purchase of the system and the format of the documentation provided (hard copy, online, etc.).

7.8 Hardware and Software Requirements

Vendors will describe any hardware or software that is required for the installation of this solution.

7.9 Third-party Alliances

Vendors will describe any third-party alliances you have and how they enhance your product and service offerings to customers



7.10 Phased Support

The MPRB is anticipating a phased approach to implementation beginning with facility reservations and leagues. Detail how you would support a phased implementation.

8.0 Proposal Format and Requirements

8.1 Format

Proposers must include the following core elements in their proposals.

1. Company Overview

A profile of the proposer's organization, including size, structure, and history, as well as a comprehensive listing of all services. Include an organization chart illustrating the relationship of the key personnel and the project manager.

2. Understanding of the Project

A summary review of the proposer's understanding of the project.

3. Executive Summary

The executive summary should provide a concise summarization of the products and services being proposed to meet the MPRB's needs and why it is the solution the MPRB should decide to implement. This summary should explicitly state which of the specific modules listed in Section 1 the vendor is bidding on. The Vendor should also summarize their qualifications and similar experience in similar sized operations and how this experience indicates the Vendor's solution is suitable for the Minneapolis Park and Recreation Board.

4. Company Qualifications

A description of the proposer's qualifications to provide the services and deliverables described in this RFP, including a description of similar engagements performed by the proposer, with the following elements:

- Project start and end dates
- Project summary – a description of the services provided, especially as they are relevant to the services described in this RFP.
- Projects role(s) - a description of the proposer's role(s) on the project, including participation as it relates to project deliverables. The description should demonstrate the proposer's experience, capability, and capacity to develop the deliverables and provide the services described in this RFP.



5. Company Lawsuit Disclosure

A description, including the status and outcome, of any lawsuits brought against the proposer related to the delivery of services in the past five years, including status and outcome, OR a statement that there have been no such lawsuits brought against the proposer.

6. Project Plan

A description of how the proposer will fulfill the Scope of Services of this RFP, as outlined in Section 6. At a minimum, this should include:

- A description of the project phases and associated tasks
- A list of deliverables, including (at a minimum) those identified in this RFP
- A sample project schedule
- The project team members' roles and responsibilities
- The MPRB project team's roles and responsibilities

7. Exception to Specifications

Although the specifications in the requirements section represent the MPRB's anticipated needs, there may be instances in which it is in the MPRB's best interest to permit exceptions to specifications and accept alternatives.

It is extremely important that Vendors make very clear where an exception is taken to the specifications and how alternatives will be provided. Therefore, exceptions, conditions, or qualifications to the provision of the MPRB's specifications must be clearly identified as such, together with the reasons, and inserted in this section of the proposal. If the Vendor does not make it clear that an exception is taken, the MPRB will assume the proposal is responding to and will meet the specification as written.

8. Project Management and Reporting

A description of the proposer's approach to project management and client communications.

9. Proposed Team

A list of the key project team members, including names, proposed project titles, proposed project service descriptions, and bios that include experience on projects of similar size and scope for which the team members played the same or a similar role as proposed for the MPRB project.



10. Company References

At least three (3) references for whom the proposer has completed similar projects. For each reference, provide the following:

- Name of organization
- Name, address, phone number, and email address of contact person

11. Pricing

MPRB prefers a fixed fee arrangement.

9.0 Proposal Submission

A proposer's response to this RFP must be prepared in accordance with the requirements. Proposals are due at the time and date specified in Section 12, Schedule and Evaluations of Proposals. Proposals must be submitted digitally. It is the proposer's responsibility to allow enough time to ensure that the MPRB receives the proposal by the date and time specified. Proposals will be accepted up to, and no proposals may be withdrawn after, the deadline for submission.

Use the Cost Summary and Operating Expenses worksheets provided in Appendix A and B.

Any communications and/or inquiries by a proposer during this RFP process must be submitted digitally to the email address below. See the schedule in Section 12.0. To the extent the MPRB determines, in its sole discretion, to respond to any communications and/or inquiries, such responses will be transmitted by email to all bidders.

The entire package must be addressed to:

recmgmtrfp@minneapolisparcs.org

For questions, contact

recmgmtrfp@minneapolisparcs.org (reference "Recreation Management Software" in the subject line).

NOTES:

- Upon submission, all proposals become the property of the MPRB, which retains the right to use any concept or idea presented in any proposal submitted, whether that proposal is accepted.
- The MPRB expressly reserves the right to amend or withdraw this Request for Proposals at any time and to reject any or all proposals.
- The MPRB is not bound to accept the lowest cost proposal.
- Proposers are held legally responsible for their proposals and proposal budgets. Proposers are not to collude with other proposers and competitors or take any other



action that will restrict competition. Evidence of such activity will result in rejection of the proposal.

- The MPRB reserves the right to negotiate contract terms contemporaneously and/or subsequently with any number of proposers as the MPRB deems to be in its best interests.
- The MPRB reserves the right to request any additional information at any stage of the Request for Proposals process. Compliance shall be at the proposer's expense.

10.0 Pre-Proposal Meeting

A mandatory virtual pre-proposal meeting will be held on January 19, 2021 through MPRB's Zoom Network. The purpose of this meeting is to discuss the RFP and its implementation with prospective proposers and to answer questions concerning the RFP. All questions regarding this RFP should be addressed during the Pre-Proposal Meeting. Any questions and answers furnished will not be official until verified in writing and if appropriate, an addendum to this RFP will be issued. Answers that change or substantially clarify the RFP will be affirmed in writing. Copies will be provided to all in attendance. **It is required that interested parties RSVP and attend this meeting. RSVP by notifying MPRB of your attendance at recmgmtrfp@minneapolis.org.** MPRB requests that proposers bring no more than two persons to the pre-proposal meeting. It is strongly suggested that one of the two persons in attendance be the intended primary contact.



11.0 Proposal Evaluation and Selection Criteria

11.1 Proposal Evaluation and Selection Criteria

The MPRB will conduct a comprehensive, fair and impartial evaluation of all proposals received in response to this RFP received by the proposal due date and time specified in this request. The successful vendor will be selected based on a comprehensive solution, experience, pricing and implementation plan as defined in this section.

11.1.1 Evaluation Process

Each proposal received will first be reviewed in a pre-evaluation process to determine responsiveness and completeness of the proposal, and that the Vendor meets the requirements of the project.

Proposals that meet the requirements listed below will be included in the full evaluation process. If any of the minimum RFP requirements are not met by the Vendor or not stated in their proposal, the Vendor's proposal will be rejected and not considered in the evaluation process.

11.1.2 Evaluation and Selection Committee

MPRB staff will serve as an evaluation and selection committee. The committee will determine the responsiveness and acceptability of each proposal, evaluate each proposal in the respective functional and technical architecture, training, implementation and support areas according to the pre-established criteria described below and develop an overall ranking.

11.1.3 Evaluation Criteria

The criteria upon which evaluation of the proposals will be based include, but are not limited to the following:

1. The ability of the Vendor to provide a software solution for recreation management as described in this RFP
2. References from persons knowledgeable of the Vendor's ability to fulfill the terms of the contract
3. Experience with similar project with contracts similar in size and scope.
4. Economic feasibility and justification of all costs
5. General and financial stability of the company and years in business
6. Vendor willingness and ability to negotiate a contract acceptable to the MPRB
7. Quality of the proposal and demonstrations (if required)
8. Ability for the vendor to provide quality training and documentation
9. Willingness to renew contract for additional optional years

The evaluation panel reserves the right to reject any or all proposals should they be deemed unsatisfactory or to conclude that there are no satisfactory proposals and



discontinue evaluations. The MPRB reserves the right to determine the best proposal submitted in the interest of the MPRB.

Each proposal will be evaluated in each of the major categories listed above. The evaluation process will be used to determine the short list of vendors who qualify for further evaluation.

The MPRB, in its sole discretion, may require a Vendor to make a presentation of its proposal to the Selection Committee in MPRB offices, at no cost to the MPRB, addressing its ability to satisfy the requirements for this RFP. However, the MPRB shall not be required to permit any Vendor to make such a demonstration. The information provided in the presentation will be used in addition to the information provided by the proposal to evaluate the product fit, completeness of the solution, and the vendor qualifications.

Cost to the MPRB is a material factor, but not the sole or necessarily the determining factor in Proposal evaluation. The MPRB may, in its sole discretion, award a contract resulting from this RFP to a person or entity other than the responsible and qualified Vendor submitting the lowest price. The contract will be awarded to the Vendor whose proposal the MPRB determines, in its sole discretion, is the most advantageous to the MPRB and in the MPRB's best interest.

Proposal evaluation will include assessment of the Vendor's qualifications, technical solutions, cost proposals, and such other information and investigations as the MPRB deems necessary and appropriate. The MPRB in its sole discretion, may, but shall not be required to, reject without further consideration the proposal of any Vendor that has not demonstrated, in the MPRB's sole judgment, that it satisfies the qualifications criteria provided in the *Proposal Format and Submittals* section of this RFP. The MPRB reserves the right, in its sole discretion and without notice to Vendors, to modify this evaluation procedure as it may deem to be in the MPRB's interest.

11.1.4 Oral Presentation

Selected Vendors will be invited to make one or several software demonstration and presentation. Oral presentations will be considered part of the Vendor's offering. See the attached Vendor Demonstration Guidelines document.

11.1.5 Selection of Reasonably Qualified Proposals

The MPRB will review the proposals submitted by all Vendors. Based on the relative importance of the price and other evaluation factors as listed in this section, the MPRB will determine which proposals are reasonably qualified. The MPRB may, at any time, investigate a Vendor's ability to perform the work. The MPRB may ask for additional information about a company and its work on previous contracts.



Vendors may choose not to submit information in reply to the MPRB's request. However, if failure to submit such information does not clarify the MPRB's questions concerning the ability to perform, the MPRB may discontinue further consideration of a proposal.

The MPRB may use sources of information not supplied by the Vendor concerning the abilities to perform this work. Such sources may include, for instance, current or past customers of the organization; current or past suppliers; articles from trade magazines; news releases and related publications; articles from other published sources such as industry newsletters or from non-published sources made available to the MPRB.

11.1.6 General Information about Proposal Submission, Evaluation and Selection

The MPRB reserves the right, in its sole discretion, to reject all proposals and reissue this RFP at any time prior to execution of a final contract; to require, in any RFP for similar products and/or services that may be issued subsequent to this RFP, terms and conditions that are substantially different from the terms and conditions set forth in this RFP; and/or to cancel this RFP with or without issuing another RFP.

The MPRB reserves and in its sole discretion may, but shall not be required to, exercise the following rights and options with respect to the proposal submission, evaluation and selection process under this RFP.

- To reject any proposals if, in the MPRB's sole discretion, the proposal is incomplete, the proposal is not responsive to the requirements of this RFP, the Vendor does not meet the qualifications set forth in the RFP, or it is otherwise in the MPRB's best interest to do so
- To supplement, amend, substitute or otherwise modify this RFP at any time prior to selection of one or more Vendors for negotiation and to cancel this RFP with or without issuing another RFP
- To accept or reject any or all the items in any proposal and award the contract(s) in whole or in part if it is deemed in the MPRB's best interest to do so
- To reject the proposal of any Vendor that, in the MPRB's sole judgment, has been delinquent or unfaithful in the performance of any contract with the MPRB or with others, is financially or technically incapable or is otherwise not a responsible Vendor
- To reject as information, non-responsive or otherwise non-compliant with the requirements of this RFP any Proposal which, in the MPRB's sole judgment, is incomplete, is not in conformity with applicable law, is conditioned in any way that is unacceptable to the MPRB, deviates from this RFP and its requirements, contains erasures, ambiguities, or alterations, or proposes or requires items of work not called for by this RFP
- To waive any informality, defect, non-responsiveness and/or deviation from this RFP and its requirements that is not, in the MPRB's sole judgment, material to the proposal



- To permit or reject at the MPRB's sole discretion, amendments (including information inadvertently omitted), modifications, alterations and/or corrections of proposals by some or all the Vendors following proposal submission
- To request that some or all the Vendors modify proposals based upon the MPRB's review and evaluation
- To request additional or clarifying information or more detailed information from any Vendor at any time; before or after proposal submission, including information inadvertently omitted by the Vendor
- To inspect and otherwise investigate projects performed by the Vendor, whether referenced in the proposal, with or without the consent of or notice to the Vendor
- To conduct such investigations with respect to the financial, technical, and other qualifications of each Vendor as the MPRB, in its sole discretion, deems necessary or appropriate
- To waive and/or amend any of the factors identified in Section 5 Proposal Format and Submittals and elsewhere in this RFP as pertaining to the Vendor's qualifications

11.1.7 Recommendation for Award

The Evaluation and Selection Committee will recommend that award be made to the responsible Vendor whose best and final offer is determined by the MPRB to be the most advantageous to the MPRB taking into consideration the relative importance of price and other evaluation factors.



12.0 RFP Schedule and Contact Information

12.1 RFP Schedule

Listed below are the anticipated proposal process milestones. If the MPRB determines that it is necessary to change any of these dates and times an Addendum to this RFP will be issued. All listed times are Central Standard Time (CST).

Proposal Process Milestones	Due Date	Time
RFP Release	<i>Monday, January 11, 2021</i>	<i>08:00 CST</i>
Mandatory Virtual Pre-Proposal Conference	<i>Tuesday, January 19, 2021</i>	<i>15:00 CST</i>
Questions on RFP Due by	<i>Thursday, January 21, 2021</i>	<i>12:00 CST</i>
Responses to Questions posted by	<i>Friday, January 22, 2021</i>	<i>08:00 CST</i>
Proposals Due	<i>Monday, January 25, 2021</i>	<i>18:00 CST</i>
Proposal Review Period	<i>Week of Monday, January 25, 2021</i>	
Short List Vendors Notified	<i>Month of February, 2021</i>	
Vendor Demonstrations/Interviews Scheduled	<i>Month of February, 2021</i>	
Contract Negotiations With Selected Vendors	<i>Months of February and March, 2021</i>	

13.0 Board Rights

The MPRB may reject any or all proposals, parts of proposals, accept part or all of proposals, and create a project of lesser or greater scope than described in this Request for Proposal, or the successful proposer's proposal based on the financial components submitted. The MPRB also reserves the right to cancel the contract without penalty, if circumstances arise which prevent the Board from completing the project. On project completion, the MPRB will own all designs and have rights to reuse all visual design elements, including in print publications and email marketing.

14.0 Proposal Validity Period

Any submitted proposal shall, in its entirety, remain a valid proposal for six (6) months after the proposal submission date.

15.0 Restricted Discussions/Submissions

From the date of issuance of the RFP until the MPRB takes final action, the Proposer must not discuss the proposal or any part thereof with any employee, agent, or representative of the Minneapolis Park and Recreation Board except as expressly requested by the Minneapolis Park and Recreation Board in writing and as stipulated in this RFP. Violation of this restriction will result in REJECTION of the Proposer's proposal.



16.0 Independent Parties

Except as expressly provided otherwise in the contract resulting from this RFP, if any, the MPRB and the selected proposer shall remain independent parties and neither shall be an officer, employee, agent, representative or co-partner of, or a joint venture with, the other.

17.0 Performance Investigations

As part of its evaluation process, the MPRB may make investigations to determine the ability of the proposer to perform under this RFP. The MPRB reserves the right to reject any proposal if the proposer fails to satisfy the Board that it is properly qualified to carry out the obligations under this RFP.

18.0 Severability

If any provision of any contract resulting from this RFP is contrary to, prohibited by, or deemed invalid by applicable laws or regulations of any jurisdiction in which it is sought to be enforced, then said provision shall be deemed inapplicable and omitted and shall not invalidate the remaining provisions of such contract.

19.0 Notices

All notices and other matters pertaining to the contract resulting from this RFP, if any, to a party shall be in writing, shall be hand delivered, or sent by registered or certified U.S. Mail, return receipt requested, and shall be deemed to have been duly given when actually received by the addressee at the address set forth on this RFP.

20.0 Interest of Members of the Board

The proposer agrees that no member of the governing body, officer, employee or agent of the Board shall have any interest, financial or otherwise, direct or indirect, in the contract.

21.0 Employee Involvement/Covenant Against Contingent Fees

The proposer hereby certifies that, to the best of its knowledge and belief, no individual employed by the proposer or subcontracted by the proposer has an immediate relationship to any employee of the Board who was directly or indirectly involved in any way in the procurement of the contract, if any, resulting from this RFP or goods or services thereunder. Violation of this section by proposer shall be grounds for cancellation of such contract.

The proposer also warrants that no person or selling agency has been employed, engaged or retained to solicit or secure any contract resulting from this RFP or any advantage hereunder upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, or in exchange for any substantial consideration bargained for, excepting that which is provided to the proposer's bona fide employees or to bona fide professional commercial or selling agencies or in the exercise of reasonable diligence should have been known by the Board to be maintained



by the proposer for the purpose of securing business for proposer. In the event of the proposer's breach or violation of this warranty, the Board shall, subject to proposer's rights, have the right, at its option, to annul any contract resulting from this RFP without liability, to deduct from the charges otherwise payable by the Board under such contract the full amount of such commission, percentage, brokerage, or contingent fee, and to pursue any other remedy available to the Board under such contract, at law or in equity.

22.0 Hold Harmless

The proposer agrees to defend, indemnify and hold harmless the Board, its officers and employees, from any liabilities, claims, damages, costs, judgments, and expenses, including attorney's fees, resulting directly or indirectly from an act of omission of the proposer, its employees, agents or employees of subcontractors, in the performance of any contract resulting from this RFP by reason of the failure of the proposer to fully perform, in any respect, all of its obligations under this contract.

The Board agrees to defend and hold harmless insofar as the law allows the proposer, its officers and employees, from any liabilities, claims, damages, costs, judgments, and expenses, including attorney's fees, resulting directly or indirectly from an act or omission of the Board or its employees in the performance of any contract resulting from this RFP or by reason of the failure of the Board to fully perform its obligations under this contract.

23.0 Data Practices

The proposer agrees to comply with the Minnesota Government Data Practices Act and all other applicable state and federal laws relating to data privacy or confidentiality. The proposer shall immediately report to the contract monitor any requests from third parties for information relating to this agreement. The MPRB agrees to promptly respond to inquiries from the proposer concerning data requests. The proposer agrees to hold the MPRB, its officers, department heads, and employees harmless from any claims resulting from the proposer's unlawful disclosure or use of data protected under state and federal laws.

24.0 Entire Agreement

The proposer's written submission in response to this RFP shall be considered the proposer's formal offer. The content of the RFP, the proposer's submission in response to the RFP and the resulting contract, if any, shall be the entire agreement between the successful proposer and the Board. It is understood and agreed that nothing herein or in the resulting contract is intended or should be construed as in any way creating or establishing the relationship of co-partners between the parties hereto, or in any manner whatsoever. The Partner, if any, is, and shall remain, an independent proposer operating in accord with the terms and conditions of the rights granted as a result of this RFP.





Appendix A - Software and Installation

Please complete a column in the following table for **each** product/module that you are recommending to the Minneapolis Park and Recreation Board.

Software and Installation			
	Module #1	Module #2	Module #3
Product Name/Version			
Type of Application (service provided)			
Source Language			
Number of Organizations Using			
Number of Installs			
Date of Latest Release			
Capital Cost of Release			
Number of installs running current release			
Annual Maintenance Cost			
Date of next scheduled release			
New features to be included in new release			
Product interfaces to the following third-party products			



Appendix B – System Price Estimates

Based on the information in this document regarding the desired modules and functional requirements, provide a response to the items detailed below. Please try to be as accurate as possible, though MPRB understands that this is dependent upon many factors. To allow price comparisons from vendor to vendor, use the concurrent user estimates provided in the document. Response should provide a clear understanding of the software, training, implementation and capital implementation costs the Minneapolis Park and Recreation Board is likely to incur, as well as hourly consulting fees and annual maintenance agreement charges.

- 1. Provide an explanation of your company's definition of concurrent users (e.g. users accessing the database, users with the software open on their desktop, users logged in to the website, etc.). Indicate price increments for additional concurrent users or servers by product/module**
- 2. Please estimate the total software price for an installation at Minneapolis Park and Recreation Board using the concurrent user estimates provided. Please provide a detailed breakdown by product/module as to how this total was calculated. Please indicate the cost of a pilot installation and subsequent installations.**
- 3. Detail any additional peripherals and hardware required to implement the solution such as scanners, card readers, etc.**
- 4. Indicate site licensing availability and pricing structure. Indicate hosted licensing availability and pricing structure.**
- 5. Detail the initial training recommended for management, end users and staff. Provide costs associated with recommended training, detail by module as relevant.**
- 6. Detail costs to be incurred for software implementation.**
- 7. Provide hourly cost for online consulting to assist with enhancements, customization and other needs.**
- 8. Cost for annual maintenance and support for the standard package as well as for any additional modules or options.**



Appendix C – Facility Types and Reservations

MPRB has a variety of facilities available to be reserved. For a comprehensive list of available facilities, please visit https://www.minneapolisparks.org/rentals_permits/. Listed are a select few.

- Athletic Fields
- Picnic Sites
- Reception Facilities
- Recreation Facilities
- Ice Rinks
- Pools
- Mobile Stage
- Courts
- Photo Permits (Concurrent Reservations)
- Parking Lots