Burnsville

REQUEST FOR PROPOSAL FOR
RECREATION MANAGEMENT SOFTWARE SOLUTION

9/3/2021

SUBMISSION DUE DATE:
October 1, 2021

Timeline

TIMELINE	
Solicitation	
Release of RFP	September 3, 2021 at 3pm CST
Vendor Questions Due	September 10, 2021 at 3:00 PM CST
Response (Addenda) Issued	September 17, 2021 at 3:00 PM CST
Submissions Due	October 1, 2021 at 3:00 PM CST
Evaluation	
Finalists Notified	October 15, 2021 (tentative)
Demonstrations (if necessary)	October/November 2021 (tentative)
Notification to Successful Respondent	December 1, 2021 (tentative)
Negotiation	
Final Contract Negotiations Complete	December 31, 2021 (tentative)
Award	
Committee/Board Dates or Notice to Proceed	January 2022 (tentative)
Implementation	
Project Kick-off, Data Migration, Testing, Training, and Go Live	February - March 2022 (tentative)

Question & Response Period
There is one acceptable method for submitting questions regarding this RFP. All questions must be submitted in writing via email to the authorized Burnsville Parks, Recreation & Facilities representative (Jess Skalicky at jess.skalicky@burnsvillemn.gov) by the date and time stated in the timeline above.

All responses, revisions or modifications to the RFP shall be made by addendum and posted on the City Website on or before the date and time stated in the timeline above. All addenda must be acknowledged on the Proposal Form. Responders should regularly check the City Website for updates.

VENDOR INTERVIEWS: As part of the vendor selection process, Burnsville Parks, Recreation & Facilities may invite selected vendors to clarify and answer questions regarding their proposal. Based on the current project schedule, we expect that these interviews will be held within the date range stated in the timeline above. Vendors, if selected as a finalist, will be required to make themselves available onsite at Burnsville Parks, Recreation & Facilities or via a video conferencing platform for these interviews.

PROPOSAL SELECTION COMMUNICATION: Based on the current project schedule, Burnsville Parks, Recreation & Facilities expects that the final proposal selection, contract negotiation, statement of work drafting, and contract execution will be completed on or about the dates stated in the timeline above. Fluctuations may occur as this process is complex. If you are selected to begin negotiations, Burnsville Parks, Recreation & Facilities will contact you via email. All other vendors will not be notified until a contract has been fully executed. Respondents may inquire about the status of the project via email to the Authorized Burnsville Parks, Recreation & Facilities representative; however, until a contract is executed, the status remains in the evaluation stage.

Statement of Purpose
The purpose of this RFP is to solicit vendor proposals that will be used to select software and a professional services vendor or group of vendors to provide Burnsville Parks, Recreation & Facilities with a cloud hosted software service to be called the Recreation Management Software System that will assist in the performance of its duties. The Recreation Management Software System must include city-operated components and web-based self-service components that will support outdoor shelter reservations, indoor facility reservations, league scheduling, program registrations, memberships, equipment rental, cancellations, permits, ticketing, passes, email & SMS text confirmations, point of sale, credit card authorization, integration with city financial systems, parks information, mobile app, and operational and management reports.

Burnsville Parks, Recreation & Facilities' preference is to purchase a software as a service, SaaS that addresses all the requirements outlined in this RFP and will also consider multiple solutions from a single vendor or a series of vendors. If multiple vendors are involved, it is preferred that one vendor is the primary proposer and contractor. If multiple solutions are involved, it must be shown that the systems can be integrated and do not require duplicate data entry between the modules and/or packages. It is Burnsville Parks, Recreation & Facilities' preference that any software proposed is currently implemented and operational in at least three similar organizations to Burnsville Parks, Recreation & Facilities in type, size, and operation.

Proposals must also include professional services to implement the proposed software modules. These services, which are outlined in detail in this RFP, include software delivery, installation and configuration, software modification/development, project management, system integration development, data migration/conversion, documentation, training, software maintenance and support services.

A. KEY OBJECTIVES
Burnsville Parks, Recreation & Facilities seeks a user-friendly, flexible, and integrated system(s) to support all functions related to complete operation of Burnsville's Parks, Recreation & Facilities' Program Registration as described previously. Following are key objectives of a system(s).

1. Technology
Capitalize on technology to improve efficiencies for City operated and self-service single- point data entry, utilize graphical views of park facilities (picnic shelters, etc.) to identify availability and site characteristics, as well as a starting point to make or cancel reservations, and integrate with other software, such as GIS, cashiering and financial tracking and reporting.

2. Security, Audits and Statistics
Complete change history for audit trails and performance statistics throughout system(s). Restrict data access and data editing by user and data elements.

3. Ease of use
System(s) have user-friendly, customizable screens, user-defined fields, dynamic field labels, on-line help, and table-driven business rules with effective dates to respond to seasonal rate changes and other Burnsville Parks, Recreation & Facilities process improvements.

4. Reporting and data exchange
System(s) need to generate and schedule recurring reports, as well as ad-hoc reporting for timely response to research and analysis needs. System(s) need ability to process data imports while maintaining data integrity and produce data exports in required formats. System(s) must allow for batch and on-demand printing of special forms, such as facility and equipment rental agreements and statements with user-defined selection criteria and print data. The ability to collect electronic signatures for agreements and waivers is preferred.

5. Inquiry
System(s) need to retain historical data, including changes throughout (s), for unlimited number of years, with user-defined search criteria. System(s) need the ability to control and release data separately for customer departments and public inquiry.

6. Cashiering
Cashiering functions must be integrated throughout system(s) for all payment types and include peripheral devices, such as printers, validators, and cash drawers, with daily balancing, reporting and interface to financial systems. Ideally, the system(s) should accommodate the potential for an enterprise-level standardized online payment facility. Include details of credit card processing organizations that your system works with and detail the costs associated with each, including the cost per transaction. Recommendations and requirements for Point of Sale (POS) equipment should be included in the proposals.

B. REQUIRED PROJECT INFORMATION

It is the intention of Burnsville Parks, Recreation & Facilities to enter into a contract with the successful vendor to provide professional services and software. Each proposal must include detailed plans stating how it intends to perform the services required and identify the schedule for the project.

1. Project plan items that must be addressed in the proposal are:
    *   A definitive fixed price for all components and services including:
    *   License fees for the proposed application software
    *   Modification to the software if needed to meet City requirements
    *   System integration and conversion costs
    *   Implementation costs
    *   Travel costs
    *   Annual maintenance costs
    *   Annual hosting costs
    *   A "not to exceed" contract price
    *   Project milestones
    *   A "deliverable-based" payment schedule
    *   Training costs
    *   Recommendation for the hardware required for operating the proposed system
    *   Penalties for late product delivery

C. PROPOSED SOLUTION

The proposed application will be supported by the proposing vendor. Burnsville Parks, Recreation & Facilities requires vendors to complete the Technical Questionnaire.

D. 24/7 REQUIREMENT

It is expected that access to the proposed system be provided on a 24/7 basis. The hardware and software used to support Recreation Management Software System must be designed to minimize downtime and with adequate redundancy and failover capabilities to automatically recover from potential system problems and maintain an availability of 99.9% uptime.

E. REQUIRED TEST ENVIROMENT

Whether the application is hosted or non-hosted, Burnsville Parks, Recreation & Facilities will require a test environment, to be used by City staff to test new aspects of the system.

F. PERFORMANCE CONSIDERATIONS

The proposed Recreation Management Software System solution must be designed to meet minimum application performance standards ensuring that all inquiry and update transactions will be completed with a response time of less than three seconds when implemented with hardware configuration recommendation defined by the selected vendor.

G. PROPOSAL PRICING LAYOUT

The proposal must include a pricing list to include all product, service, and equipment fees. Vendor is requested to format the software and services pricing so that the following modules, services, and criteria are presented and met:

1. Modules/Components:
   - Account / Client Management
   - Activity/Program/Event/ League Registrations
   - Hosted / SaaS (preferred)
   - Facility Reservations & Management
   - Splash Page Management
   - Membership/Pass Management
   - Point of Sale/Inventory Management
   - League Scheduling & League Management
   - Ticket/Permit Sales
   - Rental Equipment
   - Shelter/Outdoor Field Reservations/Management
   - Communications/Marketing/Email Management
   - Reporting & Financial Management
     o Payment Processing Interface
     o Gift Card Sales
     o Audit and transaction history
     o Invoicing / Deposits
   - Responsive Technical Support
     o 24/7 support
   - Facility Maintenance
   - Customizable Reporting
   - Activity Brochure Interface (optional)
   - Digital Signage interface/integration

2. Ongoing Service and Support:

   Propose any necessary upgrade and maintenance services including environment management (such as development, test, and production) for all packaged and custom application software, and the date it will start, including the locations from which the services will be provided. Propose services for software updates and enhancements to application and other software. Provide information on the frequency of new releases and new versions.

3. Additional Criteria:
   - Digital Signage interface/integration
   - Training database
   - Allows for minimum of 25 concurrent users (site license preferred)
   - ADA and WCAG Compliant
   - User-Friendly Activity Registration & UX Design

- Allows for custom branding
- Electronic signatures for agreements/waivers
- Solution will be required to interface with City of Burnsville's Finance application Tyler Technologies New World ERP for income reports and financial receipting
- Software is accessible and easily viewable via all modern web browsers, including those on mobile platforms
- Responsive technology for mobile devices, smart phones, and tablet viewing
- Customer online options for self-service (programs, rent facilities, memberships, ticketing/passes, equipment rental)
- Solution will be required to interface with digital signage applications – REACH, Breeze and ViTec
- Online "real time" access to database
- PCI DSS 3.2 or newer compliance
- If hosted, specify recovery/high availability solutions associated with the application
- Gateway and/or Credit Card Processor integration with refund windows of 120 days or more (preferred)
- User-friendly integrated client communication via email and links to social media
- Integration with City's website through CivicPlus (preferred)
- Microsoft Azure Active Directory SAML 2.0 Single Sign-On (preferred)

Burnsville Parks, Recreation & Facilities reserves the right to select modules from different vendors.

Eligible respondents must include, at a minimum, three references of similar-sized Parks & Recreation programs where the Vendor provides the same or similar service as required by this RFP. Included should be the name of the program, a short description of the contracted services, and the name, address, and telephone number of the contact person for that reference.

Respondents must disclose and rectify all outstanding monitoring and/or audit concerns from any of the respondent's other contracts prior to receiving a contract resulting from this RFP. Additionally, respondents must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers, or principals.

Respondents are expected to have the technical competence, knowledge and expertise in management and administration, the professional staff, and the administrative and fiscal management systems to accomplish the scope of work and the goals and objectives stated in this RFP and must meet high standards of public service and fiduciary responsibility. Respondents are responsible for being knowledgeable of all laws, regulations, rules, and policies of the specific funding sources involved and applying them in developing the RFP response.

A. PERFORMANCE EXPECTATIONS – MINIMUM SERVICE REQUIREMENTS

- Responsive technical, administrative, and financial support
- Redundant solutions to eliminate system down time
- Full PCI compliance – include upgrades as necessary to maintain compliance
- Security of customer and financial information
- Meeting all agreed upon implementation milestones
- Consistent system updates to enhance user and customer experience

A. CONTRACT DEVELOPMENT & TERM

Burnsville Parks, Recreation & Facilities reserves the right to negotiate further with one or more vendors. The content of the RFP and the successful vendor's proposal(s) will become an integral part of the contract but may be modified by the provisions of the contract. By submission of proposals pursuant to this RFP, vendors acknowledge that they are amenable to the inclusion in a contract of any information provided either in response to this RFP or subsequently during the selection process.

A proposal in response to an RFP is an offer to contract with Burnsville Parks, Recreation & Facilities based upon the terms, conditions, scope of work and specifications contained in Burnsville Parks, Recreation & Facilities' RFP.

By submitting proposals, vendors agree that they have read, are familiar with all the terms and conditions of the different documents making up the Contract Documents and will abide by the terms and conditions thereof.

The price included in the RFP response will be the price evaluated. There will NOT BE AN opportunity for a best and final. Responders shall include their best prices in their initial response.

Burnsville Parks, Recreation & Facilities has the right to use, as Burnsville Parks, Recreation & Facilities determines to be appropriate and necessary, any information, documents, and anything else developed pursuant to the RFP, the proposal, and the contract.

The successful proposal shall be incorporated into the resulting contract and shall be a matter of public record subject to the provisions of Minnesota law.

The initial contract will be for either a one, three, or five-year term with the option to renew. Burnsville Parks, Recreation & Facilities shall have the right to use all system ideas, or adaptations of those ideas, contained in any proposal received in response to this RFP. Selection or rejection of the proposal shall not affect this right.

A. GENERAL SUBMISSION INFORMATION

Submissions must be submitted by no later than 3:00 PM CST on Friday, October 1, 2021. Proposals must be submitted to the Authorized City representative.

Email your proposal to Burnsville Parks, Recreation & Facilities' authorized representative with the Project Name listed in the subject line. If unable to email proposal, contact the authorized representative to make other arrangements. jess.skalicky@burnsvillemn.gov

To be considered, respondents must submit a proposal along with other supporting documentation in accordance with the instructions in this RFP. When evaluating a proposal, Burnsville Parks, Recreation & Facilities will consider how well the respondent has complied with these instructions and provided the required information.

Respondents may contact only the Authorized City Representative by email at jess.skalicky@burnsvillemn.gov during the Q&A period to request clarification that may be needed to comply with these instructions. Questions will be accepted by email only and will be responded to by addenda which is posted on the City website.

Respondents may find instances where they must take exception with certain requirements or specifications of the RFP. All exceptions shall be clearly identified in a separate Exceptions section of the proposal and written explanations shall include the scope of the exceptions, the ramifications of the exceptions for Burnsville Parks, Recreation & Facilities, and a description of the advantage to be gained or disadvantages to be incurred by Burnsville Parks, Recreation & Facilities as a result of these exceptions. Suggested language is permissible.

All information deemed proprietary or confidential shall be clearly identified in a separate Confidential section of the proposal with written explanations provided as to how it is deemed proprietary or confidential as defined in the Minnesota Government Data Practices Act, Minnesota Statutes Section 13.37.

B. PROPOSAL CHECKLIST

All proposals must contain the following documents:

- ❑ Cover Page (1 Page)
- ❑ Table of Contents (1 Page)
- ❑ Executive Summary (no longer than 1 page)
- ❑ Proposal Narrative – includes personnel helping with project
    a. Describe your proposed Solution
    b. Include your proposed Maintenance and Service/Support Model
- ❑ Proposed Project Plan and Timeline
- ❑ Proposed Project Cost including all product, service and equipment fees
- ❑ Provide Sample Reports
- ❑ References from similar projects in scope and size
- ❑ Exceptions (clearly identified)
- ❑ Confidential or Proprietary Information per Minnesota Law (identified separately)
- ❑ All required documents (i.e.: Proposal Form, Technical Questionnaire, proof of PCI Compliance, Vendor Acceptable Use Form)

A. EVALUATION & SELECTON PROCESS

Burnsville Parks, Recreation & Facilities has developed a subcommittee whose members include individuals from Burnsville Parks, Recreation & Facilities and other appropriate City Departments that will be responsible for reviewing proposals. This committee will be comprised of individuals who have no fiduciary interest in bidding for funding under this RFP. Documents may be examined by other agencies and consultants of Burnsville Parks, Recreation & Facilities. Any response that takes exception to any mandatory items in this Proposal Process may be rejected and not considered. Subcommittee members will review and score proposals according to the criteria specified in this RFP. Final award decisions will be made by Burnsville Parks, Recreation & Facilities.

1. Criterion and Point Value (100 total)

- Knowledge and experience (25 points) – specific experience with operations similar in size, scope to Burnsville Parks, Recreation & Facilities.
- Overall quality of the technical proposal (40 points), including:
  o Maintenance and support functions for the services, software and hardware provided.
  o Ability to meet City's requirements and needs
- Pricing (15 points)
- Planned Project Schedule (10 points)
- References (10 points)

Respondents may be required to deliver a presentation to the RFP review committee.

A. INTRODUCTION

    1. The City of Burnsville (City) is a second-tier southern suburb of the Minneapolis and St. Paul, Minnesota metropolitan area. Burnsville is located in Dakota County and has a population of approximately 61,000.

    2. The City is seeking to transform its Parks, Recreation, and Facilities management software system so that it can provide a more efficient and user-friendly service delivery to its employees, citizens and businesses.

B. DISCLAIMER

    1. This RFP does not create or constitute a contractual document or commitment of any kind. The City will not be liable for any loss, expense, damage or claim arising out of the statements included or omitted in connection with this RFP. The City will not be responsible for any expenses that may be incurred in the preparation of a Proposal. Failure to read the Request for Proposals and follow instructions will be at the proposer's own risk.

C. INSURANCE

    1. All insurance must be coverage that applies in the State of Minnesota.

    2. The proposer certifies that they can comply with the City insurance requirement of $500,000 per claimant and $1,500,000 per occurrence for General Liability insurance. The City shall be named as an additional insured on the general liability policy related to work performed by or on behalf of the Service Provider.

    3. Data Breach and Privacy/Cyber Liability Insurance including coverage for failure to protect confidential information and failure of the security of the Service Provider's computer systems, or the City's systems due to the actions of the Service Provider which results in unauthorized access to the City's data. The limit applicable to this policy shall be no less than Two Million Dollars ($2,000,000) per occurrence and must apply to incidents related to the Cyber Theft of the City's property, including but not limited to money and securities.

    4. Insurance for Technology Errors and Omissions with a limit of not less than Two Million Dollars ($2,000,000) for damages arising from computer related services including but not limited to the following:

Consulting	Hardware or Software Development
Data Processing	Installation
Programming	Distribution or Maintenance
System Integration	Systems Analysis or Design
Training	Staffing or Other Support Service

5. The policy shall include coverage for third party fidelity including cyber theft and protect the City as "Additional Insured". It is acceptable that the Data Breach and Privacy/Cyber Liability Insurance and Technology Errors and Omissions insurance be provided on the same policy. The additional insured protection afforded the City must be on a primary and non-contributory basis. All policies must include a waiver of subrogation in favor of the City. Should any of the above policies be cancelled before the expiration date, the Service Provider shall deliver notice to the City thirty (30) days prior to cancellation

Appendix A – Proposal Form

Appendix B – Technical Questionnaire

APPENDIX A

PROPOSAL SUBMITTAL FORM

The undersigned agrees that if awarded the contract for services, to commence said services upon full execution of contract.

Official Name
and Address: _____

_____

_____

_____

By: _____

(Signature)

Title: _____

Contact Name: _____

Email: _____

Cell #: _____

Office #: _____

Appendix B –Technical Questionnaire

Provide information on the following questions.

1. Security

   - Define the system's ability to secure system access, and how it provides for proper user validation and control of the user's ability to access, view, and update information.
   - Explain the system's role-based security access and how you restrict access by module and field (to include application minimum password requirements).
   - Explain how the security system limits access to queries and reports consistent with the user's access permissions.
   - Explain your systems ability to provide access audit detail and transactional audit detail.

2. Network Security

   - What are the service's security requirements - ports/protocols used for communication through firewalls?
   - Will you, the vendor, need access to Burnsville Parks, Recreation & Facilities' technology infrastructure to provide support for the proposed solution? If yes, document your typical approach explain what you will need Burnsville Parks, Recreation & Facilities to provide in regards to granting, access, privileges, etc. Note: You may need to agree to sign a Burnsville Vendor/Contractor Information Technology VPN Use Policy Acknowledgement Form.

3. Database & Software

   - Provide a conceptual data model representing your system.
   - What are the standardized distributed data management services that are utilized (e.g. validation, consistency checks, data edits, encryption, and transaction management) and where there stored?
   - What data, if any, from Burnsville Parks, Recreation & Facilities, other vendors or third-party applications will be needed to launch this solution?
   - Describe your process to remove/destruct data from archives for the hosted solution
   - How are the data records archived in the system?

4. Software Releases/Versions

   - What is your process for patches and critical fixes?
   - What type of documentation is provided with releases/patches?
   - Provide last year's release schedule that includes patches.
   - How do you determine what functionality is provided in future software releases, and how does the client provide input?
   - How do you prioritize and include statutory changes in new releases prior to the effective date of the statutory change?
   - How often are new releases\versions available?
   - How are customers notified of new releases\versions?
   - What is your testing process for new releases?
   - Do you follow a change management process? If yes, explain.
   - Do you guarantee support for software while the systems are covered under warranty and/or by service subscription/maintenance agreements?

5. Software Requirements

- Describe the client connection that will be used for the proposed solution (browser-based, full client, thin client, etc.).
- It is understood that Burnsville Parks, Recreation & Facilities owns the data and if Burnsville Parks, Recreation & Facilities no longer holds a contract with the vendor, the vendor will provide Burnsville Parks, Recreation & Facilities with a means to access the data along with the database and the table structure. Describe the standardized format it would be available in.
- Describe licensing requirements for production, training, and development.

6. System Architecture

- Describe the design architecture your company's proposed hosted services: Is it SaaS? PaaS with SaaS? Is it a single tenant or multi-tenant environment?
- What user end-point devices are part of this solution? Describe what and how your application design supports a variety of end-user devices (desktop, laptop, mobile device/Smartphone).
- What are your recommended hardware and software specifications for Burnsville Parks, Recreation & Facilities end user services to use in order to operate your system.
- Provide a certification list of all applications, operating system software, and versions used and/or supported as well as the recommended software and versions for any components that will be deployed in or integrated with any of Burnsville Parks, Recreation & Facilities' infrastructure or applications.
- Describe your proven tools and solutions ability to integrate to the customer's business applications either through a common API, Open API or custom development integration.

  - REACH – Digital Signage
  - ViTec – Digital Signage
  - Breeze – Digital Signage
  - CivicPlus Civic Engage web hosting
  - Tyler Technologies New World ERP
  - Microsoft Teams Rooms

- Does the system require any "special" or nonstandard network access requirements?

7. Vendor Hosted

- Describe your backup and recovery procedures.
- What is your disaster recovery plan? What are the Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) currently in place?
- Describe your cybersecurity plan. Include a written copy if available.
- Describe how you maintain the customer's data integrity to be maintained as additional data is added to the system.
- Does your system/services provide an uptime of 99% or higher? Past uptime rate?
- Do you provide Help Desk Support (Phone, web based, email) Monday through Friday 7am - 6 pm and Saturday 8:00am to 12:00pm Central time? Describe the support opportunities outside the hours specified.

8. Training

- Describe the type of training that is provided with the new system and with new releases.
- Describe the skill set and training requirements for: IT support personnel, system administrators, and end users.

9. Technical Support

- Describe and outline the roles and responsibilities that will be provided by you, the vendor, and the expectations you the vendor have for Burnsville Parks, Recreation & Facilities as it relates to problems, incidents, knowledge, patching, endpoint protection, testing, and general support.
- What will be expected of Burnsville Parks, Recreation & Facilities' Technicians; will they need to have and use specific solution(s)?
- What is your Support Maintenance Agreement? Describe your support policy plans including cost. Describe how you provide ongoing software maintenance support and how critical issues are handled.
- Will your support services require or need remote access to customer devices or environment for support purposes? If yes, describe the remote access methodology that allows for agentless access to customer devices initiated by the customer.

10. Warranty

- Provide a description and copy of all warranties associated with the proposed application/service.

11. Project Management

- What would be your project manger's role with Burnsville Parks, Recreation & Facilities?
- How would your project manager oversee the project through all phases?
- Describe your implementation approach, project management tools, proposed work plan and estimated project implementation timeline.