# CITY OF BELL GARDENS
## RECREATION AND COMMUNITY SERVICES DEPARTMENT

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REQUEST FOR PROPOSALS
FOR RECREATION MANAGEMENT SOFTWARE

**ADDENDUM NO. 1**

June 26, 2024

This addendum is being issued for the **REQUEST FOR PROPOSALS FOR RECREATION MANAGEMENT SOFTWARE (RFP).**

Submit a proposal for these services with the full understanding and full consideration of this addendum.

**A.** The addendum is being issued to make the following changes:

1. Section I. (Background and General information) is amended by revising the last sentence in the fourth paragraph to read as follows:

   "The City is looking to "go live" with the Recreation Management Software by Spring of 2025, with a targeted date of May 1, 2025."

2. Section II. (Submittal and Procedures/Deadline) is amended by revising the second sentence in the second paragraph to read as follows:

   "The deadline for written questions and inquiries is Thursday, June 27, 2024 at 5:00 p.m."

3. Section III. (Schedule) is amended to read as follows:

   "The tentative schedule for this RFP is as follows:

| | |
|---|---|
| RFP Available Online | Thursday, June 13, 2024 |
| Deadline for Questions | Thursday, June 27, 2024, at 5:00 p.m. |
| Proposal Due Date | Monday, July 8, 2024, at 12:00 p.m. |
| Interviews with Proposers (at City's discretion) | Tentatively Monday, July 15, 2024 |
| City Council Recommendation of Award | Monday, July 22, 2024 |

4. Section IV. (Terms and Conditions), Item S, is amended by revising the first sentence to read as follows:

   "Any questions or clarifications related to the contents of the RFP must be submitted to Elizabeth Nava, Director of Recreation and Community Services, by Thursday, June 27, 2024 at 5:00 p.m."

5. Section V. (Scope of Services) is amended in its entirety to read as follows:

"The selected Proposer will provide the services as described in the Scope of Services identified below. Modifications of the Scope of Services through negotiation and/or by written addendum will be made a part of the future agreement.

The selected Proposer agrees to provide the following services in accordance with industry standards and standards set by City needs:

A. Implement a phased approach into full-service delivery targeting the most important components first, as determined by the City.

B. Provide the requested Recreation Management Software in a fully-functional/finalized form that is ready to "go live" by Spring 2025. The targeted software implementation/roll-out date is May 1, 2025.

C. Assist with patron registration and set-up.

D. Provide City staff training.

E. Support all modern methods including, but not limited to, Apple Pay, Google Pay, and Tap-To Pay for all electronic transactions.

F. Provide a platform that is easily accessible and usable across all digital devices, including mobile phones/smartphones and tablets, without the use of an explicitly downloaded mobile application. Mobile phone and tablet friendliness must also apply to specific administrator dashboards as specified by the City.

G. Support ready-to-deploy integrations with Buy Now, Pay Later technologies.

H. Support text message authentication, e-mail authentication, or social authentication methods to easily log into the platform with Google, Facebook, LinkedIn, or Apple accounts.

I. Provide a special event permitting solution that can easily be integrated into the platform free of charge.

J. Support dynamic language translation (with English and Spanish being the priority) of all interface copy, text, and pages. Google Translate or other automated language translation services will not suffice.

K. Support up to 1,000 concurrent user sessions with no performance degradation.

L. Take new photographs of all facilities, parks, recreation centers, and reservable spaces at the direction of the City at no additional cost.

M. Provide all necessary Point-of-Sale (POS) equipment and replacement equipment free of charge.

1. There will be 10 POS stations in multiple City facilities, as designated by the City.
2. Proposer must provide a list of all POS equipment it proposes to provide.

N. Provide unlimited support for customized reports for all program, membership, rental, and financial reports free of charge.

O. Provide design fixes, platform improvements, new features, and software and firmware updates free of charge.

P. Support text **and** e-mail based scheduled messaging free of charge.

Q. Provide a module for Golf Course Tee-Time reservations.

R. Provide a module for merchandise and concessions sales at all required sites.

S. Provide a module for programs, camps, classes, aquatics programming (including pre-requisite screening for swim lessons), and membership registrations. The module must include the following:

1. Class Registration
2. Facility Reservations
    I. Sports Center
    II. Park Picnic Shelters
    III. Various Room Reservations
3. Sports and Activity Registration
4. Various Program Registration

T. Provide a solution with a Google Lighthouse score greater than or equal to 90 to meet various accessibility standards and load times.

U. Provide a solution that is built upon the latest web development frameworks that are optimized for mobile-friendliness and scale.

V. Provide an event ticketing platform that can be easily integrated into the proposed platform free of charge.

W. Integrate directly into Eden 5.30.1.0 (Finance Software) for processing and reporting of all electronic payments.

X. Provide a solution that can be integrated into the City's App "Bell Gardens Connect" (which is powered by GOGov)."

6. A new Section X. (Minimum Proposer Qualifications) is added to read as follows:

"

X. MINIMUM PROPOSER QUALIFICATIONS

A. Proposer must demonstrate at least five (5) successful implementations or agreements for the use of their respective software product within the last 48 months in an environment of similar scope or size to the City's needs.

B. Proposer must provide 24/7/365 support.

C. Proposer's engineering and technical staff contributing to the City's services must be located within the United States.

D. Proposer's support personnel and services must be based within the United States.

E. Proposer's project personnel and services must be based within the United States.

F. Proposer must designate a technical and project support representative that is obligated to attend quarterly in-person feedback and review sessions with City staff for the first two years of the agreement; and as needed thereafter at the request of the Recreation and Community Services Director or her designee.

G. Proposer must be SOC2 Type I and Type II compliant, HIPAA compliant, and PCI Level 1 compliant for all financial systems."

**B.** The addendum is being issued to incorporate the following Questions and Answers ("Q&A") into the RFP:

**RESPONSE TO REQUESTS FOR INFORMATION NO. 1**

1. Q: Could you provide the specific versions of Eden currently utilized across city departments and confirm if there are preferred interfaces or protocols—such as RESTful APIs or SOAP—for facilitating this integration?

   *A: The Current version of Eden is 5.30.1.0. The City prefers RESTful APIs but is open to different protocols.*

2. Q: Does the city employ any particular date interchange formats like XML or JSON, that our integration approach should prioritize to align with your existing data flow strategies?

   *A: The City has used XML format previously, but is open to other modern data interchange formats like XML or JSON.*

3. Q: Could you specify the minimum operating system versions for iOS and Android that the recreation management software should support, considering the city's device usage trends?

   *A: The City requires both backward compatibility as well as the latest iOS and Android versions.*

4. Q: Are there specific hardware features, such as NFC for contactless transactions or biometric capabilities for secure logins, that need to be supported to enhance user accessibility and security on these platforms?

   *A: Yes, the City desires hardware that supports NFC for contactless transactions via Apple Pay, Google Pay and Tap To Pay.*

5. Q: What specific security or data privacy frameworks, like OAuth 2.0, OpenID Connect, or others, does the city require for social authentication methods? Could you also specify if the city follows certain regulatory standards, such as GDPR or

   CCPA, which influence the selection and configuration of these authentication services?

   *A: Please refer to Section V. (Scope of Services), Item H, as modified by this Addendum.*

6. Q: Could you provide examples of the most critical reports that are frequently required by the city, such as attendance tracking, revenue analysis, or resource utilization reports? Is there a need for these reports to be accessible in real time to support decision making?

   *A: Examples of critical reports include, but are not limited to, revenue reports,*

*attendance reports, demographic reports, staff and customer utilization reports, resource reports, and case management reports that include services rendered and opened and closed cases. Yes, the reports must be accessible in real time.*

7. Q: Are there particular third-party services or existing reservation systems that the new golf course module needs to integrate with? Also, could you specify if features like handicap tracking or integration with National Golf Association databases are necessary for compliance or enhanced service delivery?

   *A: The City does not currently have any third-party services or existing reservation systems that need to be integrated with. Handicap tracking and integration with National Golf Association databases are desirable but not required.*

8. Q: What is the current inventory management system utilized by the city for managing merchandise and concessions? Could you specify the level of integration required with the new software, such as real-time inventory updates, automated reordering processes, or direct sales reporting?

   *A: Currently, the City does not have an inventory management, merchandising or sales software system. The preferred level of integration is real-time inventory updates, automated reordering process and direct sales reporting.*

9. Q: Could the city provide insights into the historical peak load times for class and facility reservations? Are there specific scalability requirements or performance benchmarks, such as server response times during peak loads, that the city aims to achieve with the new system?

   *A: The City does not have access to historical peak load data with the current system. For the scalability requirement, please refer to Section V. (Scope of Services), Item K, as modified by this Addendum.*

10. Q: Could the city specify the anticipated average monthly transaction volumes that the new software will need to handle for each BNPL provider?

    *A: Anticipating $10,000 monthly transaction volumes should be sufficient.*

11. Q: Are there particular systems or digital platforms—such as city-wide event management systems or regional tourism boards—that the new event ticketing platform needs to integrate with?

    *A: The City does not have an existing ticket module; nor is there a third-party system that the new module would have to integrate with.*

12. Q: Could you outline any specific data synchronization needs, such as bi-directional real-time syncing of event details and ticket availability, or APIs currently in use that need to be supported?

    *A: The City does not currently have any APIs in use. The real time syncing desires of the City are as follows:*
    1. *Real-time ticket validation upon entry and exit of a ticketed event.*
    2. *Real-time availability with the ability to purchase tickets online and in person.*
    3. *Real-time reporting.*

13. Q: Could the city specify the key performance indicators (KPIs) that will be used to assess the success of the deployed system? For instance, are metrics such as user adoption rates, transaction completion times, or customer satisfaction scores among the primary indicators? Does the city have specific targets or benchmarks for these KPIs that the new system should aim to meet or exceed?

    *A: The City will use the following KPIs to assess the success of the deployed system:*
    1. *User adoption (Number of new users to the platform)*
    2. *Customer Satisfaction (through use of surveys)*
    3. *Staff efficiency (through use of staff reviews)*

    *The City and selected proposer will establish the initial targets/benchmarks for the selected KPIs.*

14. Q: Could the city provide specific details regarding the volume and format of the existing data that will need to be migrated to the new system? Are there particular data integrity or security protocols that must be maintained during the migration process, such as data anonymization or encryption?

    *A: The City intends to start the new system from the ground up, assisting the community with registering into the new system; therefore, there will be no need to migrate existing data into the new system.*

15. Q: Could the city provide guidance on preferred translation services or technologies for implementing the dynamic language translation requirement? Are there specific platforms or tools, such as Google Cloud Translation API or Microsoft Translator, that the city recommends? Moreover, are there anytranslation services or approaches that should be explicitly avoided due to compatibility issues with existing city systems or local privacy regulations?

    *A: The use of Google Cloud Translation API or Azure Translation API would be acceptable. However, the City does not have a specific platform to recommend. The goal of this scope objective is to eliminate user disruption and avoid the interpretation errors that occur through a function like Google Translate.*

16. Q: Page 3 lists the desired launch date of October 26, 2024, and page 9 states a desired "go-live" by Spring 2025. Which is the correct date? What is driving the launch date?

    *A: The City is aiming to launch the new software on May 1, 2025. This will allow adequate time for the selected vendor to develop and implement the new software.*

17. Q: If an award is approved by the Council on July 22, when could a contract be executed?

    *A: Full execution of the contract will require that the selected vendor provide the necessary documentation to the City in accordance with the contract. Once all the appropriate documentation is received from the vendor and the contract is signed, the City can proceed with full execution of the contract.*

18. Q: Why is the City choosing to go to RFP at this time?

    *A: The agreement with the current recreation management software vendor will be expiring soon.*

19. Q: What are the top 3 priorities that the city has with a new software system?

    *A: The City's top three priorities with the new software system are:*
    1. *Software tailored to meet the specific needs of the City of Bell Gardens;*
    2. *Ease of use and access for all user groups including both the community and City staff; and*
    3. *Have the ability to develop and expand the software with no additional costs as City programming grows and changes.*

20. Q: What goals does the city have with implementing a new software system?

    *A: Some of the City's goals with the implementation of a new software system include, but are not limited to, potential cost savings, increased accessibility to programs, resources and services within the City, and increased customer service experience for the community.*

21. Q: Could you provide a list of the current hardware in use to determine compatibility?

    *A: The City currently uses the following hardware; however, it is expected that the selected vendor would provide the needed hardware to meet the City's requests and for full compatibility and integration into their software system:*
    - *Steel Master Automatic Counterfeit Detector – Model 20033000*
    - *PAX 3000 Card Reader*
    - *Epson Receipt Printer – Model M244A*
    - *APG Cash Drawer*

22. Q: Is the City using a Golf Course Tee-Time Reservation system at this time? Is that a mandatory requirement as part of this RFP?

    *A: The City is not currently utilizing a tee-time reservation system. Yes, it is a mandatory part of this RFP; however, integration can be phased in as stated in the Scope of Services.*

23. Q What is the revenue that was processed through the current Recreation Software from the past 12 months?

    *A: Since July 1, 2023, the City has processed approximately $700,000 through the current recreation software system; of which approximately half was processed through credit card transactions.*

24. Q: Is the city looking for an off the shelf solution or a customized solution?

    *A: The City of Bell Gardens is unique and would prefer the desired software to meet the unique needs of the City, which may require customizations. However, the City will consider any and all proposals submitted in accordance with the Scope of Services as specified in this RFP.*

25. Q: Does the city have a budget, if so, what is the approximate allocated?

    *A: The cost for the Recreation Management Software will be negotiated upon vendor selection. The recently adopted Fiscal Year 2024-25 Recreation and Community Services Department Budget is $6,116,017.*

26. Q: Per the scope 1.M, does the city currently have POS equipment? Does the city require physical POS? Or are there computers available at those POS locations where a POS can be integrated directly into that computer with the ability to collect credit cards? Will the POS need to allow cash sales?

    *A: Yes, the City currently has POS equipment and will require physical POS. Some computers are available but compatibility with vendor equipment is not guaranteed. The POS will need to allow for cash sales. Please refer to Section V. (Scope of Services), Item M, as modified by this Addendum.*

27. Q: Is the city open to payment processors such as Stripe, whom do support Buy Now, Pay Later, etc.

    *A: Yes, the City is open to considering payment processors.*

Sincerely,

*Elizabeth Nava*

Elizabeth Nava
Director of Recreation and Community Services

The proposer shall individually identify and acknowledge receipt of this addendum by signing and enclosing a copy of this form in his/her proposal submittal. Failure to do so may result in disqualification of his/her proposal.

Signature of Proposer Date

Proposer Firm Name and Address