



**City of Los Altos
Recreation & Community Services Department**

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Los Altos, California 94022-3087
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February 26, 2020

SUBJECT: Request for Proposal – Recreation Management Software Application

You are invited to submit proposals to provide a Recreation Management Software Application for the City of Los Altos Recreation & Community Services Department as outlined herein and delineated in the enclosed Technical Specifications and Scope of Services. Proposals are due to City Hall by 4:00pm, on Thursday, April 2, 2020.

PROJECT REQUIREMENTS

The City of Los Altos Recreation & Community Services Department is seeking qualified proposals for recreation management software solutions to replace its current software RecTrac 10.3. Software application solutions shall closely meet current requirements with the ability to expand and meet future needs. Software solutions shall have the ability to manage all aspects of business in recreation and parks including but not limited to activity registration, online client registration and reservation portals, facility reservations, point of sale transactions, membership/pass management, sports league management, and financial reporting (financial, marketing, usage, etc.). Other desired functions shall include automated communications, automated billing, and instructor portal. It is expected that all proposal vendors will include assistance with the implementation of the software solution, training for staff and marketing campaign to the public.

There are two major objectives of the Request for Proposal (RFP). First, it is intended to establish and define a clear set of functional requirements to be satisfied by the Recreation Management System. Second, it will provide general direction to the vendor to submit a proposal that will best meet the application needs of the City.

INSURANCE REQUIREMENTS

The technical service provider will be required to maintain insurance coverage for Liability and Worker's Compensation, with the City of Los Altos named as "Additional Insured." The vendor shall obtain a City of Los Altos Business License.

FEE SCHEDULE

Not to exceed fees should be listed in the Fee Schedule for each task. Payment for work completed will be based on progress to date for each task and will be based upon agreed upon milestones. The vendor should include costs for software application, hardware, support/maintenance, and training.

PROPOSALS

Submit three (3) copies of the proposal incorporating all requirements set forth in the RFP. If you need assistance or have questions, please contact me at jchew@losaltosca.gov or (650) 947-2848. City offices are closed every other Friday starting with March 3, as of the posting of the RFP. Updates during the process will be communicated at the following website: <https://bids.losaltosca.gov/>

Sincerely,

Jaime Chew
Recreation Manager

Enclosures:

1. Technical Specifications & Scope of Services
2. Sample Professional Services Agreement