

**TOWN OF GLASTONBURY  
REQUEST FOR PROPOSAL  
RECREATION MANAGEMENT SOFTWARE  
RPGL-2020-11**

**DUE DATE AND TIME: June 19, 2020 by 11:00 AM**

The Town of Glastonbury will be accepting proposals from qualified individuals or firms to provide a web-based, vendor hosted recreation management software for the Glastonbury Parks & Recreation Department and Senior Services Departments. Interested individuals and firms should obtain the complete RFP and related information from Mary F. Visone, Purchasing Agent, via the Town's website at [www.glastonbury-ct.gov](http://www.glastonbury-ct.gov).

Responses to the Proposal must be submitted to the Purchasing Agent electronically no later than the time and date indicated above. **LATE PROPOSALS WILL NOT BE CONSIDERED.**

The Town reserves the right to waive informalities or reject any part of, or the entire proposal, when said action is deemed to be in the best interests of the Town. All Sealed proposals must be submitted to the Office of the Purchasing Agent no later than the time and date indicated.

An Affirmative Action/Equal Opportunity Employer. Minority/Women /Disadvantaged Business Enterprises are encouraged to bid.

Mary F. Visone  
Purchasing Agent

**TABLE OF CONTENTS**

	<b>Page No.</b>	
<b>Section I</b>	<b>General Information</b>	<b>3</b>
	Background	3
	General Intent	3
<b>Section II</b>	<b>Existing Environment</b>	<b>3</b>
<b>Section III</b>	<b>Scope of Work</b>	<b>4</b>
	Specific Services	4
	Project Coordination	4
<b>Section IV</b>	<b>Submission of Proposal</b>	<b>4</b>
	Minimum Requirements	4
	Term of Service/Time for Completion	5
	Proposal Instructions	5
	Evaluation Criteria	8
	Selection Process	9
	Timeline	10
	Insurance Requirements	10
	Indemnification	11

**Attachments**

- Attachment A - Town of Glastonbury Response Page
- Attachment B – Detailed Specifications Form

## **SECTION I – GENERAL INFORMATION**

### ***BACKGROUND***

The Town of Glastonbury, Connecticut covers approximately 51 square miles located 7 miles southeast of Hartford, has a population base of approximately 34,500 citizens.

The Parks and Recreation and Senior Services departments offer an array of or youth, adult and senior programs as well as a number of multi-use facilities and premiere parks offered to promote healthy lifestyles, to improve and sustain the economic vitality and livability in town.

The Parks and Recreation and Senior Services departments have over 500 programs encompassing over 15,000 program registrations. Approximately 22,500 facility reservations are taken for over 115 rooms, parks and athletic fields. Approximately \$2.2 million in revenues are generated through program participations and facility rentals. Currently, the Parks and Recreation Department's existing recreation management, by Vermont Systems, Inc., uses RecTrac 10.3y04 and Webtrac to track in-person and on-line activity and facility reservations, collect payments by cash, checks and credit cards, provides rosters, a variety of financial data and other pertinent reports applicable to daily operations. The system is integrated with MUNIS, the Town's financial software. The Parks Division uses Maintrac 10.2i as offered by Vermont Systems, Inc. The Senior Services Department currently uses MySeniorCenter.com for tracking programs and facilities, but has started to use RecTrac for facility reservations.

### ***GENERAL INTENT***

It is the intent of the Town to select a Vendor to provide a complete Recreation Management Software program as set forth herein. The software program shall be fully integrated for web-based, vendor hosted operation on the Windows desktop. The software is to be a single application architecture or "all in one" program that will be easy to understand by both the department staff and customers. The Town is seeking to enhance customer service by improving the activity registration capabilities and expanding facility reservation capabilities to all desktops, satellite locations, and allow customers to receive information and process registrations on-line. The software shall provide for the ability to add various functions in the future as needed.

## **SECTION II – EXISTING ENVIRONMENT**

- Workstation Environment: Workstations are primarily on Windows 10, and are 64 bit. A limited number of Windows 8 workstations are still in use. All workstations have current gen processors with 8GB Ram or more. Computers used by Staff for primary operations are 6 years old or less.
- Server Environment: The Town hosts a private cloud environment with servers/sans in a VMWare environment currently running on 6.7 Standard.
- Printer Copier Fleet: The printers are HP and the Copiers are Ricoh. All devices are relatively current generation; no device is older than 10 years of age.

- Network Environment: The network is 1GB to the desktop and 10GB in the backbone with Fiberoptic cabling to connect all Town buildings. The Town is connected to the Internet with Dual Independent connections coupled with a Fatpipe Router clustering WARP device to provide Redundant Internet.

### **SECTION III – SCOPE OF WORK**

#### ***SPECIFIC SERVICES***

The project consists of updating and installing recreation management software including training, documentation and a minimum of a three year service contract. The software shall be inclusive of all required program functionalities and shall be capable of sharing common data files. The software package should include but not be limited to:

- Activity Registration
- Facility Reservation
- Point of Sale
- League Scheduling/Team Management
- Membership Management
- Front end and Back Web Capabilities
- Variety of Financial and Enrollment Reporting Capabilities
- Credit Card Processing/Authorization that meets PCI compliance Standards
- MUNIS Integration

#### ***PROJECT COORDINATION***

The Vendor will work closely with the Glastonbury Recreation Supervisor and Information Technology Manager through all phases of the project. The Town will provide access to the property and make available any required recreation data history as applicable.

### **SECTION IV - SUBMISSION OF PROPOSAL**

#### ***MINIMUM REQUIREMENTS***

- The Respondent shall have an assigned project manager to oversee this work and act as liaison to the Town. The Respondent shall list all proposed staff. The Respondent shall submit detailed resumes/references for any proposed staff, in-house or sub-contracted.
- The Respondent shall be approved by the manufacturer to install and maintain the system.
- The Respondent shall demonstrate sufficient staff resources to perform the work.
- The Respondent shall have demonstrated experience installing and maintaining similar systems within the past five (5) years.

### **TERM OF SERVICE / TIME FOR COMPLETION**

The selected firm will be expected to commence services within 15 days of contract execution or on such other schedule as may be agreed to with the Town. The Town anticipates allocating up to four (4) months of overall time for the installation described herein including but not limited to data collection, meetings, agency approval, Vendor coordination, etc. It is the intent of the Town to have an installed recreation management software in service no later than December 1, 2020. A schedule for completion will be mutually agreed upon between the Town and the selected vendor.

### **PROPOSAL INSTRUCTIONS**

- By submitting a proposal, Respondent represents that he has thoroughly examined and become familiar with the Scope of Services outlined in this RFP and are capable of performing the work to achieve the Town's objectives.
- Respondents submitting a proposal for this solicitation are directed to respond online through a secure e-Procurement portal. Responses can be submitted at the following link: <https://glastonbury-ct.bonfirehub.com/login> under the RFP title "**RPGL-2020-11-Recreation Management Software**". Respondents will be required to create a Bonfire profile before submitting their proposal. Step-by-step instructions on how to register as a vendor are available at this website: <https://support.gobonfire.com/hc/en-us/articles/360011135513-Vendor-Registration>.

Respondents will be required to upload their response in four files:

1. Proposal Response as per the requirements herein
  2. Attachment A -Town of Glastonbury Response Page
  3. Attachment B - Detailed Specifications Form
  4. Cost Proposal as per the requirements herein
- All respondents are required to submit the information detailed below. **Responses shall be organized and presented in the order listed below to assist the Town in reviewing and rating proposals.** Responses should be presented in appropriate detail to thoroughly respond to the requirements and expected services described herein.
    1. Table of Contents to include clear identification of the material provided by section and number.
    2. A letter of transmittal indicating the firm's understanding of the Scope of Services and interest in providing the software and any other information that would assist the Town in making a selection. This letter must be signed by a person legally authorized to bind the firm to a contract.
    3. Name, email address and telephone number of person(s) to be contacted for further information or clarification.

4. Copy of State of Connecticut license to perform the work required, as applicable.
5. A background statement including a description of relevant experience and qualifications of the firm/individual submitting the proposal and the number of years the company has been in business.
6. Respondent shall provide a list of 3-5 references and examples of previous similar projects with municipal recreation management software successfully completed within the last five years, with the contact name, address and telephone number of the owners' representative in each project. The Town reserves the right to contact these organizations regarding the services performed by the firm.
7. Proposals shall include the following:

Company Profile:

- Sales Team: Name of sales person/account executive assigned to the Project, years employed by current company, address, phone number and e-mail address. Please include office hours that the sales team is available.
- Support Services: Number of support staff employed by the Vendor, telephone number, hours of operation, methods of communicating problems with support staff, number of requests handled per day, average response time per request, and examples of resolution services provided by support staff. (Example: Telephone/written instructions, direct on-line access to customer's server, etc.)
- Research and Development: Number of R&D staff employed. Please provide a description of the phases a new product must pass before being released for purchase.
- Service Approach to Delivery Plan: Describe respondent's approach to providing the services required herein to the Town of Glastonbury, and describe how the service delivery plan will ensure timely delivery of services which include installation and training, if required. The delivery plan must include a detailed schedule.
- Credit Card Processing/Authorization: Provide a list with contact information of the merchant service vendors who are integrated with the software that act as the gateway and processor to credit card processing.
- Sample Contract: Provide a sample contract used for municipal clients. The Town reserves the right to make changes/omissions or develop its own contract to be used.

Requirements and Specifications:

- Provide detailed specifications using the form provided as Attachment B. Attach additional pages if required.

8. Cost Proposals – All Respondents are required to submit a fee proposal for all services outlined herein. Fees for all services must be identified in the proposal, including software, installation, on-site training and annual maintenance agreements. Proposals shall include a breakdown by line item including but not limited to:
  - a. Software
  - b. Installation
  - c. On-site Training
  - d. Annual maintenance agreement cost by year for a minimum of three (3) years
  - e. Additionally, proposals shall include Hourly Labor Rates for firm and any other subcontractors to be used for the project.
  - f. Other

The Town of Glastonbury is exempt from payment of excise taxes, transportation and sales taxes imposed by the Federal Government and/or the State of Connecticut. Such taxes must not be included in the fee proposal.

9. A concluding statement as to why the respondent is best qualified to meet the needs of the Town.
10. Proposal Response Form (**ATTACHMENT A**). Description of any exceptions taken to this RFP. If any proposal involves any exception from the stated requirements and specifications, they must be clearly noted as exceptions and attached to the proposal.
11. Respondent is required to review the Town of Glastonbury Code of Ethics adopted July 8, 2003 and effective August 1, 2003 and revised October 29, 2013 and effective November 28, 2013. Respondent shall acknowledge that they have reviewed the document in the area provided on **ATTACHMENT A**. The selected respondent will also be required to complete and sign an Acknowledgement Form prior to award. The Code of Ethics and the Acknowledgment Form can be accessed at the Town of Glastonbury website at [www.glastonbury-ct.gov](http://www.glastonbury-ct.gov). Upon entering the website click on the **Bids & Proposals Icon** which will bring you to the links for the **Code of Ethics** and the **Acknowledgement Form**.
12. Statement of Non-Collusion (**ATTACHMENT A**).

13. Any technical questions regarding this RFP shall be made in writing and directed to William Engle, Recreation Supervisor by email at [bill.engle@glastonbury-ct.gov](mailto:bill.engle@glastonbury-ct.gov). For administrative questions concerning this proposal, please contact Mary F. Visone, Purchasing Agent, by email at [purchasing@glastonbury-ct.gov](mailto:purchasing@glastonbury-ct.gov). All questions, answers, and/or addenda, as applicable, will be posted on the Town's website at [www.glastonbury-ct.gov](http://www.glastonbury-ct.gov) (Upon entering the website click on Bids & Proposals Icon, click on the Bid Title to view all proposal details and document links). **It is the respondent's responsibility to check the website for addenda prior to submission of any proposal.** Note: Responses to requests for more specific contract information than is contained in the RFP shall be limited to information that is available to all respondents and that is necessary to complete this process. The request must be received at least five (5) business days prior to the advertised response deadline.

No other Glastonbury Town employee, elected official, or evaluation committee member should be contacted concerning this RFP during the proposal process. Failure to comply with this requirement may result in disqualification.

**Failure to include any of the above-referenced items in the submitted proposal may be grounds for disqualifying said proposal.**

### ***EVALUATION CRITERIA***

The Town of Glastonbury shall select the responsible and responsive proposal which is determined by the Town to be the best suited, most advantageous, and provides the best value to the Town on the basis of the criteria included in this Request for Proposal. Consideration will be given to the software and delivery system proposed, the associated cost, and the turnkey installation including the proposed transition from the current system to the installation and operation of a new system. The Town shall not be obligated to accept any proposal and the Town shall reserve the sole right to determine the appropriateness of any proposal for this work. The Town expressly reserves the right to negotiate with the selected firm prior to an award of any contract pursuant to this RFP. Best value shall be determined by consideration of the following factors.

- The Respondent's technical understanding of the scope of services evidenced by the quality of the proposal submitted and responsiveness to the Town's requirements as summarized herein.
- The background & experience of the Respondent in providing similar services elsewhere, including the level of experience in working with other municipalities.
- The specific background, qualifications and relevant experience of the individuals designated to provide services, especially those of the designated account representative, and other key personnel to be assigned to the project.
- Demonstrated commitment to the Town of Glastonbury's timetable for the project.
- Competitiveness of the fee proposal.

- The Respondent's responsiveness and compliance with the RFP requirements and specifications, including any exceptions attached or contained in the proposal.

## **REFERENCES**

As part of the overall evaluation, The Town of Glastonbury shall review references provided in the respondent's proposal to determine the quality of services performed for other municipal clients.

## **SELECTION PROCESS**

- This request for proposal does not commit the Town of Glastonbury to award a contract or to pay any costs incurred in the preparation of a proposal to this request. All proposals submitted in response to this request become the property of the Town of Glastonbury. The Town of Glastonbury reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with the selected respondents, the right to extend the contract for an additional period or to cancel in part or in its entirety the request for proposals, if it is in the best interests of the Town to do so.
- A Selection Committee, appointed by the Town Manager, will evaluate all proposals received for completeness and the respondent's ability to meet all requirements as outlined in this proposal. The Committee will then short list the specific firms whose proposals best meet all criteria required and may conduct interviews with these firms. Upon completion of interviews, the Selection Committee will forward to the Town Manager a list of firms recommended for further consideration.
- Based on the results of the interview process, the Town Manager or his designee will review the Scope of Services, fee proposals, and other factors with the top-rated firm(s) and negotiate a specific agreement based on these discussions.
- Additional technical information may be requested from any respondent for clarification purposes, but in no way changes the original proposal submitted.

***TIMELINE***

The Town intends to adhere to the schedule listed below as closely as possible, but reserves the right to modify the schedule in the best interest of the Town as required.

Publicize RFP	<b>June 5, 2020</b>
RFP Due Date	<b>June 19, 2020 @ 11:00 A.M.</b>
Interviews with Top Respondents	<b>Week of July 13, 2020</b>
Execution of Contract	<b>No later than August 1, 2020</b>
Delivery, Installation and Training	<b>Within 60 days of Contract Execution</b>
“Go Live”	<b>December 1, 2020</b>

***INSURANCE REQUIREMENTS***

**INSURANCE**

The Respondent shall, at its own expense and cost, obtain and keep in force during the entire duration of the Project or Work the following insurance coverages covering the Respondent and all of its agents, employees and sub-contractors and other providers of services and shall name the **Town of Glastonbury and their employees and agents as an Additional Insured** on a primary and non-contributory basis to the Respondent’s Commercial General Liability and Automobile Liability policies. **These requirements shall be clearly stated in the remarks section on the Respondent’s Certificate of Insurance.** Insurance shall be written with insurance carriers approved in the State of Connecticut and with a minimum Best’s Rating of A-VIII with all policies written on an occurrence form basis. In addition, all carriers are subject to approval by the Town. Minimum Limits and requirements are stated below:

1) Worker's Compensation Insurance:

- Statutory Coverage
- Employer’s Liability
- \$1,000,000 each accident/\$1,000,000 disease-policy limit/\$1,000,000 disease each employee
- A Waiver of Subrogation shall be provided in favor of the Town of Glastonbury and their employees and agents.

2) Commercial General Liability:

- Including Premises & Operations, Products and Completed Operations, Personal and Advertising Injury, Contractual Liability and Independent Contractors.
- Limits of Liability for Bodily Injury and Building Damage  
 Each Occurrence \$1,000,000  
 Aggregate \$2,000,000 (The Aggregate Limit shall apply separately to each job.)
- A Waiver of Subrogation shall be provided in favor of the Town of Glastonbury and their employees and agents.

3) Automobile Insurance:

- Including all owned, hired, borrowed and non-owned vehicles

- Evidence of Combined Single Limit of Liability for Bodily Injury and Building Damage: Per Accident \$1,000,000
- A Waiver of Subrogation shall be provided in favor of the Town of Glastonbury and their employees and agents.

4) Errors and Omissions Liability or Professional Services Liability Policy

- Provide Errors and Omissions Liability or Professional Services Liability Policy for a minimum Limit of Liability \$1,000,000 each occurrence or per claim. The awarded respondent(s) will be responsible to provide written notice to the Owner 30 days prior to cancellation of any insurance policy.
- The respondent agrees to maintain continuous professional liability coverage for the entire duration of this Project, and shall provide for an Extended Reporting Period in which to report claims for seven (7) years following the conclusion of the Project.

5) Data Breach Liability:

- \$1,000,000 Occurrence/\$1,000,000 Aggregate

The respondent shall provide a Certificate of Insurance as "evidence" of General Liability, Auto Liability including all owned, hired, borrowed and non-owned vehicles, statutory Worker's Compensation and Employer's Liability and Professional Services Liability coverage.

The respondent shall direct its Insurer to provide a Certificate of Insurance to the Town before any work is performed. The awarded Respondent(s) will be responsible to provide written notice to the Owner 60 days prior to cancellation or non-renewal of any insurance policy. The Certificate shall evidence all required coverages including the Additional Insured on the General Liability and Auto Liability policies and Waiver of Subrogation on the General Liability policy. The respondent shall provide the Town copies of any such insurance policies upon request.

INDEMNIFICATION

To the fullest extent permitted by law, the Respondent shall indemnify and hold harmless the Town and their employees and agents consultants, agents, and employees from and against all claims, damages, losses and expenses, direct, indirect or consequential (including but not limited to fees and charges of engineers, attorneys and other professionals and court and arbitration costs) to the extent arising out of or resulting from the performance of the Respondent's work, provided that such claim, damage, loss or expense is caused in whole or in part by any negligent act or omission by the Respondent, or breach of its obligations herein or by any person or organization directly or indirectly employed or engaged by the Respondent to perform or furnish either of the services, or anyone for whose acts the Respondent may be liable.

**ATTACHMENT A  
PROPOSAL RESPONSE PAGE**

**(Please use fillable pdf provided as a separate attachment)**

**ATTACHMENT B  
DETAILED SPECIFICATIONS FORM**

**(Please use fillable pdf provided as a separate attachment)**