NOTICE OF REQUEST FOR PROPOSAL

REQUEST FOR PROPOSAL NO. 2025-RFP-26

Recreation Management Software Platform

RFP Due Date: 10:00 A.M., Thursday, November 6, 2025

Location: City of Joplin
Parks Department
3301 West 1st Street
Joplin, MO 64801

Staff: Dawn Jones, Recreation Coordinator
Email: djones@joplinmo.org

Phone: 417-625-4750

Proposals will be received by the Parks Department at the specified location until the time and date cited above. Only proposals received by the correct time and date will be recorded.

Proposals must be submitted in an envelope with the Request for Proposals number and the Vendor's name and address clearly indicated on the envelope. All proposals must be completed in ink or typewritten and submitted by the time and date above.

Consultants are strongly encouraged to carefully read the entire Request for Proposals.

10/6/2025
Issue Date

NOTICE TO BIDDERS

The City of Joplin, Missouri will accept sealed bids until ***10:00 a.m., Thursday, November 6, 2025,*** at the *Joplin Athletic Complex* located at *3301 West 1st Street*, Joplin, Missouri 64801 to PURCHASE the following:

Recreation Management Software Platform

Specifications and bid forms are available from **Dawn Jones or Paul Bloomberg, by calling 417-625-4750 EXT 1506** or by writing to the address indicated above. Any bids received after the specified deadline will be returned to the vendor.

The City reserves the right to evaluate all bids, to reject any or all bids and re-bid at a later date. The City may waive any irregularities in the bid or negotiate variances from specifications, and make awards that are in the best interests of the City. The City will have final decision in all matters regarding acceptance of bids and issuance of awards.

The City encourages minority and female owned businesses to submit bids on all City purchases.

Finance Director
Leslie Haase, CPA, CMA

Publication Date: October 6, 2025

INSTRUCTIONS TO BIDDERS

The City of Joplin, Missouri proposes to PURCHASE the following:

Recreation Management Software Platform

All bids shall have firm-fixed F.O.B. Joplin, Missouri price and shall be honored for a minimum of ninety (90) days following the bid opening.

All bids shall be exclusive of Federal, State, and City taxes.

It is the intent of the specifications included with this bid document to generally describe the item(s) desired in sufficient detail as to secure bids on comparable items. All parts not specifically mentioned which are necessary in order for the item(s) to perform as intended shall be included. The strength, quality of workmanship, and material shall be in accordance with the best trade practices.

Specification variances, manufacturer's literature and additional information should be attached to the bid form. All blanks on the attached bid specifications shall be filled in completely and accurately. Any bid not meeting this requirement may be considered non-responsive.

Any protest or grievance must be issued in writing and delivered to the office of the Director of Finance within five (5) working days following the bid opening. Any protest filed after this time period has elapsed will not be considered.

The City encourages selection of products manufactured, assembled and/or produced in the United States, as long as the quality and price are comparable with other items bid.

Businesses which are located within the city limits of Joplin may be given preference in the awarding of a bid, providing the bid from the local business does not exceed the lowest bid by more than 3% or $2,500, whichever is less.

The City may give preference to vendors handling products that contain post-consumer recovered materials, providing the bid does not to exceed the lowest bid by more than 5% or $2,500, whichever is less.

Once the bids are reviewed and evaluated, the successful vendor will be notified, in writing, and will receive an authorized City of Joplin purchase order. Verbal acknowledgments will not be considered as official notification and will not obligate the City in any way. Delivery or performance should not be completed without the receipt of an authorized purchase order.

Minimum information to be submitted with each bid shall consist of the following:
1. Verification of Bid Specifications (with variances noted)

MARK BID ENVELOPES: "BID #2025-RFP-26: Recreation Management Software Platform, 10:00 A.M., Thursday, November 6, 2025"

Questions concerning the specifications and bidding procedures should be directed to Dawn Jones, Recreation Coordinator (417)-625-4750 EXT 1506 or Paul Bloomberg, Director 417-625-4750. CITY OF JOPLIN, MISSOURI

Joplin Parks and Recreation Department is accepting proposals for a point-of-sale vendor. The point-of-sale software and hardware will need to be robust, efficient, and easy to use. This equipment and software should at minimum allow parks staff to check residents into facilities, sell memberships, sell day-use admissions, sell concessions, register participants for programs, rent rooms, rent park spaces, run vital programs and financial reports.

Scope of Work

The Scope of Work summarizes the tasks, and the required product of the project. The description of the task is included in clarifying the nature of the work that is expected to be performed by the selected point-of-sale vendor. Proposers are urged to use this information as the basis for preparing their detailed approach to the work.

I. Statement of Intent

A robust, efficient, and easy-to-use point-of-sale system is vital for the operations of the parks and recreation department. This platform will be used daily to manage point-of-sale functions of the department.

II. Project Objectives

- Recreation Administration, Museum, Pools, Splash Park, Bike Park, Concession Stands
    - Members check-in using a scanner to scan a mobile device bar code or a physical ID card.
    - Check-in guests, non-residents, and take payment.
    - Need to be able to add notes to members profiles, such as swimming ability.
    - Check out equipment such as basketball or pickleball gear.
    - Staff will have the ability to check members in remotely at the front desk and unlock a door remotely.
- Membership Registration
    - We need the ability to e-sign and upload required documents for proof of residency.

Project Objectives Continued

- Facility and Park Reservations
    - Can complete online facilities and park reservations.
    - We need the ability to e-sign and upload documents.
    - Reservations must be accepted by staff before participant confirmation.
    - Payment will only be taken upon approval.
    - We need the ability to have a damage deposit but not take payment unless it’s needed.

        - Facility and park rentals will have a calendar that is easy to access and ability to import to Google or outlook.
    - Programs
        - Easy to create and manage recreation program offerings.
        - The ability to copy ongoing programs to future sessions.
        - Roster management that includes notifying participants when a class is cancelled or modified.
        - A robust program report function that lists rosters, revenues, and other vital information.
    - Financial
        - Can create financial reports for all aspects this includes but isn't limited to, memberships, programs, and concessions.
        - Preference will be given to vendors if their product can integrate with Central Square Naviline ERP, our financial software.
        - Can break down costs and charge a separate credit card fee to users.
        - Have the ability for multiple payment types, direct banking to reduce user fees.
        - No institution or bank fees for checks and cash.
        - Ability to import members and history from the existing platform.
    - Communication
        - Ability to push out member and participant communications through the platform.
    - Website & Accessibility
        - Must have a website that is maintained and updated to meet the needs of the parks and recreation department. Website sold separately. The Recreation Management System should come with an online portal for park guests to perform self-service, and the City's website will link to that portal for when visitors to the city website want to conduct a transaction or review their account.
    - Training & Education
        - It will be vital to onboard staff with the new platform, the chosen vendor will be expected to complete both onsite and online training. Unlimited future training as we onboard new staff.
        - As updates are pushed out, the expectation is that staff will be made aware and offered training depending on the need.

III. Major Work Elements

The City of Joplin anticipates the following work elements will be necessary for a new point-of-sale vendor:

- Evaluation of existing hardware that controls software.
    - Make recommendations for upgrades necessary to meet the needs of the department.
    - This is a required component of the bid process.
    - This is a required component of the bid process.

- Evaluation of existing software and network ability.

        - Make recommendations for upgrades necessary to meet the needs of the department.
        - This is a required component of the bid process.
    - Meet with key stakeholders, including the Director of Parks and Recreation and the Assistant Director of Parks and Recreation to gain understanding of the previous platform.
        - We will require at least two meetings with key stakeholders to discuss the vision and needs for the new platform. The vendor is responsible for scheduling these meetings.
    - Vendors will be required to submit total costs for equipment, training, software upgrades as part of the bid process.

IV. Key Deliverables

The following are to be furnished to the Joplin Parks and Recreation Department by the selected consultant:

- A fully functional point-of-sale platform that meets the scope of work included in project objectives and major work element sections of this RFP.

V. General Considerations

- Proposed Schedule
    - Release of RFP: October 6, 2025
    - Questions Due: October 20, 2025
    - Response to Questions: October 23, 2025
    - RFP Deadline: November 6, 2025
    - Interviews (If necessary): November 12-13, 2025
    - Award RFP: November 17, 2025
    - Notice to Proceed: November 24, 2025
    - Project Completion: March 24, 2026

VI. Evaluation and Selection Criteria

The following are the evaluation criteria the City of Joplin will consider in determining which proposal is most advantageous. Scores are based on a total of 100 points.

- Project Understanding and Approach (25 points)
    - Successful proposers will demonstrate an understanding of the scope of the project based on the RFP and discussions with key stakeholders.
- Similar Experience (25 points)
    - Successful proposers will have experience completing similar projects which should be demonstrated by providing case studies. The case studies should be no more than 2 pages each, describing three projects that best match the scope and desired outcomes for this project. Each case study should highlight similarities to the proposed project. For each case study, reference and contact information should be provided. The City of Joplin may request samples of the comparative works during the proposal review process.

- Project Personnel (20 points)
    - Successful proposers will provide information on personnel to be assigned to this project. Personnel should have experience with similar projects and in fields necessary to complete the proposed scope of work.
- Cost (30 points)
    - Provide a cost proposal based on the tasks and deliverables described in the above Scope of Work and Major Work Elements.

VII. Contact Information

- Dawn Jones, Recreation Coordinator, may be contacted for any questions or clarification on the proposal.
    - Email: djones@joplinmo.org
    - Phone: 417-625-4750 EXT

Bid Form: #2025-RFP-26; Recreation Management Software Platform

Company Name: _____

Address: _____

Signature: _____

Printed Name: _____

Telephone: _____

E-mail: _____

Total Cost $_____

MARK BID ENVELOPES: "BID #2025-RFP-26: Recreation Management Software Platform, 10:00 A.M., Thursday, November 6, 2025"

Park Addresses:
ATHLETIC COMPLEX
3301 W 1ST ST.