



CITY OF GUNNISON
REQUEST FOR PROPOSALS (RFP No. 26-11)
Parks & Rec Program and Payment Software

ISSUED: June 16, 2026
QUESTIONS DUE DATE & TIME: July 9, 2026, 5:00 PM MDT
PROPOSAL DUE DATE & TIME: July 21, 2026, 2:00 PM MDT

SUBMIT PROPOSALS ELECTRONICALLY: Rocky Mountain E-Purchasing System ("RMEPS"): portal at <https://www.bidnetdirect.com/colorado>

Submittals must be received in the RMEPS submission portal on or before the Proposal due date and time. Hardcopy submittals will not be accepted. It is the Respondent's sole responsibility to ensure all required documents are submitted through RMEPS by the submission deadline. RMEPS does not allow for uploading of documents after the submittal due date and time has closed.

The Submittal will be time-stamped by RMEPS upon receipt. After uploading Submittal documents, Respondents must click the SUBMIT button. The City of Gunnison will not accept uploads that are "saved" but not "submitted". To verify that a Submittal has been submitted successfully, Respondents may contact BidNet Support or verify, via the Bid Management tab in the Respondent's account, that the documents are not in "Draft" status. The City does not have access to nor control of the Vendor side of RMEPS. Please contact RMEPS at 1-800-835-4603, Option 2, for technical assistance.

Please Note: Addenda may be issued for this RFP and will be posted online at <https://www.bidnetdirect.com/colorado>. Respondents shall ensure all addenda issued are acknowledged and responses thereto submitted along with the required Submittal documents. Failure to submit such responses may result in disqualification of the respective Submittal.

Proposals (as hereinafter defined) received after the above specified due date and time, or which are not prepared and filed in accordance with the terms and conditions of this Request for Proposal ("RFP"), may not be considered for evaluation.

RFP Title/No.:	Parks & Rec Program & Payment Software (RFP No. 26-11)
Location:	City of Gunnison, Colorado
Purpose:	The City of Gunnison seeks a comprehensive Parks & Recreation program registration, management, and payment software solution that supports program administration, customer engagement, financial processing, reporting, and secure data management. The selected Vendor shall provide a cloud-based system that meets or exceeds the functional, technical, and security requirements.
Submission Deadline:	2:00:00 p.m. MDT, July 21, 2026
Questions Deadline:	5:00:00 p.m. MDT, July 9, 2026
Written Inquiries:	City Clerk cityclerk@gunnisonco.gov DO NOT CONTACT OTHER STAFF OR CITY CONSULTANTS
RFP Contents:	<ul style="list-style-type: none"> A. Project Description B. Scope of Work C. List of Attachments D. Proposal Format & Content E. Review and Evaluation of Proposals F. Project Schedule G. Submissions and Inquiries H. Additional Terms I. Proprietary Information and Return of RFP J. Respondent Compensation K. Modification and Withdrawal of Proposal L. Protest Procedures <p>Attachment A – Price Form Attachment B – Sample Contract</p>

A. Project Description

The City of Gunnison seeks a comprehensive Parks & Recreation program registration, management, and payment software solution that supports program administration, park rentals, membership sales, customer engagement, financial processing, reporting, and secure data management. The selected Vendor shall provide a cloud-based system that meets or exceeds the functional, technical, and security requirements outlined below.

B. Scope of Services

1. Core Functionality Requirements

The Vendor shall provide a software solution that includes, at minimum, the following capabilities:

- Program registration (online and in person)
- Facility and park rental management
- Membership management
- Payment processing (including refunds) and point of sale capabilities
- Waitlist management and cancellations
- System must support EMV-compliant chip readers, printed and digital customer receipts, and daily cash drawer balancing workflows for multiple locations.

2. User Experience Requirements

The software shall demonstrate strong usability for both staff and the public, including:

- Mobile-friendly public interface
- Intuitive staff dashboard
- Mobile application for Android and iOS

3. Integration and Compatibility Requirements

The software shall support integration with the City's operational and financial systems, including:

- Accounting and finance system integration (Caselle)
- System must support export files that can be mapped or imported into City's financial system, including GL coding fields, transaction level detail, and customizable export templates.
- Marketing and communication tools
- Calendar synchronization
- Payment gateway compatibility
- Cloud based deployment options
- All financial and registration data exports must be available in CSV and Excel formats and allow reporting by both transaction date and disbursement date

4. Reports and Analytics Requirements

The software shall include robust reporting tools, including:

- Financial reports
- Utilization and attendance reports
- Customizable dashboards
- Invoice tools
- The system must provide daily reconciliation reports that allow staff to match deposits, refunds, adjustments, and cash drawer activity to accounting records.

Detailed transaction level reporting must be exportable and include payment method, General Ledger coding, user ID, and timestamp

5. Security and Compliance Requirements

The software must meet the following minimum security standards:

- Audit trails for accountability
- Secure login with multi-factor authentication (MFA)
- Role-based access control
- Data encryption in transit, at rest, and in backups
- Data stored in U.S. data centers, including backups
- PCI DSS compliance for payment processing
- PII compliance, including CRS 24-73-101
- ADA compliant user interfaces
- Disclosure of any AI functionality used within the software
- Vendor must maintain data security standards equivalent to or exceeding DoD Impact Level 4 (IL4) or comparable commercial certifications. Vendor shall provide documentation of security certifications upon request.
- Vendor must guarantee that the City retains full ownership of all participant, financial, and program data. Vendor must provide complete data exports in non-proprietary formats upon request, including during contract termination or transition

6. Support and Training Requirements

The Vendor shall provide:

- Implementation timeline and project plan
- Onboarding support for staff
- Training resources (live, virtual, or recorded)
- Customer support via chat, email, and phone
- Regular software updates and maintenance schedule
- any one-time costs (setup, configuration, training, data migration) separately from ongoing subscription or transaction-based fees

7. Cost Structure Requirements

Vendors shall clearly identify all applicable costs, including:

- Annual fees
- Transaction fees (online and in person)
- Credit Card fees
- Monthly fees
- Setup fees (integration, support, configuration)

- Data migration or export fees
- Customization options and associated costs
- Contract term options (annual, multi-year)
- Distinguish between payment processing fees and software support fees, including any support costs embedded within transaction fees. Vendors shall disclose their standard credit card processing rate and any pass-through or markup applied
- Whether transaction fees differ between online and in-person payments and must provide a complete fee schedule for all payment types

8. Refunds, Adjustments, and Audit Trail Requirements

The system must include:

- **Comprehensive audit logs** for all transactions, refunds, fee waivers, and adjustments
- **User-level tracking** showing who performed each action and when
- **Finance-only audit login** for internal control review
- **Exportable logs** in CSV/Excel formats
- **Timestamped entries** for all financial activity

9. Cash Receipting Requirements

The system must support:

- EMV-compliant chip readers
- Printed and digital receipts
- Daily balancing workflows for multiple locations
- Cash drawer reconciliation reports
- Staff-level permissions for cash handling
- Exportable daily deposit summaries

10. Data Exportability Requirements

The system must provide:

- Full export of participant, program, and financial data
- Non-proprietary formats (CSV, Excel)
- Ability to export historical data without additional fees
- Export templates that can be mapped to Caselle

C. List of Attachments

Attachment A – Price Form

Attachment B – Sample Contract

D. Proposal Format and Content

Proposals shall not exceed 10 pages, excluding Attachment A – Price Form. Proposals must include the following sections:

1. Letter of Interest and Experience (20 points)

- Statement of interest in providing the Scope of Services
- Summary of company background and relevant experience
- Business name, address, and primary contact information

2. Software Solution Description (30 points)

Vendors shall describe how their proposed software meets or exceeds the Scope of Services, including:

- Core functionality
- User experience features
- Integration and compatibility
- Reporting and analytics
- Security and compliance
- AI functionality, if applicable
- Description of audit trail capabilities, including tracking of refunds, fee waivers, adjustments, and user actions. Vendor must confirm that Finance staff can be assigned audit-only roles with access to reporting and transaction logs.

3. Implementation, Support, and Training (15 points)

- Proposed implementation timeline
- Onboarding and training plan
- Ongoing customer support model
- Update and maintenance schedule

4. Cost Proposal (25 points)

- Completed Attachment A – Price Form

- Description of all fees, including optional modules or add-ons
- Contract term options

5. **References (10 points)**

- At least two client references, including name, email, and phone number
- Preferably from municipalities or recreation organizations

6. **Demonstrations & Interviews (20 points)**

The City will invite the **three highest-scoring proposers** (based on Sections 1–5 above) to participate in a virtual or in-person demonstration and interview.

Demonstrations shall include:

- Live walkthrough of core functionality
- Reporting and reconciliation workflows
- User experience for both staff and public
- Security and audit trail features
- Q&A with the evaluation committee

Vendors will be scored on clarity, usability, responsiveness, and the degree to which the demonstrated system aligns with the City's operational needs.

E. Review and Evaluation of Proposals

Proposals will be evaluated based on the criteria below for a total of **120 points**.

Selection Criteria	Points
Letter of Interest & Experience	20
Software Solution Description	30
Implementation, Support & Training	15
Cost Proposal	25
References	10

Selection Criteria	Points
Demonstrations & Interviews	20

Demonstrations & Interviews

The City will conduct demonstrations and interviews with the **three highest-scoring proposers** following the initial evaluation of written proposals. Scores from demonstrations and interviews will be added to the proposer's total score to determine the Best Value Responsible Proposer.

Price Scoring Method

Lowest price = 25 points

All other prices scored proportionally:

$[(\text{Lowest Price} \div \text{Bidder's Price}) \times 25 = \text{score}]$

Best Value Determination

The proposal with the highest total score will be deemed the Best Value Responsible Proposer.

Interviews are anticipated with the three highest-scoring proposers.

F. Project Schedule

The following is a preliminary schedule of project milestones; all dates are subject to change.

Milestone	Date
Issue RFP	June 16, 2026
Deadline for Questions	July 9, 2026
PROPOSAL Due Date	July 21, 2026, 2:00 PM
Interviews/Demonstrations	August 3-August 7
Notice of Intent to Award	August 17, 2026 (estimated)
Implementation Complete	January 1, 2027

G. Submissions and Inquiries

Gunnison encourages disadvantaged, minority, and women-owned Proposers to respond.

Submit one (1) electronic .pdf to the City of Gunnison by use of RMEPS, as detailed on page 1 of this RFP.

PROPOSALS will be received until 2:00:00 p.m. local time on the date provided in Section F.

Late submissions will not be accepted.

Any questions regarding this project shall be in writing and shall only be directed to City Clerk, cityclerk@gunnisonco.gov.

All questions, answers, and addenda shall be published on the City's solicitation website BidNet. All questions shall be submitted no later than the date provided in Section E of this RFP. All addenda shall be acknowledged in the Price Form – Attachment A.

H. Additional Terms

The City reserves all rights, which shall be exercisable in its sole discretion, without limitation or cause or notice, the following and/or any applicable law:

- The right to reject any or all PROPOSALS without limitation and/or to cancel, re-issue, postpone, or withdraw the RFP at any time without incurring any obligation or liability.
- The right to modify the RFP language, timeframes, or contents and issue addenda.
- The right to engage technical and/or legal firms in the evaluation of PROPOSALS.
- The right to waive informalities, irregularities, or deficiencies in the RFP or PROPOSALS.
- The City retains sole ownership of all data generated, stored, or processed through the system. Vendor shall not restrict access to or export of City data and must provide full data exports in CSV or Excel format upon request, including during contract termination. No proprietary lock-in or additional fees may be charged for standard data export.

I. Proprietary Information and Return of RFP

All PROPOSALS received by the City in response to this RFP are deemed property of the City and are subject to the Colorado Open Records Act. The City, or any of its agents, representative, employees, or firms, shall not be liable to a Respondent or individual participating in a PROPOSAL, as a result of the disclosure of all or a portion of a PROPOSAL under this RFP. Any information contained in a PROPOSAL which the Respondent believes constitutes proprietary or confidential, exempting from any non-authorized disclosure, shall be clearly designated. Blanket designations shall not be accepted. The City will notify the Respondent of any Public Records request relating to this RFP, providing an opportunity for the Respondent to seek a court injunction against the requested disclosure.

J. Respondent Compensation

No compensation or reimbursement for the preparation of the PROPOSAL will be paid by the City.

K. Modification and Withdrawal of PROPOSAL

PROPOSALS may be modified or withdrawn in writing, executed in the same manner as the PROPOSAL, at any time.

L. Protest Procedures

Prior to a submission of a protest relating to or arising from this Request for PROPOSAL, all parties shall use their best efforts to resolve concerns raised by an interested party through open and frank discussions. Protests shall be concise and logically presented to facilitate review by the City. Failure to substantially comply with any of the requirements of these Protest Procedures may be grounds for dismissal of the protest. Protests shall include the following information:

- a. Name, address, fax and telephone numbers of protester;
- b. Solicitation or contract number;
- c. Detailed statement of the legal and factual grounds for the protest, to include a description of resulting prejudice to the protester;
- d. Copies of relevant documents;
- e. Request for a ruling by the City;
- f. Statement as to the form of relief requested;
- g. All information establishing that the protester is an interested party for the purpose of filing a protest; and
- h. All information establishing the timeliness of the protest.

All protests filed directly with the City will be addressed to the manager of the City or other official designated to receive protests. Protests based on alleged apparent improprieties in the PROPOSAL Documents and solicitation procedures or evaluation and award criteria shall be filed at least ten (10) calendar days before the PROPOSAL submittal date. Failure to promptly file a protest based on solicitation procedures or evaluation and award criteria shall be deemed a waiver of the right to pursue a protest. In all other cases, protests shall be filed no later than five (5) calendar days after the basis of protest is known or should have been known, whichever is earlier, but no later than ten (10) days after the PROPOSAL due date.

Action upon receipt of a protest shall be as follows:

- a. Upon receipt of a protest before award, a contract may not be awarded, pending resolution of the protest, unless contract award is justified, in writing, to be in the best interest of the City.
- b. If award is withheld pending the City resolution of the protest, the City will inform the respondents whose PROPOSALS might become eligible for award of the contract. If appropriate, the respondents will be requested, before expiration of the time of acceptance of their PROPOSALS, to extend the time for acceptance

to avoid the need for re-solicitation. In the event of failure to obtain such extension of time, consideration should be given to proceeding with award.

- c. Upon receipt of a protest within ten (10) days after contract award, the City shall immediately suspend performance, pending resolution of the protest, including any review by an independent higher-level official, unless continued performance is justified, in writing, for urgent and compelling reasons or is determined, in writing, to be in the best interest of the City.
- d. Pursuing the City protest does not extend the time of obtaining a judicial stay, injunction, or other remedy.
- e. The City shall make its best efforts to resolve protests within 20 days after the protest is filed. To the extent permitted by law and regulation, the parties may exchange relevant information.
- f. The City protest decision shall be well-reasoned and explain the City's position. The protest decision shall be provided to the protestor using a method that provides evidence of receipt.