



REQUEST FOR QUOTATION

CITY OF KINGMAN

Recreation

RECREATION 2026-1

PARKS & RECREATION ONLINE RESERVATION AND REGISTRATION SYSTEM

ISSUE DATE: June 18, 2026

QUOTE DUE DATE: July 2, 2026, 3:00 pm (Arizona Time)

CONTACT PERSON:

Sherie Sixkiller-Wing, Administrative Assistant

(928) 692-3107

ssixkillerwing@cityofkingman.gov

RESPONSES MUST BE SUBMITTED ELECTRONICALLY TO:

<https://secure.procurenw.com/portal/cityofkingman>

PLEASE NOTE: Bidder is responsible for obtaining any addenda and
acknowledging it through the procurement portal.

1. INTRODUCTION

1.1. Summary

The City of Kingman is soliciting proposals for a cloud-based Parks and Recreation Management System to be both cost-effective and fully capable of meeting the operational needs of the Parks and Recreation Department. The department is seeking a system that enhances efficiency, streamlines processes, and reduces redundancies across all areas of use. A key priority is a more intuitive and robust facility reservation interface that simplifies scheduling and improves the overall user experience for both staff and the public.

The selected software must be scalable, reliable, and equipped to handle the department's high volume of users, particularly during peak seasons, without service interruptions. In addition, the system must demonstrate an ability to stay current with evolving technology standards, ensuring long-term functionality and alignment with the department's commitment to excellence in service delivery.

1.2. Contact Information

Yvonne Cossio

Recreation Superintendent

928-692-3111

ycossio@cityofkingman.gov

2. SCOPE OF SERVICES

2.1. FUNCTIONAL REQUIREMENTS

Proposed solutions should include the following functionality and service:

- Activity registrations including courses, classes, flex days camps, drop-ins, and custom sessions
- Facility reservations that include:
 - Photos and details of each location
 - Customizable reservation bundles such as group parties utilizing more than one area of a facility. Prices auto populate to accommodate appropriate rental settings.
 - Simplified ability for public to reserve ramadas online
 - A customizable facility rentals solution that supports custom registration questions and prevents customer registration submission when a response requires administrative approval.
- Membership management

- Ability to provide deduct option to an organization account for individuals (i.e. employers that pay for memberships, etc.)
- Account management and Customer Relationship Management (CRM) functionality
- Integrated point of sale
 - Solution for in the field POS transactions
 - Responsive design
- Supports multiple payment types including cash, credit card, debit, EFT/ACH, and Google/Apple Pay.
- Supports automatic payment plans with the ability to automatically deduct from customer checking accounts, debit/ credit cards.
- Supports ability to issue refunds and user credits
- Supports a convenience fee model for processing debit and credit card transactions.
- Accounting with support for multiple general ledger accounts
- Ability to integrate with third-party accounting system (Tyler ERP), if possible
- Marketing and email support, including SMS and voice notifications without requiring users to enter cell phone carrier.
- An online registration portal is required that allows customers to create and manage their own accounts, update personal information, and complete purchases.
- Website must align visually and functionally with the City of Kingman's main website, adhering to the City's administrative branding and design standards
- Built-in reporting with ad-hoc report creation
- Secure data storage and encryption
- PCI Level-1 compliance
- Audit trails and disaster recovery plan
- User-friendly interface for both staff and customers
- 24/7/365 Customer Support
- Dedicated Account Manager
- Respondents must provide implementation services, comprehensive training, ongoing support, and regular software updates for the proposed solution.

- Provide a detailed outline of the training program for key personnel, including methodology, milestones, and expected outcomes to ensure effective knowledge transfer and ongoing system proficiency.
- The respondent must provide a detailed description of all information that will and/or cannot be migrated to the new system. This includes, but is not limited to:
 - Membership information (current and historical)
 - Transaction and participation history
 - Customer profiles
 - Customer notes and communications history
 - Any other relevant data necessary to ensure a complete and seamless transition
- The description should outline the types of data, data formats, migration process, validation methods, and any limitations or exclusions.
- The expectation is that the new software platform will be ready to fully utilize by mid-December 2026.

2.2. SUBMISSION FORMAT

Respondents must organize their response into the following major sections. Failure to follow the structure outlined below may result in disqualification. Responses should be prepared as simply as possible and provide a concise description of the products and services proposed to satisfy the requirements of this solicitation.

Cover Page & Introductory Material	The proposal must contain a cover page with the Respondent’s name and address; Respondent contact’s name, title, telephone number, and email address; and the RFQ due date. Respondents must also include a Table of Contents outlining the content of the response.
Executive Summary	The executive summary should be a brief narrative, no more than two (2) pages, summarizing the response and outlining how the Respondent meets the Parks & Recreation Department requirements as specified in this RFQ. This summary should contain as little technical detail as possible and should be oriented towards non-technical personnel.

Company Profile	<p>Provide a brief description of the Respondent's history and experience, including number of years in business, markets served, and office locations.</p> <p>Include three (3) client references of similar size and scope to the Parks & Recreation Department that are currently live. Each reference must include the following information:</p> <ul style="list-style-type: none"> • Name of the organization • Name, title, telephone number, and email address of the reference contact • Scope and objectives of the project • Project's go-live date
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Proposed Software	<p>Functional Requirements</p> <p>List and describe all software features proposed to satisfy the functional requirements (above) and technical requirements of this RFQ. If there is an additional cost for any of these features, this should be stated and included as a line item in the Price Proposal.</p> <p>Technical Requirements</p> <p>Provide an overview of the technical aspects of the system, including but not limited to:</p> <ul style="list-style-type: none"> • System architecture: Describe the system architecture, including any third-party components provided <ul style="list-style-type: none"> ○ Outline all hardware and software requirements ○ Outline compatibility of existing hardware infrastructure • Availability: System should be designed for high availability with an uptime of 99.999% • PCI compliance: The system must comply with PCI Level-1 requirements and must not store credit card numbers. • Integration capabilities: Describe capability to integrate with third-party systems, including the Parks & Recreation Department's accounting system, Tyler ER, etc. Integration costs should be outlined in the Price Proposal. • Merchant card processors: List the merchant card processors that are compatible with your system. If the processor integrates with your system, please indicate so. Include the cost of integration. • Robust security features <ul style="list-style-type: none"> ○ Permission-based access based on assigned role ○ Single sign-on support utilizing SAML based authentication ○ Encryption of all data at rest and in transit ○ Artificial Intelligence (AI) (if applicable) <ul style="list-style-type: none"> ○ Summarize AI features and how they are used in your product ○ List all AI features, their default state, and provide the disable/opt-out mechanism for each ○ Provide change notification policy for new AI features or material changes ○ Data Handling
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	<ul style="list-style-type: none"> ○ Will any Parks And Recreation data /(prompts, outputs, logs) be used for training analytics? If so, provide detailed information on how this data will be used ○ Describe how prompts, outputs, configuration, and logs can be exported for backup and legal holds. Include available export formats ○ API Access: Describe APT access available for intergrading with third party systems, and associated fees, if any
<p>Implementation and Training</p>	<p>Provide a detailed plan for implementing the proposed Recreation Management System including but not limited to:</p> <ul style="list-style-type: none"> ● Project management methodology ● System configuration, implementation, and testing methodology ● Proposed training strategy, specifying how and when training will be delivered on-site and off-site training sessions ● Proposed project team structure and roles ● Proposed strategy to migrate customer history ● Proposed strategy to migrate existing active memberships and programs ● Sample project schedule showing approximate timelines for the implementation of the project.
<p>Support and Maintenance</p>	<p>Provide a brief outline of the support services provided, including but not limited to:</p> <ul style="list-style-type: none"> ● Types of support provided (email, phone, etc.) ● Support hours of availability ● Incident response and escalation procedures ● Service Level Agreements ● Disaster recovery plan, including timelines for restoration of data and services <p>Describe the process for planned changes, including upgrades, patches, and hotfixes. How clients are notified of planned and emergency maintenance. Any costs associated with support and maintenance services should be outlined in the Price Proposal.</p>
<p>Price Proposal</p>	<p>Respondents should submit their price proposal that includes pricing for all products and services identified in the response, including any integration costs, travel costs, and variable items. All pricing must be provided in USD with taxes included.</p>

Additional Information	<p>Include any additional functionality not specifically mentioned in this RFQ that the Responder believes would add value to the project. If there is additional cost for any value-added items, this should be stated in the description and included as a line item in the Price Proposal.</p> <p>Copies of the Respondent's sample contract for products and services related to this RFQ also be provided for review.</p>
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2.3. Evaluation Criteria

An internal evaluation committee will review and score the responses based on the following criteria.

- A. Overall software quality, functionality and capabilities - 60 points
- B. The Respondent's experience and expertise - 25 points
- C. Ongoing support, maintenance, and system enhancements - 15 points
- D. Timeframe for project completion and work plan - 15 points
- E. References - 15 points
- F. Price - 20 points

A total of 150 points is possible.

3. INSTRUCTIONS TO BIDDERS

3.1. Quote Submission

Quotes must be submitted through the procurement portal. Companies wishing to submit quotes should register for a free OpenGov account at: <https://procurement.opengov.com/signup>. For instructions on how to register and subscribe, you can also visit the City of Kingman's website at: <https://www.cityofkingman.gov/government/advanced-components/list-detail-pages/rfp-posts-list>.

3.2. Quote Submission Due Date

Quotes must be received by no later than 3:00 pm on July 1, 2026.

3.3. Offer and Award of Contract/Purchase

After evaluation, Respondents may be asked to provide on-site or remote demonstrations of their proposed solution to the Evaluation Committee.

The City of Kingman intends to award this solicitation to the company who can offer the best product, at the lowest price, within the specified time for delivery. The quote selected for award will be notified by email or phone.

3.4. Product Delivery Expectations

The City is looking to have the system fully implemented and staff fully trained by mid-December 2026.

3.5. Taxes

The City is not exempt from Transaction Privilege Tax (TPT); Bidders must include tax in the pricing proposal, when applicable.

3.6. Withdrawal of Submittal

By submitting a quote in response to this solicitation, the responding company is agreeing to provide a product or service, as requested in this Request for Quotation. The Bidder may withdraw their submission at any time prior to the submittal deadline by contacting the City of Kingman contact listed for this solicitation.

3.7. Public Record

Documents and quotes submitted to the City of Kingman in response to this solicitation will become property of the City of Kingman and are subject to the public records requirements contained within A.R.S. 39-101 through 39-161.

3.8. No Requirement to Award a Purchase

By submitting a quote, there is no expressed or implied guarantee to make a purchase. The City of Kingman will not be responsible for any costs incurred by the responding company in submitting a response to this solicitation.

3.9. Contract Term

The Parks & Recreation Department is looking to enter into a contract term of three (3) years. Contracts with a total value greater than \$100,000 require the approval of the City Council.

3.10. Commencement of Work

Respondent will not perform any billable work, provide any material or service under this contract until the Respondent receives a purchase order, or is otherwise directed to do so in writing by the City of Kingman.

3.11. Licenses

Respondent will maintain, in current status, all Federal, State, and local licenses and permits required for the operation of the business.

Pursuant to the Kingman Municipal Code, Chapter 8, Article 1.5, **Business Licenses**, Vendors conducting business within the City of Kingman with a permanent or temporary physical business location within the city limits must apply for a business license and pay the applicable license fee, unless exempted under section 8-13. The full municipal code can be found on the City's website or at the following link: <https://www.codepublishing.com/AZ/Kingman/#!/Kingman08/Kingman08.html>.

For details regarding how to submit an application, pay the license fee, etc., please visit our website at: <https://www.cityofkingman.gov/government/departments/city-clerk/business-licenses>.

3.12. Vendor Registration

Responding companies selected for the award of a purchase, who are not already established as a Vendor with the City of Kingman, must complete a New Vendor Application and submit a signed W-9 (with a signature date within two (2) years of submittal date). The company may also choose to complete the Vendor EFT form for automatic bank deposit payments (this is optional). All Vendor forms have been included in the *Attachments* section of this solicitation.

3.13. Questions

If you have questions regarding this Request for Quotation, please contact Yvonne Cossio at Ycossio@cityofkingman.gov

4. PREFERENCE IN PURCHASING

Preference in Purchasing (City of Kingman, Procurement Code, 2-349):

A. Resident bidders. When evaluating a bid, except for procurement of construction services, the applicable amount of the City's transaction privilege taxes shall not be included when the City is evaluating an award to be made between a City of Kingman bidder and an Arizona based non-City of Kingman bidder. This section may be utilized for non-bid purchases as well.

B. Non-resident bidders; award of identical offers. When a department receives offers identical in price, fitness, availability, and quality, and chooses to award a contract, the department shall award the contract based on the following order of precedence:

1. The department shall award the contract to the offeror among those submitting identical offers that is offering goods and/or services that have been manufactured or produced in Arizona.
2. If 2 or more offerors submit identical offers, and they offer goods and/or services manufactured or produced in Arizona, the department shall award the contract by drawing lots among the identical offers offering goods and/or services that have been manufactured or produced in Arizona. The department may request either in the

solicitation document, following closing of the solicitation or at any other time deemed appropriate, any information needed to determine if the goods and/or services in the solicitation are manufactured or produced in Arizona. The offerors that submitted the identical offers subject to the drawing of lots shall be given notice and an opportunity to be present when the lots are drawn.

3. If the department receives identical offers, and none of the identical offers offer goods and/or services manufactured or produced in Arizona, and then the department shall award the contract by drawing lots among the identical offers. The offerors that submitted the identical offers subject to the drawing of lots shall be given notice and an opportunity to be present when the lots are drawn.

C. Determining if offers are identical. A department shall consider offers identical in price, fitness, availability, and quality as follows:

1. Bids received in response to an invitation to bid (RFB) or request for quotation are identical in price, fitness, availability, and quality if the bids are responsive and offer the goods and/or services described in the RFB or request for quotation at the same price.

2. Proposals received in response to a request for proposals (RFP) are identical in price, fitness, availability, and quality if they are responsive and achieve equal scores when scored in accordance with the evaluation criteria set forth in the RFP.

3. Evaluating each offeror's performance of previous work history for the City.

D. Procedure for drawing lots. In any instance when this section calls for the drawing of lots, the department shall draw lots by a procedure that affords each offeror subject to the drawing a substantially equal probability of being selected, and that does not allow the person making the selection the opportunity to manipulate the drawing of lots to increase the probability of selecting 1 offeror over another.

5. VENDOR QUESTIONNAIRE

5.1. Response to be Uploaded*

Please upload your response here. Instructions for submittal are included in the Scope of Services section of this solicitation.

Include:

1. Cover Page & Introductory Material
2. Executive Summary
3. Company Profile
4. Proposed Software

5. Implementation & Training

6. Support & Maintenance

7. Price Proposal

8. Additional Information - Sample Contract

*Response required

5.2. New Vendor Application/Existing Vendor Verification Form*

Please download the below documents, complete, and upload. If you are a new vendor, please complete the New Vendor Application. If you are already a vendor with the City of Kingman, please complete the Vendor Verification Form.

- [Vendor Verification Form.pdf](#)
- [New Vendor Application.pdf](#)

*Response required

5.3. Blank W-9 Form*

Please download the below documents, complete, and upload.

- [W-9.pdf](#)

*Response required

5.4. (Optional) Vendor EFT Form, FAQ, and Instructions

Please download the below documents, complete, and upload.

- [Vendor EFT form, FAQ and in...](#)

5.5. Please upload a copy of your City of Kingman business license (if applicable)