



# **REQUEST FOR PROPOSALS**

**For:**

## ***RECREATION MANAGEMENT SOFTWARE***

**Proposal Release Date**

July 1, 2026

**Proposal Submittal Due Date**

July 22, 2026, at 12:00 pm

**Prepared by:**

JCSD Parks & Recreation Department

13820 Schleisman Road

Eastvale, CA 92880

Attn: Tyler Hughes, Management Analyst

(951) 727-3724

## **SECTION I**

### **INVITATION**

The Jurupa Community Services District (JCSD) invites proposals from qualified Vendors for:

#### **Recreation Management Software**

Please read this entire RFP package and include all requested information and forms in your proposal. Proposals must be signed by an authorized agent of the company submitting a proposal in order to be considered responsive.

#### **Tentative RFP Schedule (Subject to change at District's discretion)**

- |   |                          |
|---|--------------------------|
| 1. Issue RFP                                | July 1, 2026             |
| 2. Written Questions from Vendors Due       | July 8, 2026 @ 5:00 pm   |
| 3. Responses from District Due via Addendum | July 15, 2026            |
| 4. Proposals Due                            | July 22, 2026 @ 12:00 pm |
| 5. Review of RFPs                           | July 2026                |
| 6. Interviews/Demos                         | August 2026              |
| 7. Award of RFP                             | September 2026           |
| 8. Implementation Begins                    | October 2026             |

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## **SECTION II**

### **RFP INSTRUCTIONS**

#### **A. Examination of Proposal Documents**

By submitting a proposal, vendors represent that they have thoroughly examined and become familiar with the work required under this RFP and that they are capable of performing quality work to achieve the District's objectives.

#### **B. Addenda**

Substantive District changes to the requirements will be made by written addendum to this RFP and will be posted on the District's website (<https://www.jcsd.us/Business/>) accordingly. Any written addenda issued pertaining to this RFP shall be incorporated into the terms and conditions of any resulting agreement. The District shall not be bound to any modifications to or deviations from the requirements set forth in this RFP as the result of oral instruction.

#### **C. Clarifications**

##### **1. Examination of Documents**

Should a vendor require clarifications to this RFP, the vendor shall notify the District in writing in accordance with Section C.2 below. Should it be found that the point in question is not clearly and fully set forth in the RFP, the District may post a written addendum clarifying the matter.

##### **2. Submitting Requests**

- a. All vendor questions, clarifications or comments shall be submitted via **e-mail only** to Tyler Hughes, Management Analyst at [Thughes@jcsd.us](mailto:Thughes@jcsd.us) and must be received by the District no later than July 8, 2026 @ 5:00 p.m.
- b. All correspondence shall be clearly marked in the Subject heading with "Recreation Management Software". The District is not responsible for failure to respond to a request that has not been labeled as such.
- c. Inquiries received after 5:00 p.m. on July 8, 2026, will not be accepted.

##### **3. District Responses**

Responses from the District will be communicated via the District's website (<https://www.jcsd.us/Business/>) by addendum no later than July 15, 2026.

**D. Submission of Proposals**

**1. Date and Time**

All proposals are to be submitted to the District no later than July 22, 2026, @ 12:00 p.m. Proposals received after that date and time will be rejected by the District as non-responsive and returned unopened.

**2. Submission Format**

Proposals shall be **emailed** to Tyler Hughes, Management Analyst at [Thughes@jcsd.us](mailto:Thughes@jcsd.us) and must be received by the District no later than July 22, 2026 @ 12:00 p.m.

**3. Identification of Proposals**

Vendor shall submit a proposal package via email consisting of:

- a) **one (1) signed original copy** of its proposal, and
- b) **one (1) signed original copy** of the “Price Form”

The proposal package shall be addressed with the Subject Line stated below:

**“Recreation Management Software Proposal – (Vendor Name)”**

**4. Acceptance of Proposals**

- a. The District reserves the right to accept or reject any and all proposals, or any item or part thereof, or to waive any informalities or irregularities in proposals.
- b. The District reserves the right to withdraw this RFP at any time without prior notice and the District makes no representations that any contract will be awarded to any vendor responding to this RFP.
- c. The District reserves the right to postpone proposal opening for its own convenience.

**E. Pre-Contractual Expenses**

Pre-contractual expenses are defined as expenses incurred by the vendor in:

- 1. preparing its proposal in response to this RFP;
- 2. submitting the proposal to District;
- 3. negotiating with District any matter related to the proposal; or
- 4. any other expenses incurred by the vendor prior to date of award, if any, of

the Agreement.

The District shall not, in any event, be liable for any pre-contractual expenses incurred by vendor in the preparation of its proposal. vendor shall not include any such expenses as part of its proposal.

**F. Contract Award**

Issuance of this RFP and receipt of proposals does not commit the District to award an Agreement. The District reserves the right to postpone proposal opening for its own convenience, to accept or reject any or all proposals received in response to this RFP, to negotiate with other than the selected vendor(s) should negotiations with the selected vendor(s) be terminated, to negotiate with more than one vendor simultaneously, or to cancel all or part of this RFP.

**G. Acceptance of Order**

The successful vendor(s) will be required to accept a Purchase Order and execute a written agreement (see Section VII, Sample JCSD Standard Agreement) in accordance with and including as a part thereof the published notice of Request for Proposals and this Request for Proposals, including all requirements, conditions and specifications contained herein, with no exceptions other than those specifically listed in the written purchase order and/or Agreement.

**H. Public Records**

Responses (proposals) to this RFP and the documents constituting any contract entered into thereafter become the exclusive property of the District and shall be subject to the California Public Records Act (Government Code Section 6250 et seq.). The District use and disclosure of its records are governed by this Act.

Those elements in each proposal which proposer considers to be trade secrets, as that term is defined in Civil Code Section 3426.1(d), or otherwise exempt by law from disclosure, should be prominently marked as "TRADE SECRET", "CONFIDENTIAL", or "PROPRIETARY" by proposer. The District will use its best efforts to inform proposer of any request for disclosure of any such document. The District, shall not in any way, be liable or responsible for the disclosure of any such records including, without limitation; those so marked if disclosure is deemed to be required by law or by an order of the Court.

In the event of litigation concerning disclosure of information the proposer considers exempt from disclosure, the District will act as a stakeholder only, holding the information until otherwise ordered by a court or other legal process. If the District is required to defend an action arising out of a Public Records Act request for any of the contents of a proposer's proposal marked "Confidential", "Proprietary", or "Trade Secret", proposer shall defend and indemnify the District from all liability, damages, costs, and expense, including attorneys' fees, in any

action or proceeding arising under the Public Records Act.

To ensure confidentiality, proposers are instructed to enclose all “Confidential,” “Proprietary,” or “Trade Secret” data in separate sealed envelopes, which are then included with the proposal documents. Because the proposal documents are available for review by any person after award of a contract resulting from an RFP, the District shall not in any way be held responsible for disclosure of any “Confidential,” Proprietary,” or “Trade Secret” documents that are not contained in envelopes and prominently marked.

## **SECTION III**

### **EVALUATION AND AWARD**

The evaluation criteria listed below will be utilized in the evaluation of the respondent's written proposals and/or demonstration/presentation accordingly. The expectation is that those proposals in the competitive range may be considered for contract award. The proposal shall give clear, concise information in sufficient detail to allow an evaluation based on the criteria below. A respondent must be acceptable in all criteria for a contract to be awarded.

Minimum requirements are as follows:

1. Have a minimum of fifty (50) ongoing clients receiving the same or similar services requested in this RFP.
2. Have been in business for over 10 years in the recreation registration software industry.
3. Have sufficient staff and/or sub-vendors available with experience in the disciplines required for this service.
4. Provide reference(s) of agencies you have contracted with, providing the same or similar services.
5. Have no outstanding or pending complaints as determined through the Better Business Bureau, State of California Department of Consumer Affairs.
6. Have the administrative and fiscal capability to provide and manage the proposed services.

#### **A. EVALUATION CRITERIA**

Responses to this RFP will help the JCSD Parks & Recreation Department identify the most qualified vendor and will be indicative of the level of the firm's commitment. JCSD will evaluate the qualifications, references, overall fit with JCSD, as well as take into consideration the proposed scope and pricing submitted to determine the most qualified vendor.

Proposals that meet the minimum threshold requirement above will be evaluated as follows:

**1. Capacity to Perform – 70 possible points**

Respondents shall demonstrate the capacity to provide the services described in the RFP while also showcasing that they have held a steady presence in the Parks & Recreation field over the past 10 years.

**2. Cost Structure – 25 possible points**

The District is not required to accept the lowest bid for this RFP. However, as with any public procurement process, cost will be considered in the overall scoring of all proposals.

**3. Submission Quality – 5 possible points**

Proposals shall be well-organized, professionally communicated, and meet all RFP specifications.

**B. EVALUATION PROCEDURE**

All proposals received as specified will be evaluated by District staff in accordance with the above criteria. During the evaluation period, the District may do any or all of the following: generate a “short list” and conduct interviews with the top candidates; conduct on-site visits and/or tours of the candidates’ places of business; conduct negotiations with the most qualified candidate(s). vendors should be aware, however, that award may be made without vendor visits, interviews, or further discussions or negotiations.

**C. AWARD**

If the District elects to proceed, final selection of vendor is expected to occur in August 2026. In addition, negotiations may or may not be conducted with vendors; therefore, the proposal submitted should contain your most favorable terms and conditions, since the selection and award may be made without discussion with any vendor.

## **SECTION IV**

### **SCOPE OF WORK**

#### **A. Introduction & Background**

The Jurupa Community Services District (JCSD) Parks & Recreation Department is currently responsible for providing recreation programs, services and events; managing and maintaining over 240 acres of parkland, including 15 parks, a 35,000 square foot Community Center, a 5,000 square foot Activity Center, and a 2.5 acre special event venue in the JCSD Parks Territory within the City of Eastvale; graffiti abatement for the cities of Eastvale and Jurupa Valley; and maintaining over 4 million square feet of public frontage and median landscaping, as contracted by the cities of Eastvale and Jurupa Valley.

#### **B. Project Overview**

The purpose of the Recreation Management Software project is to provide the JCSD Parks & Recreation Department with an efficient and effective system for managing parks and recreation services while maintaining a high level of customer service. The District seeks a platform that allows for operational efficiency and accessibility for customers by providing online access to recreation services, allowing customers to interact with the Department not only through staff but also through a web-based interface that is compatible with both mobile and desktop devices.

#### **C. Scope of Work**

The JCSD Parks & Recreation Department is seeking proposals from qualified vendors to provide a comprehensive Recreation Management Software solution that supports the operational, administrative, and financial functions of the Department.

The District seeks a secure, cloud-based, and scalable platform that enables staff to efficiently manage recreation programs, facility reservations, memberships, events, customer accounts, communications, and financial transactions while providing a convenient and user-friendly experience for customers accessing services both in person and online.

The proposed system should provide an integrated platform capable of supporting the District's current recreation operations as well as future growth. The software should streamline internal processes, improve customer service, enhance reporting capabilities, and integrate with existing District systems where applicable.

The selected software must provide all features including, but not limited to, the below for consideration.

## **Recreation Program and Activity Management**

The system should support the creation, scheduling, registration, and management of recreation programs, classes, camps, leagues, workshops, and other activities. The platform should allow staff to manage program offerings, rosters, waitlists, attendance tracking, and program scheduling while providing customers the ability to browse and register for programs online.

## **Facility Reservations and Scheduling**

The system should provide tools to manage reservations and scheduling for District facilities and spaces including parks, sports fields, meeting rooms, community centers, and event venues. The platform should support reservation calendars, real-time availability, permit or contract generation, and online reservation capabilities for customers.

## **Membership and Pass Management**

The system should support the creation and management of memberships, passes, and recurring access programs. This includes the ability to enroll members, manage renewals, track usage, and support recurring billing where applicable.

## **Point of Sale and Transaction Processing**

The system should support point-of-sale transactions for recreation services including program registrations, memberships, facility rentals, merchandise sales, and other related transactions. The system should support multiple payment methods and integrate with standard POS hardware where applicable.

## **Financial Management**

The system should provide tools to support financial transactions including an internal payment processing tool, invoicing, refunds, credits, revenue tracking, and financial reporting. The system should support online and in-person payments and be capable of integrating with the District's financial management systems.

## **Payment Processor**

The proposed recreation management system must include a fully integrated, proprietary payment processing solution provided and supported directly by the software vendor. The payment processor must be native to the platform and may not rely on third-party gateway providers or external payment processing systems for transaction authorization, settlement, or reconciliation. The integrated payment processor must securely process all payment types associated with recreation services, including but not limited to credit cards, debit cards, checks, and electronic bank transfers (ACH), and must facilitate the transfer of applicable funds directly to the District's designated bank account.

## **Customer and Household Account Management**

The system should maintain a centralized customer database capable of managing individual and household records including contact information, participation history, waivers, and account balances. The system should allow both staff and customers to manage accounts through administrative and customer-facing interfaces.

## **Communication and Marketing Tools**

The system should support communication with customers through tools such as email notifications, text messaging, announcements, and automated alerts related to programs, reservations, and District services.

## **Reporting and Analytics**

The system should provide reporting capabilities that allow staff to generate operational and financial reports related to programs, facility usage, participation trends, and revenue. The system should support customizable reporting and the ability to export data in commonly used formats.

## **Event Registration and Ticketing**

The system should support the management of events including participant registration, ticketing, capacity tracking, and event check-in functionality for District programs and special events.

## **Online Customer Portal and Mobile Access**

The system should provide an online portal or mobile-responsive interface that allows customers to create accounts, browse programs, register for activities, reserve facilities, purchase memberships, and complete transactions online.

## **System Integration**

The proposed solution should support integration with existing District systems and commonly used third-party technologies including financial systems, website platforms, and payment processing services.

## **Implementation, Training, and Support**

The vendor shall provide all services necessary to successfully implement and maintain the system including system configuration, data migration, staff training, system deployment, ongoing maintenance, and technical support.

## **SECTION V**

### **PROPOSAL CONTENT AND FORMS**

#### **A. PROPOSAL FORMAT AND CONTENT**

##### **1. Presentation**

Proposals shall be typed, double spaced, and single-sided. Information should be presented in the order in which it is requested. Lengthy narrative is discouraged, and presentations should be brief and concise. Proposals should not exceed 30 pages in length, excluding any Appendices.

##### **2. Letter of Transmittal**

A Letter of Transmittal shall be included with the proposal, addressed to Tyler Hughes, Management Analyst, and must, at a minimum, contain the following:

- a. identification of vendor, including name, address and telephone number;
- b. proposed working relationship between vendor and subcontractors, if applicable;
- c. acknowledgment of receipt of all RFP addenda, if any;
- d. name, title, address and telephone number of vendor's contact person during period of proposal evaluation;
- e. a statement to the effect that the proposal shall remain valid for a period of not less than 90 days from the date of submittal; and
- f. signature of a person authorized to bind vendor to the terms of the proposal.

##### **3. Technical Proposal**

###### **a. Qualifications, Related Experience and References**

This section of the proposal should establish the ability of vendor to satisfactorily perform the required work by reasons of: experience in performing work of a similar nature; demonstrated competence in the services to be provided; educational qualifications; strength and stability of the firm; staffing capability; work load; record of meeting schedules on similar projects; and supportive client references.

Vendor shall:

- (1) provide a brief profile of the firm, including the types of services offered; the year

founded; form of the organization (corporation, partnership, sole proprietorship); number, size and location of offices; number of employees;

- (2) provide a general description of the firm's financial condition; identify any conditions (e.g., bankruptcy, pending litigation, planned office closures, impending merger) that may impede vendor's ability to complete the project;
- (3) describe the firm's experience in performing work of a similar nature to that solicited in this RFP, and highlight the participation in such work by the key personnel proposed for assignment to this project;
- (4) identify sub-vendors by company name, address, contact person, telephone number and project function and describe vendor's experience working with each sub-vendor; and
- (5) provide, at a minimum, three (3) references from the projects cited as related experience; reference shall furnish the name, title, address and telephone number of the person(s) at the client organization who is most knowledgeable about the work performed. Vendor may also supply references from other work not cited in this section as related experience.

**b. Implementation Plan**

Vendor shall provide a narrative, which addresses the Scope of Work, and shows vendor's understanding of the District's needs and requirements.

Vendor shall:

- (1) describe the approach to completing the tasks specified in the Scope of Work;
- (2) outline sequentially the activities that would be undertaken in completing the tasks and specify who would perform them; and
- (3) furnish a schedule for completing the tasks in terms of elapsed weeks from the commencement date.

Vendor may also propose enhancement or procedural or technical innovations to the Scope of Work, which do not materially deviate from the objectives or required content of the project.

**c. Exceptions/Deviations**

State any exceptions to or deviations from the requirements of this RFP and the terms and conditions of the Form of Agreement, segregating "technical" exceptions from "contractual" exceptions. Where vendor wishes to propose alternative approaches to meeting the District's technical or contractual requirements, these should be thoroughly explained. The District reserves the right to accept or reject any or all exceptions / deviations at its sole discretion. Vendor shall be bound to accept all RFP requirements,

terms, and conditions of the Form of Agreement not accepted in the proposal.

**d. Fee Proposal**

Vendor shall complete and sign the Price Form in Section VI below in its entirety. (Fee Proposal must be submitted in a sealed envelope separate from proposal documents and marked "Price Form").

**4. Appendices**

Information considered by vendor to be pertinent to this project and which has not been specifically solicited in any of the aforementioned sections may be placed in a separate appendix section. Vendors are cautioned, however, that this does not constitute an invitation to submit large amounts of extraneous materials; Appendix should be relevant and brief.

**B. LICENSING AND CERTIFICATION REQUIREMENTS**

By submitting a proposal, vendor warrants that any and all licenses and/or certifications required by law, statute, code or ordinance\* in performing under the scope and specifications of this RFP are currently held by vendor, and are valid and in full force and effect. Copies or legitimate proof of such licensure and/or certification shall be included in vendor's proposal. Proposals lacking copies and/or proof of said licenses and/or certifications may be deemed non-responsive and may be rejected.

**C. COST AND PRICE FORMS**

Vendor shall complete the Price Form in its entirety including: 1) all individual tasks listed and total price; 2) basis on which prices are quoted; and 3) vendor's identification information including a binding signature.

**SECTION VI**

**PRICE FORM**

(To be submitted in a sealed envelope separate from proposal documents and marked "Price Form")

REQUEST FOR PROPOSALS: Recreation Management Software

VENDOR'S NAME/ADDRESS:

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NAME/TELEPHONE NO. OF AUTHORIZED REPRESENTATIVE:

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Please provide detailed Firm Fixed Lump Sum Price and any other incidental or additional costs required in the spaces provided below to complete the Scope of Work requirements. Firm Fixed Prices to complete each task shall include the costs of all administration and overhead, project site visits, pre-production costs, telephone usage, mailings, mileage and other administrative costs. NOTE: Price proposals submitted on forms other than those provided herein may cause rejection of the proposal as non-responsive; however, you are still encouraged to submit an itemized detail of your do not exceed amount long with the Price Form.

Total Set Up (One Time) Price, written in numbers: \$

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Total Annual Cost, written in numbers: \$

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Total Other Costs (Specify Below), written in numbers: \$

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Are there any other additional or incidental costs, which will be required by your firm in order to meet the requirements of this RFP? Yes / No (circle one). If you answered "Yes", please provide detail of said additional costs:

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Please indicate any elements of this RFP, which cannot be met by your firm.

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Have you included in your proposal all requested informational items and forms?  
Yes / No (circle one). If you answered "No", please explain:

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This offer shall remain firm for 90 days from RFP close date.

Terms and conditions as set forth in this RFP apply to this proposal.

In signing this proposal, vendor warrants that all certifications and documents requested herein are attached and properly completed and signed.

From time to time, the District may issue one or more addenda to this RFP. Below, please indicate all Addenda to this RFP received by your firm, and the date said Addenda was/were received.

Verification of Addenda Received

Addenda No: \_\_\_\_\_ Received on: \_\_\_\_\_  
Addenda No: \_\_\_\_\_ Received on: \_\_\_\_\_

AUTHORIZED SIGNATURE: \_\_\_\_\_

PRINT SIGNER'S NAME AND TITLE: \_\_\_\_\_

\_\_\_\_\_

DATE SIGNED: \_\_\_\_\_

COMPANY NAME & ADDRESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

**IF NOT SUBMITTING A PROPOSAL, PLEASE STATE REASON(S) BELOW:**

*End of Price Form*

