



**Lee County Government
Parks & Recreation Department**

**Request for Proposals (RFP) for
Recreation Management Software**

I. Introduction

Lee County Government, Parks & Recreation is currently soliciting proposals for Recreation Management Software with real-time internet registration, to support the processes managed by the Parks & Recreation Department, including but not limited to; the daily management of administration tasks, such as program and class reservations, facility reservations, field reservations, memberships, league scheduling, point of sale, picnic reservations, payment processing, customized reporting, exporting of program information for guide creation, ability to upload and store Adobe documents and any related professional services required to implement/train new users on the software. The Recreation Management Software must support industry open standard touch screen computers, bar code scanners, cash drawers, programmable keyboard or keypads, magnetic stripe readers, customer displays, mobile smart phones, tablets, and other peripheral hardware.

II. Background

Lee County is located in North Carolina, with an approximate population of 68,000. Its residents are educated, family oriented, involved in the community and actively participate in the recreation programs and facility rentals available to them through the Parks & Recreation Department.

III. Project Schedule

- ❖ Advertise RFP
- ❖ RFP submittal Questions Deadline-April 7th,2026
- ❖ Statement of Proposals Submittal Deadline-April 21st 2026
- ❖ Conduct Interviews and Demonstrations
- ❖ Selection of Vendor
- ❖ County Commissioners Award Contract
- ❖ Start of Contract
- ❖ Training & Testing Period

IV. Minimum Software Objectives

The Parks & Recreation Department is interested in recreation management software that will create efficiencies, conveniences, and accessibility to accurate real-time information for both employees and patrons. We strive to provide the highest levels of service to patrons. Users who prefer online interaction should be able to sign up for recreation programs, special events, leagues, parties and facility rentals with ease and have access to all programs with minimal inconvenience. We want patrons to have easy access to information in a searchable, easy-to-navigate format on a variety of devices. The software will further enhance and innovate the department's quality customer service by taking advantage of the conveniences offered by newer improved technology. Documents should be able to be uploaded in scanned or PDF form.

Requirements – Functional:

The following are considered baseline requirements:

- User friendly registration system for both front desk staff and patrons through an online interface accessible on a variety of devices
- The ability to export data from the software system for the purpose of producing printed and web-based program brochures
- Point-of-sale system that provides for internal cash controls and allows for payment intake at multiple locations
- Responsive design – Smart phone/tablet style capabilities for viewing and registration on a variety of devices as well as compatibility with various internet browsers
- Training – User/Administrative training for a minimum of 10 employees.

Requirements – Technical:

The selected software must meet the following criteria:

- Content Management System – preference will be given to a mature, proven well-known CMS that supports multiple secure user accounts that enable specific view/report/add/edit permissions
- Software should be reliable, secure and robust, in accordance with industry standards and practices. The software must be cloud based (software as a service) platform
- Ability to integrate with other software solutions via an API or other methods that would allow the potential for CRM and Web Site interfaces
- Software will contain an accurate and complete audit trail that ensures efficient processing
- Software must be able to identify and itemize all fees; such as program, rental, transaction, and convenience fees. Must have the ability to provide total program costs to client.
- Software must be compatible with the County's financial software, Tyler Munis, and post transactions to the General Ledger
- Software shall include the ability to implement different security access levels, and elevated admin privileges to appropriate staff.
- Launch Live Date – Targeted for July 1, 2026
- Software must have a comprehensive storage procedure to store all documents and records in a manner that is easily retrievable by County.
- Software must have cybersecurity protections and company must provide cyberliability insurance coverage.

Specific Requested Features:

The following are some features that staff would like to see included in the software:

- Specific Registration features including but not limited to: Sport team

roster management, sport team schedule management, and priority registration

- GIS residence integration
- Financial features including but not limited to: Ability to withdraw a student at a prorated amount
- Ability to run a range of customizable reports based on target demographics, such as age, grade, previous program registration, resident, non-resident and other software fields
- Robust search features for both staff and patrons
- Ability to communicate with patrons including emailing, texting receipts, registration confirmations, promotions, special events and membership information
- An online feature for indoor and outdoor facility and picnic reservations (such as athletic fields, food trucks, and programmable rooms) that includes the ability to view and/or reserve facilities online, preferably in a calendar-based format that will automatically block reservation slots from future reservations to prevent double bookings
- Ability for patrons to print and upload documents, waivers, parent manuals, facility use permits, and other forms with the options for online signature for acknowledgements, waivers and other forms
- Ability to schedule and process automatic monthly electronic transfer transactions from participants to programs such as memberships and drop in passes
- Ability for attendance tracking of programs, with possible functionality for secure sign-in/sign-out of children from programs such as summer camp and early childhood pre-school
- Ability to have user/admin defined login modules (contract instructor portal) that allows only certain aspects of registration to be viewed by authorized individuals (class rosters, supply fees, etc.)
- Ability to send facility reservation contracts from system to client and client reply returns via outlook email
- Ability to communicate with the County website
- Participant profiles to streamline inclusion process (ie: once the accommodation box is checked the appropriate staff is notified.)

Additional Wish List Feature:

- Integrated mobile app feature for both iOS and android
- Integrated with Musco Lighting for field lights.

V. Contract for Services

The County and the chosen vendor shall enter into a written Contract for Services with terms agreed to by County.

Statement of Proposals Requirement

a) Proposal Preparation

Lee County Government will consider only written responses submitted in email, and all responses to the RFP must be made in accordance with the

specifications as set forth herein.

b) Ability to Perform

To participate in the selection process, the following is required to demonstrate satisfactory evidence indicating the ability to meet the scope of services detailed in this request for qualifications. The submission must include the following information:

1. The name, address, email address, and telephone number of your company.
2. The names, business address and telephone numbers of your company's officers, directors, and associates.
3. A listing of your company's experience related to work included in this RFP.
4. A detailed work plan for meeting the Minimum Software Objectives outlined in Section IV. While it is recognized that specific deliverables are dependent on your unique company, the work plan should include as much detail as you determine appropriate to allow evaluation of your overall approach and expertise to deliver these services. Describe any requested features or specifications that cannot be met by your company and your company's options to fill those needs.
5. Costs associated with providing requested services. The estimate should include an outline of costs and/or description of cost elements for the Minimum Software Objectives and all other services available. It should also include the following:
 - a. All aspects of fees associated with software
 - b. Hardware
 - c. Project Management
 - d. Data Migration
 - e. Implementation
 - f. Training
 - g. Any other pertinent expenses for the initial year
 - h. If any components of the proposal are "optional" and not included in the summary or total price, those features must be clearly labeled as "optional" in the proposal. All "optional" items not included in the total price must identify a price separately
 - i. Ongoing maintenance
 - j. Additional customization
 - k. Future upgrades
 - l. Detail timeline, including milestones and payment schedule
 - m. If your company works with a payment processing company, please include information about that company including the name and relationship with your company.
 - n. Any taxes
6. Three references from clients utilizing the company's recreation software, preferably similar in scope and nature to Lee County

- Parks & Recreation. References must include name, position, telephone number, email, and internet address of the contact person for each listed account.
7. Propose process for working with the Parks & Recreation Department to transition from the current software, RecDesk, to the new software and associated timeline for completing the work. Detail how the company will, with input from the Parks & Recreation team, create/import the course listings, facility lists, general ledger accounts, employee user groups and other client information.
 8. Describe how the company will manage the beta testing for the recreation registration software both onsite at the employee desktops and on Lee County Government website.
 9. Detail the training and support plan for the Parks & Recreation staff.
 10. Location of company and location of where RFP related tasks will be performed. Location must reside in the United States of America.
 11. Describe any other relevant information.

VI. Selection Process and Evaluation Criteria

a) Evaluation Criteria

The submissions will be reviewed by County staff. In soliciting proposals, the County's intent is to have the best possible recreation registration software. Therefore, selection of system will be based upon, but not limited to, the following considerations and criteria:

- Functionality and flexibility of the software system to meet the Parks & Recreation Department's needs (25 Points)
- Quality and experience of the proponent's company, implementation project team, service and support(25 points)
- Reputation of the company in serving other local government clients similar to the Parks & Recreation Department (15 points)
- Commitment to ongoing maintenance and improvement of proposed system (15 points)
- Pricing of software and services including total costs projected over (10) the proposed initial contract year and ongoing costs in subsequent years
- Presentation of Proposal (10)

This contract for software and related services is a contract for professional services. The cost of the proposed system, while a major consideration, will be one of several criteria in the selection of the system which best meets the needs of the department.

b) Selection/Evaluation Process

All proposals will be evaluated based on the above criteria.

As part of the evaluation process, the company may be required to attend one or more interviews with the Parks & Recreation Director and Chief Finance Officer. The final selection will be recommended by the Parks and Recreation Director and presented to the County Commissioners for final approval.

The selection process will involve identifying the most qualified proposal who will be provided an opportunity to further refine the scope of work and pricing prior to preparation of a service contract. The County reserves the right to reject all proposals and to not recommend any company for award.

Once awarded, a written contract will be drafted regarding specific program requirements.

VII. RFP Submission

- A. Two copies of the RFP shall be submitted as a sealed proposal/paper copy to Lee County Government: Finance Department.
- B. RFP's shall be signed by an individual or individuals authorized to execute legal documents on behalf of the vendor and shall contain a declaration to the effect that the proposed project team will remain in effect for a minimum of sixty days after the submittal date.
- C. RFP's must be received no later than **2:00pm local time on April 21st, 2026, Submit to:**
 - Lee County Finance Office, Attn: Purchasing Agent
 - 115 Chatham St. Suite 301
 - Sanford, NC 27330
- D. RFP's are to be submitted with the following information:
 - a. Name of Vendor
 - b. Consultant Project Manager's email and phone number
- E. Proposals received after the hour and date specified above will not be considered.
- F. All proposals shall be submitted according to the specifications set forth in the RFP. Failure to adhere to these specifications may be cause for rejection.
- G. Once submitted, proposals, including the composition of the vendor staff, shall not be changed.
- H. All requests for clarification for the RFP can be directed to the Parks & Recreation director; Joseph Keel, at jkeel@leecountync.gov

Thank you for your interest in contracting opportunities with the Lee County Government, Parks & Recreation Department.