City of Indianapolis and Marion County

Request for Information

Recreation Management Software

RFI Due Dates	
Document Number	**RFI-001**
Estimated Published Date	**November 15, 2024**
Questions Due	**December 6, 2024 – by 12:00 Noon Eastern Time** **Must be submitted in writing/email to** Phil.Trbovic@indy.gov
RFI Responses Due	**December 20, 2024 by 12:00 Noon Eastern Time** **Must be submitted in writing/email to Phil.Trbovic@indy.gov** **by 12:00 Noon Eastern Time**

City of Indianapolis and Marion County

Request for Information

Recreation Management Software

1. Statement of Need

Indy Parks, part of the City of Indianapolis, operates an extensive parks and recreation system with 217 parks covering nearly 11,000 acres, including 27 recreation centers, 20 pools, and 155 sports fields. Each year, Indy Parks facilitates over 2,400 programs, manages 6,000 rentals, and handles millions of dollars in transactions processed by over 300 staff members. To modernize and streamline operations, Indy Parks seeks a software solution that enhances user experience, improves efficiency, and supports long-term growth.

Indy Parks is seeking information on robust Recreation Management Software solutions to enhance our operations and better serve the community. We are interested in software that supports program registration, facility reservations, payment processing, reporting, and customer engagement. Please provide detailed information about your product's features, scalability, and support.

2. Qualifications

To be considered for this RFI, vendors must demonstrate their qualifications, expertise, and capabilities in providing a recreation management software solution suitable for Indy Parks' scale and future-focused needs.

3. Information Requested

The ideal recreation management software solution will provide or support the following functionalities:

- ***Core Recreation Management Features:***

  - *Comprehensive scheduling, booking, and registration tools.*

  - *Management of classes, sports leagues, facility rentals, and event spaces.*

  - *User-friendly interface for both staff and public use.*

  - *Comprehensive reporting and data analytics capabilities.*

- ***Contactless Payments and Mobile Capabilities:***

  - *Secure, contactless payment options for all transactions.*

  - *Mobile app support with self-service options for users (e.g., bookings, notifications, schedule updates).*

- ***AI-Powered Marketing and Engagement:***

  - *AI-driven promotional tools that can recommend programs and events based on user interests and behavior.*

  - *Tools for marketing automation to enhance engagement and increase awareness of available services.*

City of Indianapolis and Marion County

Request for Information

Recreation Management Software

- o *Analytics for tracking promotion effectiveness and user engagement.*

- • *System Integration and Data Management:*

  - o *Compatibility with existing City of Indianapolis tools, databases, and reporting systems.*

  - o *Real-time data synchronization and secure, cloud-based storage.*

  - o *API access to facilitate custom integrations, as needed.*

- • *User Experience and Accessibility:*

  - o *ADA-compliant interface for inclusivity.*

  - o *Multi-language support for broader community reach.*

  - o *Customer support and training resources for City staff and end users.*

4. **Privilege Clause; Right to Alter**

   Notwithstanding any other provision in this RFI, the City may, in its sole discretion, elect not to proceed with an RFP or with any transaction contemplated by this RFI. The City is under no obligation to respondents to this RFI.

   The City further reserves the right to selectively identify on the basis of demonstrated products, qualifications, some, but perhaps not all, respondents to this RFI for participation in the presentation stage of this RFI process, and/or for further participation in any RFP and/or bid processes that may be issued.

   The City reserves the right to alter any of the conditions and criteria outlined in this RFI, including the deadline for submissions, by posting addenda on the City's website at https://www.indy.gov/workflow/find-bid-opportunities.

5. **No Contract; Costs and Expenses; Additional Information**

   This is an inquiry only. By responding to this RFI with a written submission or otherwise participating in the process as outlined by this RFI, each submitting party expressly agrees that no contract of any kind is formed under or arises from this RFI and that no legal obligations as between any one or more proponents and the City will arise.

   This RFI, therefore, does not invite "priced offers" and no pricing information is to be returned as part of a vendor response.

City of Indianapolis and Marion County

Request for Information

Recreation Management Software

Each respondent is solely responsible for its own costs and expenses in preparing and submitting a response to this RFI and participating in the RFI process, including any provision of any additional information or attendance at meetings or interviews.

The City shall have no monetary obligation to any respondent to this RFI. The City will make information available to respondents via its website at https://www.indy.gov/workflow/find-bid-opportunities and will not respond to requests for additional information or make copies of documents as part of this solicitation process.

6. **SUBMITTAL PROCESS**

    A. Submission Requirements

       RFI submission should be sent in PDF format and emailed to:
       phil.trbovic@indy.gov

    B. Questions

       Any questions related to this RFI may be directed to:
       Phil Trbovic
       Office: 317-327-7057
       Phil.Trbovic@indy.gov

(End of RFI)