



WEST VALLEY CITY

Parks & Recreation

Request for Proposal

West Valley City Parks and Recreation Department

Family Fitness Center Management Software

Prepared By
West Valley City Parks and Recreation Department

I. Summary

The West Valley City Parks and Recreation Department is seeking proposals to replace the facility management software at the Family Fitness Center, which is located at 5415 West 3100 South in West Valley City. The 96,000 ft/sq Family Fitness Center sells a variety of memberships, allows daily admissions and operates concessions. Programs in the facility include swimming lessons, various kids kamp programs, rock climbing, dance, martial arts, pre-school, sports leagues, childcare center, group exercise classes, small group and personal training, birthday parties and room reservations. We also administer recreation programs for the City including youth and adult sports, various races, sports clinics/camps. We also oversee all reservations for City parks and pavilions. The annual budget for items listed above is about \$2.9 million.

Responders to this request for proposals are to review the criteria described in this request and submit a proposal that matches those criteria as closely as possible. All responders must follow the requirements listed herein, have a valid business license, submit proof of insurance if required, and provide a warranty and support information covering the package. Failure to follow any requirement of this request may result in rejection of a proposal.

Any questions should be directed to Candace Whitaker 801-955-4016.

II. Submission Requirements

Proposals must be received no later than **12:00 P.M. local prevailing time**, as conclusively established by the clock on <https://utah.bonfirehub.com>, on **Monday, February 23, 2026**. All proposals shall be submitted through Bonfire and alternative methods of submission shall not be accepted. Proposals shall reflect the best and most current information and offer.

All proposals must be signed by an authorized representative of the responder. The signature on the proposal signifies the responder's intent to comply with the terms, specifications, and conditions set forth in this request, unless specific exceptions are explicitly noted on the face of the proposal.

West Valley City Parks and Recreation reserves the right to reject any or all proposals, to waive any informality or technicality in the City's sole discretion, or to accept any proposal deemed to be in the best interests of the City.

III. Intent of Request for Proposals

The intent of this Request for Proposals is to generally set forth the minimum acceptable requirements for the proposals to be submitted herein. It is the intent of West Valley City Parks and Recreation to choose a proposal based on compliance with the terms of this request. West Valley City Parks and Recreation may choose all, part, or none of the proposals.

IV. Description of Services and/or Products Required

Management Software shall, at a minimum, include the items listed below. Describe how your software meets these requirements. If an item is not available an alternative option must be given. Provide information on each of the following aspects.

- Web-hosted/based format (not client server format)
- Modules:
 - Facility Membership (multiple memberships, multiple pay options)
 - Prefer the ability to draft ACH payments on specific dates
 - Program/Activity Registration (team or individual) with efficient copy/paste for ongoing programs with multiple classes (swimming lessons)
 - Facility Reservation with Equipment (for pavilions, rooms, tables, chairs, AV, etc.) Tracking/Inventory Control
 - POS (touch screen capable)
 - Inventory Management for concessions
 - Childcare/Summer Camp Scheduling/Reporting
 - Locker Rental
 - Internet/App Registration and Enrollment (both android and iphone compatible)
 - League Scheduling (Ability to draft players to teams)
- Reporting Features:
 - Ability to create customizable reports
 - Ability to export reports as pdf, excel, etc.
 - Financial Reports for multiple GL accounts
 - Program/Marketing Reports
 - Member Reports
 - Program attendance rosters
 - Usage reports (members and drop-in customers)
 - Ability to save customized formats.
 - Ability to have reports generated monthly, weekly, daily, etc and emailed to designated staff members.
- On-going Training Opportunities
- Turnstile Compatible with unique access code/finger (biometric), etc (membership cards are not preferred)
- Marketing Features:
 - Pre-designed templates and various email elements, etc.
 - Emailing capabilities including grouping of like interests, etc.
 - Ability to print labels for customers who don't have an email address on file.
 - Text Messaging
 - Automated messages for birthdays, membership anniversaries, etc.
 - Automated membership and locker rental renewal notices

- Optimal performance in Chrome or Edge preferred
- Billing/Invoicing
- Expectation of competitive credit card processing rates to be shown in proposal.
- Display unique elements of the software including customizable functions and features.
- Import data from current software into new product (may be willing to allow only partial data to be transferred, open for discussion)
- Illustrate the timeline for start-up including data conversion, set-up and going live.
- Costs should be broken down into start-up/conversion expenses and annual fees. This should include all fees, including online registration fees and any transaction fees.

It is recommended that all responders contact the Family Fitness Center to evaluate existing software and potential conversion concerns. Please arrange this by contacting Candace Whitaker at 801-955-4016.

Proposals must provide detailed information on all services requested in section IV.

Additionally, include information support, including customization, if needed, and any other fees which would be incurred.

V. Criteria for Proposal Evaluation

Only proposals submitted by responsible responders as defined by the City Code will be considered. Proposals will be evaluated according to the following criteria. Proposals will be scored in each area, with the score given the weight indicated below.

- Adherence to requested specifications and service (25%)
- Price (20%)
- Quality of product (25%)
- Warranty (15%)
- Work timeline (15%)

As indicated in the attached Preference Form, certain responders are entitled to preference in the proposal process. Any applicable preferences shall be added to the responder's score as calculated under the criteria above. For example, a responder who achieves a total score of 80% who qualifies for a 2% preference will have a final score of 82%.

VI. Other Important Information

The selected responders shall enter into a contract with the City, which shall include insurance and indemnification requirements. Commercial general liability insurance covering bodily injury liability and property damage liability with a per-occurrence limit of

no less than \$3,000,000, and a general aggregate limit no less than \$5,000,000 as well as commercial auto insurance covering bodily injury liability and property damage liability with a per-occurrence limit of no less than \$2,000,000 are required. Additionally, commercial general liability insurance that covers employer liability in an amount not less than \$2,000,000 is also required.

The City reserves the right to, in its sole discretion, reject any and all responses to this Request for Proposals. The City reserves the right to, in its sole discretion, waive any requirement set forth in this Request for Proposals. The City reserves the right to, in its sole discretion, cancel this Request for Proposals. The City reserves the right to, in its sole discretion, negotiate with responders prior to final award.

Response to this Request for Proposals is at the responder's sole risk and expense. The City anticipates selecting one of the responders, but there is no guarantee that any responding proposal will be selected.

It is the City's policy to encourage equal opportunity in the award of contracts. The City endeavors to do business with responders that share the City's commitment to equal opportunity and will not do business with anybody who discriminates on the basis of race, religion, color, ancestry, age, gender, sexual orientation, disability, medical condition, or place of birth. The City appreciates in advance the efforts that responders will make and looks forward to participating with responders in the selection process.

All responses to this Request for Proposals are subject to the Governmental Records Access Management Act ("GRAMA").

BIDDER PREFERENCE FORM

1.1 PREFERENCES

A. The City grants preferences to certain types of bidders. After reviewing the requirements below, please indicate which preferences apply to this bid.

B. City Provider Preference – the City provides a 1% preference to any bidder who is physically located within City limits.

1. City Provider preference

C. Other Preferences – the City provides a 1% preference to any bidder who can meet ALL of the following criteria:

1. Program for veteran hiring and recruitment - To meet this criterion, the bidder must maintain an active program to recruit and employ veterans
2. Safety – To meet this criterion, the bidder must maintain an active safety training program
3. Drug testing – To meet this criterion, the bidder must maintain a drug testing protocol in accordance with applicable law
4. Job training – To meet this criterion, the bidder must maintain an active job training program for employees
5. Health insurance – To meet this criterion, the bidder must offer health insurance to all full time employees
6. Nondiscrimination – To meet this criterion, the bidder must have and enforce a policy prohibiting discrimination in accordance with Title 26 of the West Valley City Municipal Code

1.2 OTHER PROVISIONS

City reserves the right, in its sole discretion, to verify that a bidder qualifies for any preferences which may be claimed above. If a bid claims a preference but does not qualify for that preference, the City reserves the right to refuse to consider that bid.