

# The Corporation of the Township of Southgate



## Recreation Management Software Solution

### **REQUEST FOR PROPOSALS**

Proposals marked "Recreation Management Software Solution" will be received in a sealed envelope clearly marked "Recreation Management Software Solution" to the Township of Southgate Administration Office at 185667 Grey Road 9, Dundalk, ON, N0C 1B0 OR via email submission to [tenders@southgate.ca](mailto:tenders@southgate.ca) until 2:00 pm, local time, on Thursday, May 7, 2026.

Inquiries regarding this project should be directed to Kevin Green, Recreation Manager, at [kgreen@southgate.ca](mailto:kgreen@southgate.ca) or 519-374-3130.

Lowest or any proposal not necessarily accepted.

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## Section 1 – General Provisions

### 1.1 – Proposal Opening

Submissions received, by the date and time of closing, will be opened by respective members of the Township of Southgate following the closing date and time during a public opening process.

The public opening will be held electronically ONLY via Zoom. Electronic credentials to access the public opening can be found on the Township of Southgate website under “Current Opportunities – Tender’s and RFP’s”

### 1.2 – Submissions

Proposals marked “Recreation Management Software Solution” must be submitted:

In a sealed envelope at the Township of Southgate Administration Office located at 185667 Grey Road 9, Dundalk, ON, N0C 1B0; **OR**

Electronically to [tenders@southgate.ca](mailto:tenders@southgate.ca)

Closing Date and Time: **2:00 p.m.** local time on **Thursday, May 7, 2026.**

### 1.3 – Right to Accept or Reject Proposals

The Township of Southgate (the Township), at its sole discretion, reserves the right to accept or reject any or all proposals. The Township reserves the right to waive any irregularities in any proposal, and to request clarification and additional information on any proposal. The lowest or any proposal will not necessarily be accepted. The RFP shall not be construed as an agreement to purchase goods or services.

### 1.4 – Clarification or Interpretation

Proponents submitting a proposal shall satisfy themselves by personal examination and, by such means as they prefer, as to the actual conditions, requirements and extent of the work required to complete the assignment.

It is understood and acknowledged that while this RFP outlines a scope of work and includes specific requirements, Proponents shall satisfy themselves fully as to the extent of the work required and shall provide all services required to complete the intent of the project. Items not herein specified, but required to complete the project, shall be provided as if specified. Any misinterpretation of requirements within this RFP shall not relieve the Proponent of the responsibility of providing the services aforesaid.

### 1.5 – Proponents to Investigate

Proponents submitting a proposal shall satisfy themselves by personal examination of the site and, by such means as they prefer, as to the actual conditions, requirements and extent of the work required to complete the assignment.

It is understood and acknowledged that while this RFP outlines a scope of work and includes specific requirements, Proponents shall satisfy themselves fully as to the extent of the work required and shall provide all services required to complete the intent of the project. Items not herein specified, but required to complete the project, shall be provided as if specified. Any misinterpretation of requirements within this RFP shall not relieve the Proponent of the responsibility of providing the services aforesaid.

## Section 2 – General Terms and Conditions

### 2.1 – Workplace Safety and Insurance Board (WSIB)

The Service Provider certifies that it is in full compliance with the Workplace Safety and Insurance Act. A copy of the Clearance Certificate must be submitted by the successful Service Provider upon notification of the award and prior to commencing work. Updated Clearance Certificates should be provided during the course of the contract.

### 2.2 – Insurance Requirements

The selected Service Provider shall provide the Township with proof of insurance as follows: minimum of \$2,000,000 for general liability and minimum of \$2,000,000 for professional errors and omissions liability. The Service Provider agrees to indemnify and save harmless the Township from all suits and action for damages and costs to which they may be put by reason of injury to persons or property resulting from negligence, carelessness, or any other cause whatsoever in the performance of the work.

#### Change in Coverage

It is understood and agreed that the coverage provided by these policies will not be changed or amended in any way, nor cancelled by the Service Provider until sixty (60) days after written notice of such change or cancellations has been personally delivered to the Township.

Prior to the commencement of work, the Service Provider shall forward a Certificate of Insurance evidencing this insurance with the executed Agreement. The Certificate shall state that coverage will not be suspended, voided, cancelled, reduced in coverage or in limits except after thirty (30) days (ten (10) days if cancellation is due to non-payment of premium) prior written notice by registered mail to the Township.

It is also understood and agreed that in the event of a claim any deductible or self-insured retention under these policies of insurance shall be the sole responsibility of the Service Provider and that this coverage shall preclude subrogation claims against the Township and any other person insured under the policy and be primary insurance in response to claims. Any insurance or self-insurance maintained by the Township and any other person insured under the policy shall be considered excess of the Service Provider's insurance and shall not contribute with it. The minimum

amount of insurance required herein shall not modify, waive or otherwise alter the Service Provider's obligation to fully indemnify the Township under this Agreement.

The Township reserves the right to modify the insurance requirements as deemed suitable.

### 2.3 – Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Under the Accessibility for Ontarians with Disabilities Act, 2005, as may be amended from time to time, the Service Provider providing the services contemplated herein shall ensure that every person in relation to this contract, who deals with members of the public or other third parties on behalf of the Township, or provides goods, services, or facilities on behalf of the Township, has received all training required by Section 6 of Ontario Regulation 429/07, Accessibility Standards for Customer Service, and Section 7 of Ontario Regulation 191/11, Integrated Accessibility Standards.

### 2.4 – Approvals

Prior to the commencement of the work, the Service Provider is responsible for determining and obtaining the necessary approvals, permits and licences required by all applicable legislation and regulations pertaining to the nature of the work. Copies of all such approvals, permits and licences must be provided to the Township, upon request, prior to commencement of the work.

### 2.5 – Advertising

No advertising or other rights will form part of this contract.

### 2.6 – Laws and Regulations

The Service Provider is assumed to have made themselves familiar with and will abide by all Federal, Provincial, Municipal and Local laws, rules and regulations which in any way affect the work, and no plea of misunderstanding will be considered on account of ignorance thereof. If the Service Provider shall discover any provisions in the specifications or contract that are contrary to or inconsistent with any law, rule or regulation, it shall at once report it to the Township's Representative, in writing.

### 2.7 – Payments and Pricing

All pricing shall be inclusive of all travel, training, disbursements, etc., as no additional charges will be accepted by the Township. All unit prices tendered for this requirement shall be in Canadian funds, H.S.T. extra where applicable.

### 2.8 – Change Orders

Change Orders must be approved in advance, in writing, by the Recreation Manager.

### 2.9 – Consultants Insolvency

The Agreement may be terminated at the Township's option, effective upon written notice to the Service Provider in the event that the Service Provider files for

bankruptcy, becomes insolvent, makes an assignment for the benefit of creditors, or has a receiver appointed, or any proceeding is demanded for, by or against the Service Provider under any provision of the Bankruptcy and Insolvency Act, as amended or any applicable Provincial Law.

### 2.10 – Assignment

Neither this Proposal nor the right to receive payment hereunder may be assigned or transferred without the prior express written consent of the Township and any attempted assignment shall be void and of no force or effect against the Township.

### 2.11 – Sub Contractors

The Service Provider shall not, without the written consent of the Township's Representative, make any assignment or sub-contract for the provision of any goods or services hereby proposed.

### 2.12 – Termination

Subject to the provisions below, the Contract may be terminated by the Township upon thirty (30) days advance written notice to the Service Provider; if any work or service hereunder is in progress, and not completed as of the date of termination, then the Contract may be extended upon written approval of the Township until said work or services are completed and accepted.

- a) **Termination for Convenience** – The Township may terminate this Contract for convenience at any time in which case the parties shall negotiate reasonable termination costs.
- b) **Termination for Cause** – In the event of Termination for Cause, the thirty (30) days advance notice is waived, and the Service Provider shall not be entitled to termination costs.
- c) **Termination Due to Unavailability of Funds in Succeeding Fiscal Years** – If funds are not appropriated or otherwise made available to support continuation of the performance of this Contract in a subsequent fiscal year, then the Contract shall be cancelled and, to the extent permitted by law, the Service Provider shall be reimbursed for the reasonable value of any non-recurring costs incurred but not amortized in the price of the supplies or services delivered under the Contract.

### 2.13 – Contractual Disputes

The Service Provider shall give written notice to the Recreation Manager of intent to file a claim for money or other relief within ten (10) calendar days of the occurrence giving rise to the claim or at the beginning of the work upon which the claim is to be based, whichever is earlier.

The written claim shall be submitted to the Treasurer no later than sixty (60) days after final payment. All disputes related to this Contract shall be resolved as follows:

- a) A meeting between the Vendor and the Recreation Manager; if the dispute is not resolved then,
- b) The decision can be appealed to the Recreation Manager; if the dispute is still not resolved then,
- c) The decision can be appealed to the Township Council.

#### 2.14 – Severability

In the event that any provision shall be judged or decreed to be invalid, such ruling shall not invalidate the entire Agreement but shall pertain only to the provision in question and the remaining provisions shall continue to be valid, binding and in full force and effect.

#### 2.15 – Counterparts

This Agreement and any amendment or other document related to the Agreement may be executed in counterparts, each of which will constitute an original, and all of which will constitute one agreement.

#### 2.16 – Photographic, Facsimile and Electronic Signatures and Electronic Delivery

Each party agrees that a photographic or facsimile copy of a signature evidencing a party's execution of this Agreement, or any amendment or other document related to the Agreement, will have the same force and effect as a manual signature. This Agreement and any amendment or other document related to the Agreement may be signed electronically. Each Party agrees that electronic signatures, whether digital or encrypted, of the parties included in this Agreement are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means any symbol, or process attached to or logically associated with a record and executed and adopted by a party with the intent to sign such record. Delivery of an executed copy of this Agreement or any amendment or other document related to the Agreement, by facsimile or electronic transmission constitutes valid and effective delivery.

## Section 3 – Terms of Reference

### 3.1 – Description of Work

The Township is seeking proposals from competent and qualified vendors for the supply, implementation and support of a web-based sport and recreation management software solution. The goal is to streamline internal processes, improve client experience and enable the Township to manage recreation programs and assets.

Proponents are required to submit one (1) Proposal that includes company background and relevant experience, proposed solution and description of how the company meets the requirements, detailed pricing, including software, implementation, training, support and optional features, references from at least two municipal clients and expected timeline for project delivery.

### 3.2 – Closing Date and Time

Proposals marked "Recreation Management Software Solution" must be submitted:

In a sealed envelope at the Township of Southgate Administration Office located at 185667 Grey Road 9, Dundalk, ON, N0C 1B0; OR

Electronically to [tenders@southgate.ca](mailto:tenders@southgate.ca)

Closing Date and Time: **2:00 p.m.** local time on **Thursday, May 7, 2026.**

Late proposal submissions shall not be accepted by the Township.

### 3.3 – Withdrawal of Proposal

Proponents may edit or withdraw their proposal prior to the closing time and date. However, the Proponent is solely responsible to ensure the resubmitted bid is received by the Township no later than the stated closing time and date.

The withdrawal of a Proposal does not disqualify a Proponent from submitting another Proposal prior to the closing time.

### 3.4 – Designated Official/Communication

The designated official for the RFP is Kevin Green, Recreation Manager. All inquiries regarding this RFP should be submitted through the Kevin Green, Recreation Manager by email at [kgreen@southgate.ca](mailto:kgreen@southgate.ca).

### 3.5 – Proposal Submission

Care should be exercised in reading and completing all bid submission requirements as failure to comply with such may disqualify your bid submission.

### 3.6 – Completion Date/Project Schedule

The Proponent will not be permitted to start work on this project until after all required documentation has been received and an Executed Agreement has been issued.

### 3.7 – Questions/Clarifications

To help ensure uniformity, questions / clarifications, discrepancies, omissions and/or interpretations which may arise during the bid period are to be submitted through the Recreation Manager no later than **Thursday, April 30, 2026**.

Answers to these questions / clarifications will be forwarded to all registered Proponents in the form of an addendum.

The Township reserves the right to not address questions received after the specified deadline has passed. Should any discrepancy or omission go unreported to the designated official during the tendering period, the proper interpretation shall be at the discretion of the Township.

The Township will not be responsible for any oral interpretations or verbal instructions, as to the meaning of any part of the document and any such interpretations or verbal instructions shall not be effective to modify any of the provisions of this document.

### 3.8 – Addendum/Addenda

Any amendments, new information, or clarifications to this RFP will be posted prior to the closing date and shall be considered part of the RFP documents. The Township makes no promise or guarantees that addenda's will be delivered by any means to any Proponent nor is the Township responsible for computer malfunctions or delays; therefore, it is the Proponent's sole responsibility to check with the Township's Recreation Manager for any addenda prior to the bid closing date and time.

**No addenda will be issued after April 30, 2026 except to extend or cancel the RFP.**

The Township encourages Proponents not to submit their bid until the question period is over in case an addendum is issued. If a Proponent submits their bid prior to this, or at any time prior to the bid closing, and an addendum is issued by the Township, the Proponent may withdraw their bid submission. The Proponent is solely responsible to:

- make any required adjustments to their proposal; and
- acknowledge the addendum/addenda; and
- ensure the resubmitted proposal is received by the Township Recreation Manager no later than the proposal closing date and time.

### 3.9 – Proponents Obligation to Examine

While the Township has made every effort to ensure the accuracy of the information provided in this RFP and otherwise to the Proponent, the Proponent

shall not make any claim against the Township for damages or extra work caused or occasioned by the Proponent relying upon such records, reports, or information whether as a whole or in part, furnished by the Township, private company or individual.

### 3.10 – Pre-Bid Meeting

Proponents are advised that no pre-bid meeting will be held for this project.

### 3.11 – Proposal Acceptance Period

It is understood that in submitting a proposal, each Proponent agrees that its proposal may be subject to acceptance up to ninety (90) working days after closing date for the proposal.

### 3.12 – Acceptance or Rejection of Proposals

The Township reserves the right to reject any or all proposals and the highest scoring or any proposal will not necessarily be accepted.

The Township reserves the right to accept any proposal that is considered best for the interests of the Township.

The Township shall not be responsible for any liabilities, cost, expenses, loss or damage incurred, sustained or suffered by any Proponent by reason of the acceptance or non-acceptance, by the Township, of any proposal or by reason of any delay in the acceptance of a proposal save as provided in the contract.

No proposal shall be accepted from any person or corporation who, or which, has a claim or has instituted a legal proceeding against the Township or against whom the Township has a claim or has instituted a legal proceeding with respect to any previous contract, without the prior approval of council.

The Proponent acknowledges and agrees that nothing contained herein, in the proposal documents or elsewhere, no act done or expense incurred by it in the preparation and submission of this proposal, no trade or industry custom or practice, and no representation or assurance that may have been made or given to it by or on behalf of the Township, shall in any manner legally bind the Township, in any circumstances, to accept this proposal, the lowest proposal, only a proposal submitted in compliance with the requirements of the RFP documents, or any proposal at all. The Proponent further acknowledges and agrees that the Township shall have complete and unrestricted liberty in this regard and may reject any or all proposals or may accept any proposal in whatever manner, at whatever proposal price, on whatever terms and for whatever reasons as the Township, in its absolute discretion, considers to be in its own best interests, all without liability or obligation of any kind to the Proponent. Without limiting the generality of the foregoing, the Township reserves the right to accept a proposal from a Proponent that has submitted a proposal that does not comply with all of the requirements of this RFP and to negotiate changes to the final agreement, even when such changes do not comply with the requirements of the RFP.

### 3.13 – Submitted Proposal to be Considered an Offer

The submission of a proposal to the Township shall be deemed to constitute an “Offer” which may be accepted, at the option of the Township. Upon such acceptance the terms, conditions and specifications herein set forth shall be confirmed and binding upon the Township and the Proponent. Upon acceptance of the proposal, both parties hereto agree to do everything necessary to ensure that the terms of this agreement take effect.

### 3.14 – Conflict of Interest

The Proponent is required to submit a conflict-of-interest declaration of any potential conflict of interest or perceived conflict of interest with their proposal. This may be submitted in the form of a letter.

Failure by a Proponent to declare any potential conflict of interest or to obtain a waiver of any such conflict shall be grounds for the Township to disqualify a proposal or terminate any Contract formed without liability and for cause.

### 3.15 – Lobbying

In order to ensure fairness to all Proponents, the Township shall endeavor to prevent unfair advantage created by lobbying. Therefore, the Township reserves the right to disqualify, at any time and at its sole discretion, any Proponent engaging in lobbying in connection with a competitive process between a date that is no later than the date of issue of the document and the date of signing of a contract between the Township and the successful proponent. The Township may disqualify a proponent at any time in the procurement process, including after the selection process has been completed.

Lobbying may include any activity that the Township, in its sole discretion, determines has or may give an unfair advantage to one Proponent relative to other Proponents. Without limiting the foregoing, lobbying may include:

- a) Verbal or written approaches to any Township staff other than those identified as contacts in the procurement document; or
- b) Verbal or written approaches to any member of Township Council.

### 3.16 – Allocation of Risk

The Township shall not be responsible for any liabilities, costs, expenses, loss or damage incurred, sustained or suffered by any Proponent by reason of non-acceptance by the Township of any Proposal submission or by reason of any delay in its acceptance.

### 3.17 – Errors and Omissions

The Township shall not be held liable for any errors or omissions in any part of this RFP. The information contained in this RFP is supplied as a guideline for Proponents and is not necessarily comprehensive or exhaustive. Nothing in the RFP is intended to relieve the Proponents from forming their own opinions and conclusions.

### 3.18 – Municipal Freedom of Information and Protection of Privacy

All correspondence, documentation and information provided to the Township, including the submissions of proposals, shall become the property of the Township. As such, these items are subject to the Municipal Freedom of Information and Protection of Privacy Act and may be subject to release pursuant to the Act. Proponents are reminded to identify in their proposal any specific, scientific, technical, commercial, proprietary, or similar confidential information, for which disclosure could cause them injury. Complete proposals are not to be identified as confidential.

## Section 4 – Requirements and Deliverables

### 4.1 – Background Information/Deliverables

The Township of Southgate currently manages approximately 10 facilities that are available for rent and offers approximately 20 to 50 recreation programs yearly. The Township also owns and operates a 20 site campground. The Township is currently looking for a software that offers a registration and scheduling module and a facility management module.

### 4.2 – Project Requirements

The requirements have been broken down into the following categories, with definitions and requirements being included in each section.

### 4.3 – Accessible Customer Service

All services provided for the delivery of Recreation Management Software Solution must comply with the *Accessibility for Ontarians with Disabilities Act, 2005* and its associated regulations.

### 4.4 – Milestones

A draft schedule is provided below. The successful Proponent shall be required to submit a detailed work plan and schedule reflecting project commencement and utilizing their professional judgement on the staggering of tasks.

<b>Milestone/ Deliverable</b>	<b>Target Date</b>
Proposal Award	<b>May 21, 2026</b>
Project Start-Up Meeting	<b>Q2 2026</b>

## Section 5 – Technical Components of the Proposal

### 5.1 – Submission Requirements

A comprehensive list of the submission requirements can be found in Appendix A of this package.

#### Part A – Fee Proposal

- A completed **pricing form** outlining the upset fee for the project. Upset Limit means the maximum amount that will be paid by the Township to the Proponent to complete the assignment irrespective of the time required to complete the assignment.
- The Fee Proposal shall include all disbursements necessary for the proponent to complete the assignment.
- HST shall not be included in proposals.
- Proponents shall clearly identify and include any costs believed not to be covered in this RFP, but considered necessary for completion of the assignment, and shall specifically identify them in the proposal.
- Payments to the Proponent will be upon submission of invoices by the Proponent to the Township in respect of completed project deliverables for the identified tasks.

#### Part B – Technical Proposal

- The Proponent's qualifications, experience and resources to complete the proposed work.
- Completed **proponent's ability and experience form** outlining two (2) relevant and similar projects undertaken and successfully completed, including; initial cost estimate, final cost, completion date, final completion date and references.
- Identification of key project team members, demonstrating relevant experience and roles that will be assumed in the execution of the work.
- A project schedule demonstrating the time requirements and points of completion of the project's main tasks, sub-task and activities as defined in the detailed work plan, including milestone dates. The proponent must have a proven track record of delivering projects on schedule and on budget.
- The body of technical proposals should be limited to 5 pages including resumes and additional details on relevant company experience resources that may be attached.

### 5.2 – Proponent's Staff Assigned to Project

The successful Proponent shall assign and dedicate a Project Manager for this undertaking. The Project Manager must always be available and assigned to this

project. The person selected for this position shall not be changed or substituted without the approval of The Township. A list of all project staff, including; titles, their abilities, previous experience, and professional designation shall be provided.

### 5.3 – Proponent Overview, Qualifications and Project Team

Proposals should include the following:

- Company history.
- Information technology infrastructure.
- Business structure to absorb additional customer base.
- Location(s).
- Personnel and description of the roles of team members.
- Identify team members who will be involved, the Project Manager who will be assigned to work with the Township, the number of people involved in each phase of the project.
- Demonstrate qualification of company.
- Demonstrate qualifications/experience of project team.

### 5.4 – Project Approach, Implementation Plan and Support

- Describe Proponent’s approach to delivering recreation management software solutions.
- Detail resources that Proponent will provide and those they will require including internal resources, third party consultants and sub-contractors. Provide role, level of effort (days). Identify whether substitutions in the Proponent team will require notice to and approval by the Township or designate. Identify whether Township staff will have access directly to all parties involved in the project including any third parties.
- Provide:
  - Detailed description of the implementation approach speaking to the expected scope of work required to implement the proposed solution. Include timelines; highlight details of the solution’s developments; deployment, training, maintenance and support. Describe all tasks and include resources, durations and milestones needed for full implementation. Identify whether there is a review process and meetings to measure progress at various stages of the project built into the implementation approach.
  - Detailed outline of Proponent support to the project, including but not limited to appropriate training and technical support to staff in the Township.
  - Information/Documentation/Media that demonstrates how the Proponent’s proposed solution works.
  - Information on communication plans, community education/engagement plans.

## 5.5 – Technology, Functionality and Security

- **Technology** – Advise on the technology employed including but not limited to:
  - Provide your technology service level agreement.
  - Include details of client support availability and maximum response times for resolution of reported problems and inquiries.
  - The system must perform adequately for all clients, including those with relatively low bandwidth.
  - What is the technical support available for users of the system?
  
- **Functionality** - Advise on the functionality of the systems including but not limited to:
  - Administration process
  - Language options
  - Compliance with AODA requirements
  - User authentication process
  - Reporting
  - General ease of use
  - Customizability for Township of Southgate
  
- **Security** – Provide detailed overview of security options and features including but not limited to:
  - Data security and user access controls

## 5.6 – Value Added Items

A Description of any value-added items or services provided which are in addition to the deliverables outlined and are included in the proposed fee.

## Section 6 – Financial Component of the Proposal

Proponents are required to complete the PRICING FORM attached to this RFP. The proposal shall be an upset cost estimate, which will not be exceeded without prior written approval by the Township, including all fees, sub-consultant fees and disbursements (total cost to be provided by Proponent). The Proponent shall be responsible for all project costs.

This price is for the implementation of the Recreation Management Software Solution and additional yearly costs.

Price quoted in Canadian dollars, inclusive of duty where applicable, exclusive of HST.

## Section 7 – Proponent Selection Procedure

### Section 7.1 – Evaluation

The Township will conduct the evaluation proposals in the following stages:

#### Stage 1 - Evaluation

Stage 1 will consist of a review to evaluate each proposal based on the non-financial rated criteria as set out below:

<b>Criteria Description</b>	<b>Weight Factor</b>
Proponent Overview, Qualifications & Project Team	30
Project Approach, Implementation Plan and Support	30
Technology, Functionality and Security	35
Value Added	5

Points are scored based on the following five-point scale:

1. Does not meet the requirements
2. Barely meets the requirements (significant reservations)
3. Somewhat meets the requirements/expectations (some reservations)
4. Meets the requirements/expectations
5. Exceeds requirements/expectations

#### Stage 2 – Pricing

Stage 2 will consist of a scoring of the submitted pricing of each qualified proposal. Each proposal will receive a percentage of the total possible points allocated to price by dividing the lowest proposal price by that Proponent's price.

$(\text{Lowest proposal price}) / (\text{Proponent's price}) \times 15 \text{ points} = \text{pricing score}$

The evaluation of the financial component will be undertaken after the evaluation of the technical requirements and rated criteria has been completed.

## 7.2 – Schedule

The following schedule is proposed for the selection of the successful Proponent for this project:

<b>Activity</b>	<b>Date</b>
Request for Proposal Issued	March 27, 2026
Deadline for Questions	April 30, 2026
Request for Proposal Closed	May 7, 2026 - 2 p.m. Local Time
Selection of Successful Proponent (Approval by Council)	May 20, 2026
Notification to Successful Proponent	May 21, 2026

Although every attempt will be made to meet all dates, the Township reserves the right to modify any or all dates at its sole discretion.

# PROPOSAL FORM

For the Provision of: Recreation Management Software Solution

As Supplied by:

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, Province and Postal Code

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### **Hereinafter Called the Proponent**

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To: The Township of Southgate  
185667 Grey County Road 9  
Dundalk, Ontario N0C1B0

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### **Hereinafter Called the Township**

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#### The Proponent Declares

1. No person(s), firm or corporation, other than the Proponent, has any personal interest in this RFP or in the award for which this RFP is made;
2. No member of council, no officer or employee of the Township is or will become interested directly or indirectly as a contracting party, partner, shareholder, surety or in any portion of the profits thereof, or in any of the monies to be derived, therefrom;
3. This RFP is made without any connection, comparison of figures, or arrangements with, or knowledge of any other corporation, firm or person making a Tender for the same and is in all respects without collusion or fraud;
4. By signing this submission, I confirm I have read and understood the content and requirements of this RFP document;

#### **Acknowledgement to receipt of Addenda**

This will acknowledge receipt of the following addenda and that the pricing quoted includes the provision set out in such addenda;

<b>Addendum #</b>	<b>Date Received</b>	<b>_____ NO addenda received</b>
# _____	_____	
# _____	_____	

Date \_\_\_\_\_, 2026

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#### **Signature of Proponent**

By my signature, I hereby confirm I am a principal, or have been duly authorized by the principal/board, to sign on behalf of the above name

## PRICING FORM

Included in the bid price for all items shall be all associated disbursements and any other activity relating to the completion of the assignment.

<b>Item</b>	<b>Price Submitted (Excl. taxes)</b>
Price for services..  Includes: price for the supply, implementation and support of a web-based sport and recreation management software solution	\$

## PROPONENT INFORMATION FORM

Proponents must complete this form to register for this RFP. Please ensure all information is legible.

1.	Name of the Proponent	
2.	Proponent's Contact Individual	
3.	Office Phone #	
4.	Mobile #	
5.	Email Address	
6.	WSIB Account # (if applicable)	
7.	HST Account #	

**Print Name:** \_\_\_\_\_ **Date** \_\_\_\_\_

**Signature:** \_\_\_\_\_

## PROPOSERS ABILITY AND EXPERIENCE FORM

Proposers shall provide information below on contracts in this class of work that have been successfully undertaken by the Proposer's Firm in the past five years.

<b>Contract #1</b>	<b>Insert Information</b>
Reference Name	
Contact & telephone #	
Contract Type/Name &Term	
Total Value (annual)	
Description of Work	
Additional Comments (optional)	
<hr/>	
<b>Contract #2</b>	
Reference Name	
Contact & telephone #	
Contract Type/Name &Term	
Total Value (annual)	
Description of Work	
Additional Comments (optional)	
<hr/>	
<b>Contract #3</b>	
Reference Name	
Contact & telephone #	
Contract Type/Name &Term	
Total Value (annual)	
Description of Work	
Additional Comments (optional)	

**Print Name:** \_\_\_\_\_ **Date** \_\_\_\_\_

**Signature:** \_\_\_\_\_

## APPENDIX A

<b>Item 1.0 General Software Requirements</b>	
1.1	<p><b>Integration with the Township's website:</b> The solution should have the ability to:</p> <ul style="list-style-type: none"><li>a) Embed into the Township's website</li><li>b) Maintain an integrated look and feel</li><li>c) Adhere to the Township's branding guidelines utilizing colours and fonts that are consistent with the Township's website. Specification on colours and fonts will be supplied by the Township.</li><li>d) Ability to customize the look and feel, including page layouts, beyond implementation through an HTML editor that can be accessed through the solution's standard user permissions.</li><li>e) Ability to add images, logos and graphics</li></ul>
1.2	<p><b>Mobility:</b> The solution must be able to provide mobile solution functionality for our end users in a responsive system that adjusts text, images and other elements and displays them cleanly to all industry standard devices. All text, images and other elements are created in a single location within the solution and displayed using any of the devices listed above.</p>
1.3	<p><b>Accessibility:</b> All Township portals and websites, vendor or internally hosted, must meet all legislative requirements of AODA; specifically, all web page code, text, images, videos and other content is to meet or exceed AODA requirements of WCAG Level AA. The vendor will be required to run a software scan prior to the software being released to the public and report on this compliance.</p>
1.4	<p><b>Accessibility Features:</b> The solution should have the ability to:</p> <ul style="list-style-type: none"><li>a) Perform text size adjustment</li><li>b) Provide a text only option</li><li>c) Change contrast</li></ul>

	<p>d) Provide language adjustment through Google Translate</p> <p>e) Provide audible text and navigation through a third party or integrated tool.</p>
1.5	<p><b>Data Integration:</b></p> <p>The solution has the capability to integrate with:</p> <ul style="list-style-type: none"> <li>a) Customer calendars</li> <li>b) Township Online Calendar platform supplied through Govstack</li> <li>c) Various media, e.g. information screens, digital signage software</li> <li>d) Google analytics</li> <li>e) Media services, e.g. Facebook, Instagram, LinkedIn</li> </ul>
1.6	<p><b>Data Export:</b></p> <p>The solution has the capacity to export data and save in various formats including excel, csv, rtf, pdf, text and docx.</p> <p>Please describe the process to export data.</p>
1.7	<p><b>Licensing:</b></p> <p>Please describe your full licensing model, separating indicating licensing for: system administrators, internal staff access for all functional areas and external customers. Please describe your pricing for the following approximate number of users:</p> <p>Internal Users:</p> <ul style="list-style-type: none"> <li>• 6 users; or</li> <li>• Unlimited users</li> </ul> <p>External Users:</p> <ul style="list-style-type: none"> <li>• Unlimited users</li> </ul> <p>Please include costs in pricing schedule.</p>
1.8	<p><b>Search:</b> The solution possess advanced search capabilities in all functional areas and provide customized results display. The solution has the ability to:</p> <ul style="list-style-type: none"> <li>a) Allow for customer search by company name and/or contact name</li> <li>b) Search capabilities for customer accounts, inclusive for all modules that include: customer name, guardian name, ID number, multiple telephone numbers, email, etc.</li> </ul>

	<ul style="list-style-type: none"> <li>c) Search by partial entry to the sought value (e.g search for SM, returns "Smith", "Smyth" etc.</li> <li>d) Search payment transactions by a customer or company cheque number details</li> <li>e) Ability to select multiple values for a search item</li> <li>f) Prevents "run away" searches that can lock-up a machine for several minutes or longer</li> </ul>
1.9	<p><b>Data Fields:</b>  The solution has the ability to define data fields as "required" such that the transaction cannot be completed until all required fields are filled out during both in-person and online transactions based on:</p> <ul style="list-style-type: none"> <li>a) Type of transaction</li> <li>b) Type of user</li> </ul> <p>In addition, the solution has the ability to highlight fields that were incorrectly filled out for ease of use for internal and external customer. The solution has a built in spell check feature as well as an inappropriate language filter.</p>
1.10	<p><b>Custom Fields:</b>  Customizable data fields can be added by a system administrator, reported on, available globally within the system and be unique to, but not limited to the following examples:</p> <ul style="list-style-type: none"> <li>a) Type of account (bulk renter, one-time renter, etc.)</li> <li>b) Type of transaction and purchase item</li> <li>c) Payment type</li> <li>d) Timeline of transaction (e.g. last-minute booking)</li> </ul>
1.11	<p><b>Enhanced Data Fields:</b>  The solution allows for the creation of customized data fields (e.g. online forms) available for both internal staff and external customer interfaces, such that data fields can:</p> <ul style="list-style-type: none"> <li>a) Behave like a step-by-step questionnaire to guide through the transaction from start to finish. It can be a multi-step approval process, where internal staff must approve, for example, step 1 and 2 before the customer can proceed.</li> <li>b) The solution has the ability to direct and enforce the customer to fill out other data field types during registration or as part of the transaction. (e.g. waivers, medical forms, etc).</li> </ul>

	<p>If multiple data fields are required for various programs, customer will be prompted to complete all required fields before completing the transaction.</p> <ul style="list-style-type: none"> <li>c) Information collected through a data field is saved in the solution and can be processed through a specified workflow such as emailing responses to an internal department.</li> <li>d) Data fields can be saved and edited by the customer at any time. Edits to the data field have the ability to trigger notification to a specific internal department or staff person.</li> <li>e) Data fields collected can be reported on, printed, emailed, saved throughout the application process and tracked for completion based on defined timelines.</li> <li>f) The solution can recognize already completed data fields that are saved in the database and pre-populate appropriate fields in new transactions for customer review.</li> <li>g) The solution provides the ability for internal staff to define conditional branching based on the item chosen for all functional areas of the solution.</li> </ul>
1.12	<p><b>Pricing:</b> The solution provides the ability to schedule price changes with an effective date (both start and end date). The solution should apply the effective price based on the date of service provided for all functional areas (e.g. if requesting to rent a facility on April 1 for April 15, the customer pays the effective rate of April 15)</p>
1.15	<p><b>Receipts:</b> The solution has the ability to:</p> <ul style="list-style-type: none"> <li>a) Customer receipts in layout, look and content (e.g. examples: adding or removing certain data fields, adding the Township logo or image).</li> <li>b) Customized based on the type of transaction and item purchased.</li> <li>c) Allows for an unlimited number of transactions to be performed for all areas of functionality and processed within one single receipt.</li> <li>d) Where required, terms and conditions related to the type of transaction will be attached to the receipt; this system setting can be turned on/off by a system administrator.</li> <li>e) Allow specific information regarding a program or facility booking to appear on all confirmations and as part of the receipt, if desired.</li> <li>f) List start date, program dates &amp; exclusion dates for customer confirmation on receipt.</li> </ul>

	<p>g) Add CRA requirement to receipt to meet Child Fitness Tax Receipt requirements (e.g. full birth date for registrants 16 &amp; under, payment date &amp; amount, program length)</p> <p>h) Provide the customer with a numbered receipt with an itemized list of all inventory items sold, method of payment, user-defined custom data fields.</p> <p>i) Track receipt numbers for reporting and audit trail.</p>
1.16	<p><b>Security Override:</b> The solution should have a security override feature that can be customized and turned on/off by system administrator such that certain transaction may not be performed without the permission of a specific user or user-type. The solution should have the ability to delegate authority to a specific user for a defined time period, should the supervisor not be available.</p>
1.17	<p><b>User Preferences:</b> The solution allows for creation of user-defined menus enabling each user to have custom menus. Users have the ability to save shortcuts and preferences on their home screen/dashboard, e.g. reports, customer type, search criteria, etc.</p>
1.18	<p><b>Transaction Requirements:</b> The solution allows for the deletion of a single item (void) or the cancellation of a program or facility reservation during one single transaction. Items cancelled and voided are tracked and reportable. The solution should allow for multiple functions/transactions to be performed at once. It allows for the interruption of any uncton and performances of another, while being able to return to the initial function without losing entered data/info.</p>
1.19	<p><b>Record Retention:</b> The solution allows the ability to purge a range of data based on a specific retention period. The solution allows for archiving of certain information, again as per a defined retention schedule. The retention schedule can be customized by module and by record by the system administrator including the ability to define parameters by which information and records are kept or archived information (e.g. facility record, programs, customer accounts, rentals, etc.)</p>
1.21	<p><b>Adjustment:</b> Ability to do a single or mass adjustment for an entire program or facility. The solution should have the ability to process dollar amount or % adjustment.</p>

1.22	<p><b>Integrated Application:</b> the solution's functionality features, accounts and payment processing are fully integrated through one solution. Data such as accounts, customer details, and shared components between all functional areas of the solutions.</p>
1.23	<p><b>Marketing Requirements:</b> The solution:</p> <ul style="list-style-type: none"> <li>a) Records each customer's transaction behaviour and groups them into defined categories to assist with target marketing.</li> <li>b) Has the ability to recommend another product that may be of interest based on the current and past buying behaviour of that customer.</li> <li>c) Records "abandoned" transactions and allows for internal staff to report on these lost transactions and send targeted communication to these customers.</li> </ul>
1.24	<p><b>Notifications:</b> The solution allows internal staff to customize notification categories available for sign-up by external customer. Internal staff can define rules around notifications (such as dates, times, amendments, systemwide settings) as well as allows the ability for a staff member to manually push a notification to one or a series of customers. The solution allows for an unlimited number of customers to be notified at one time.</p>
1.25	<p><b>Print:</b> The solution allows:</p> <ul style="list-style-type: none"> <li>a) For any screen and or page within the software to be available for print.</li> <li>b) The ability to email or export any printable document.</li> <li>c) For reporting and batch printing of receipts and permits.</li> <li>d) The ability to preview or reprint amendments, receipts, permits at any time.</li> <li>e) The ability to save to file.</li> </ul>
1.26	<p><b>Audit:</b> The solution provides accounting integrity and audit trail of all transactions in all functional areas, including transactions completed through the point of sale solution. The solution allows for the recording and reporting of the following stamps one very transaction for example, user, date, time and transaction location.</p>

1.27	<b>Commercial Insurance:</b> The vendor has secured Commercial general liability insurance with liability to limit of not less than five million dollars (\$5,000,000) per occurrence. It includes cross liability and severability of interest clause and be endorsed to the Township of Southgate, as an additional insurer, when applicable.
1.28	<b>Errors and Omissions/Cyber Liability Insurance:</b> Information technology and errors and omissions/cyber liability insurance insuring the Proponent to a limit of not less than two million dollars (\$2,000,000) per claim and five million dollars (\$5,000,000) in the aggregate.