

February 1, 2016

**Request for Proposals for  
Recreation Management System,  
Software and Implementation Services  
RFP# 2016-100**

Dear Proposer:

The City of Mission Viejo is soliciting proposals for a Recreation Management System to replace its current system. Systems from responding proposers must, at a minimum, have the following modules: Customer Management, Memberships, Activity Registration, Facility Booking, Point of Sale, Reporting, Email Marketing, and Customer Self-Service Website. The City's project scope, timeline, critical due dates, and other pertinent details are contained in this RFP and all supplemental information, if any. The entirety of this RFP and all related attachments are available for download on the City's website at <http://cityofmissionviejo.org/IT/RFP>.

Three (3) hard copies of your proposal, along with electronic versions in both PDF and original DOCX/XLSX formats on CD/DVD or USB Flash Media must be timely delivered to:

Mission Viejo City Hall - Attn: David Meyer  
200 Civic Center  
2<sup>nd</sup> Floor  
Mission Viejo, CA 92691

**The City is not planning to hold a pre-proposal bidders conference. All vendor questions should be addressed via email to the designated Project Manager, no later than February 19, 2016.**

Proposals must be clearly identified with the RFP number on the outside of the package. **No proposals will be accepted after 3:00 p.m. on March 7, 2016.**

Thank you for your interest in doing business with the City of Mission Viejo.

Sincerely,

Jackie Alexander  
Director of Information Technology  
City of Mission Viejo