



CITY COUNCIL MEMORANDUM

FROM: The Office of the City Manager **DATE:** November 8, 2021
SUBJECT: Authorize the City Manager to reject all proposals received for RFP 21-022 for the NRH₂O Point of Sale Software System Project
PRESENTER: Adrien Pekurney, Director Parks and Recreation

SUMMARY:

The City of North Richland Hills was seeking qualified vendors to replace an existing computer software point-of-sale (POS) system operating at NRH₂O Family Water Park. The purpose of this item is to request the City Council authorize the City Manager to reject all proposals received for the NRH₂O Family Water Park Point of Sale Software System project as each proposal received did not meet the system needs outlined in the Request for Proposals (RFP) document.

GENERAL DESCRIPTION:

The Major Capital Equipment Project IT2110 - Replacement of Point of Sale Software/Hardware for NRH₂O was approved in the FY20/21 revised Capital Improvement Projects (CIP) Budget. The specific needs and requirements for this “turn-key” project were outlined in RFP 21-022 for the NRH₂O Point of Sale Software System replacement. Today's POS systems are being asked to handle more requests from the Park guests including online food and entertainment packages, dynamic pricing capabilities, cashless purchase options, ride line "fast pass" options, inventory, in-park wait service and early order of food/beverages. While each proposal received had some elements of the desired software/hardware requirement, all of the proposals received either exceeded the budget, were incomplete, did not have the required features or city proposal requirements, or could not ensure that the implementation timeline could be met for the 2022 operational season.

Notice of the City's request for proposals was advertised in local newspapers, as required by state statute, and posted on the City's website. RFP specifications were viewed from the Public Purchase website by twenty-eight (28) vendors. Three (3) proposals were received by the October 14, 2021 deadline.

Because none of the proposals received were responsive to each of the criteria, it is determined to be in the City's best interest to reject all proposals received, revise the specifications, and reissue the RFP in the early part 2022 with a system implementation timeline set for prior to the 2023 operating season. This will also allow more time for complete vendor proposals, and an implementation timeline that more vendors will be able to meet.



RECOMMENDATION:

Authorize the City Manager to reject all proposals received for RFP 21-022 for the NRH₂O Point of Sale Software System Project.