



GREEN VALLEY RECREATION, INC.

**REQUEST FOR PROPOSAL GVR-26-05
RECREATION & MEMBERSHIP ACCOUNT MANAGEMENT SOFTWARE**

Issued by: Green Valley Recreation, Inc.

**1070 S Calle De Las Casitas
Green Valley, AZ 85614
Telephone: 520-625-3440**

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Submittal Due Date: May 15, 2026



Request for Proposal (RFP) Recreation and Account Management Software

Green Valley Recreation, Inc. (“Organization” or “GVR”) is seeking proposals from qualified vendors that provide recreation management and membership account management software solutions. GVR operates multiple recreation centers and serves a large and active membership base, requiring a comprehensive, integrated system to support its operations.

This RFP is issued for informational and planning purposes only and does not constitute a contract or a commitment to procure services. Responses will be used to better understand the current marketplace and to inform potential next steps, which may include a formal procurement process and vendor demonstrations.

This RFP may also be downloaded from our website at www.gvrec.org. From the home page, hover over *About GVR*, click *Careers, Bids, Proposals*, and scroll down to *Bids & Requests*. Requests for printed copies may be directed to Kris Zubicki, please see contact information below.

Proposal Response Guidelines

Responses may be submitted in electronic format, clearly marked **Recreation and Membership Account Management Software – RFP** and received no later than **May 15, 2026**.

GVR is seeking a partner that brings both technical capability and industry expertise. We encourage vendors to leverage their experience to recommend solutions that thoughtfully address the Organization’s unique operational needs.

We ask that you include the following in your proposal:

- Comprehensive pricing structure, including implementation, training, and ongoing costs, clearly distinguishing between costs incurred by the Organization and costs passed on to customers
- A description of the proposed solution, including recommendations tailored to the Organization’s operational needs
- References and contact information for similar organizations currently using the system
- Overview of the proposed data migration plan from existing systems, including membership records, transaction history, reservations, and program data
- A proposed implementation schedule, including key milestones and an estimated timeline
- Description of support model, including response times, escalation procedures, and availability

GVR reserves the sole and absolute right to extend the deadline, accept or reject any and all responses, in whole or in part, and to use or not use the information received, as determined to be in the best interest of the Organization.

Please direct questions or communications regarding this RFP to:

Kris Zubicki, Member Services Director

Phone: 520-838-0148

Email: krisz@gvrec.org

Steve Kindred, Recreation Program Director

Phone: 520-838-0162

Email: stevek@gvrec.org



Project Overview

Currently, GVR utilizes multiple software applications to support membership management, reservations, leisure education, events, and clubs.

GVR's objective is to identify a unified system capable of supporting the majority of its core business functions. Proposals should demonstrate the ability to streamline operations, reduce reliance on multiple platforms, and provide scalable solutions that align with the organization's evolving needs.

Overview of GVR

Green Valley Recreation, Inc. ("GVR") is a 501(c)(4) nonprofit corporation located in unincorporated Pima County, Arizona, approximately 25 miles south of Tucson along the I-19 corridor. GVR serves the leisure, recreational, and social needs of an active adult community, with membership representing approximately 80% of households within its service area.

GVR owns and operates an administrative office, a facility management building, and fifteen recreation centers, with total assets exceeding \$30 million. The organization supports a private membership base of more than 13,900 households (representing over 23,000 individuals) and offers a wide range of programs, services, and amenities designed to support both active and passive lifestyles. These offerings are supported by a dedicated staff and hundreds of engaged volunteers.

Our Current Solutions

Green Valley Recreation (GVR) currently utilizes a combination of systems to support membership management, recreation programming, facility access, point-of-sale transactions, and financial operations. These systems function together through a combination of standard integrations and internally developed processes. While this works, our hope is to find one solution. If that is not the best plan, we are open to discussing alternative options.

Recreation Management – ActiveNet

GVR currently uses ActiveNet to manage all recreation-related operations, including class and event registrations, facility reservations, and point-of-sale transactions. Members are provided with online access and may create accounts, register for activities, and complete purchases through the system.

Membership Management – TEI (Total E Integrated)

Membership records, including ownership details, account status, and annual dues, are maintained in TEI (Total E Integrated). Members have access to a Payment Portal for dues-related transactions; however, broader account management functionality is limited within the current system.



Access Control – DSX

GVR utilizes DSX for facility access control, including gates, doors, and amenity entry points. Member and guest access permissions are managed through integration with other systems and must accurately reflect current membership and pass status.

Financial Management – FundEZ

The Finance Department utilizes FundEZ as its primary financial system. While FundEZ operates independently from recreation and membership platforms, GVR requires the ability to share accurate and timely data between systems to support reconciliation, reporting, and financial oversight.

Point-of-Sale (Field Operations) – Square

GVR utilizes Square for point-of-sale transactions in select field locations, including guest pass sales, concessions, and light food and beverage operations at a recently opened café. These transactions are currently managed outside of the primary recreation and membership systems and require coordination to ensure alignment with member accounts and financial reporting.

System Integrations

Currently, data is shared between ActiveNet and TEI through a combination of available APIs and internally developed tools created by GVR staff. These processes are essential to maintaining alignment between recreation activity and membership status but require ongoing manual oversight and maintenance.

Critical Requirements

The following sections outline requirements by department. These requirements reflect core functions that GVR is able to accomplish today using its current systems. Any proposed solution should, at a minimum, support these existing capabilities while also offering opportunities for improved efficiency, accuracy, and user experience (Desired Enhancements).

GVR Membership

Overview

GVR's Membership function manages property-based memberships with continued growth anticipated. Membership is deeded to the property and transfers with ownership, requiring administration of multiple fee structures based on the nature of the ownership change.

The Membership team maintains detailed household and ownership records, processes membership and dues-related transactions, and manages a variety of membership types including member, tenant, guest, and assigned memberships. Membership status directly controls access to facilities, pricing eligibility, and voting rights.

Critical Requirements

- Manage property-based membership records, including full ownership history, legal property details, and archival data
- Configure and maintain (administratively configurable) fee structures (e.g., membership change, transfer, tenant, guest, and additional cardholder fees), including the ability to modify amounts, rules, and effective dates without vendor intervention
- Process annual dues billing based on a fixed organizational cycle (e.g., dues assessed annually with a standard due date), including proration and installment plan options
- Generate and maintain unique member identifiers (GVR numbers) tied to accounts and access control
- Integrate with access control systems (e.g., DSX) to manage real-time activation and suspension of privileges
- Support batch processing, including:
 - dues billing, statement generation, and late fee application
 - status updates (active, suspended, delinquent)
- Process multiple payment types, including online payments and batch processing of mailed/check payments
- Support account linking for individuals owning multiple properties, including consolidated billing and payment application
- Provide robust account management and search functionality, including:
 - multi-field search (name, address, phone, email, member ID)
 - account merge, retirement, and deletion capabilities
 - audit trails and historical tracking

Desired Enhancements

- Expanded member self-service capabilities, including:
 - controlled updates to contact information
 - ability to include optional donations during dues with separate GL mapping
 - ability for members to purchase and reload guest passes online, with integration to access control systems (we currently use DSX) for real-time card activation
- Enhanced payment options, including ACH and reduced-fee alternatives to credit card processing
- Improved communication tools, including:
 - email-based billing (preferably with direct link to pay) and notifications
 - configurable, on-demand statement generation
- Expanded data tracking and segmentation, including:
 - member activity, affiliations, and usage insights
 - improved reporting for operational and strategic decision-making
- Streamlined financial integration, including clearer alignment with GL accounts and finance workflows

Facilities & Reservations (Recreation)

Overview

GVR manages reservations across more than 100 reservable locations. Reservations are primarily coordinated by staff and follow a defined priority structure based on reservation type. Bookings may be single-use or recurring and may include multiple spaces within a single reservation. Each reservation generates a formal record and associated permit, and may include setup and teardown time requirements in addition to the scheduled use time. GVR seeks a solution that can efficiently manage complex scheduling needs, enforce priority rules, support staff workflows, and expand opportunities for limited member self-service while maintaining operational control.

Critical Requirements

- Ability to manage reservations across 100+ locations and multiple facility types, including combining spaces within a single reservation
- Support for multiple reservation types with defined priority hierarchy, ensuring proper scheduling order
- Manage fixed reservation cycles (e.g., Jan–Apr, May–Aug, Sep–Dec), with flexibility to adjust timeframes
- Enforcement of conflict detection and prevention, including warnings and controlled overrides for overlapping reservations
- Ability to include and track setup and teardown times, with configurable durations
- Open or restrict reservable spaces based on seasonal or operational needs
- Reservation records and permits, with automated delivery to the responsible party
- Visual calendar view across locations (daily, weekly, monthly), with color-coding by reservation type
- Comprehensive audit trail of reservation creation, updates, and user activity

Desired Enhancements

- Support limited member self-service reservations for designated spaces, including:
 - controlled booking windows after priority scheduling is complete
 - minimum advance notice requirements
- User-friendly interface for selecting room setup/configuration options
- Ability for members to reserve designated rooms or courts online, within defined parameters
- Enhanced tools for rapid relocation of reservations during facility disruptions
- Improved reporting capabilities, including configurable reports for schedules, setup needs, and operational planning (PDF/Excel export)

Leisure Education (Recreation)

GVR offers a robust Leisure Education program that includes sports, arts and crafts, cooking, fitness, dance, and lecture-style classes. Classes may consist of single or multiple sessions and are typically organized within defined seasonal terms, though flexibility is required to accommodate changing schedules.



Classes are available to both members and non-members, with differentiated pricing and registration windows. The program requires coordination of class scheduling, facility reservations, instructor management, registration, payments, and communications. Class data also supports catalog production, instructor agreements, reporting, and operational planning.

GVR seeks a solution that can centralize and streamline class management while supporting complex scheduling, pricing, and enrollment rules, and improving both staff efficiency and participant experience.

Critical Requirements

- Ability to create and manage class records with unique identifiers, including:
 - dates, times, and multiple locations (including changes after launch)
 - class descriptions, categories, and subcategories
- Integration with Facilities to automatically generate and manage associated reservations
- Support for class status management (e.g., tentative, open, closed, cancelled, conflicted)
- Configurable pricing structures, including:
 - member vs non-member pricing
 - separate fee tracking with distinct GL codes
 - discounts (e.g., multi-class enrollment)
- Management of registration windows for members and non-members, with flexible timing controls
- Ability to set and manage minimum/maximum enrollment, including waitlists and override options
- Support for prerequisites and enrollment rules, including warnings and override capability
- Ability to manage instructor assignments, including multiple instructors per class and revenue-sharing percentages and payment tracking
- Generation of catalog data outputs, with configurable category/subcategory hierarchy and export to text/spreadsheet formats
- Support for registration across online, in-person, and phone channels, including member, non-member, and tenant eligibility/pricing logic
- Audit trail of enrollment activity

Desired Enhancements

- Automated waitlist management, including notifications when space becomes available and tracking of outreach and responses
- Enhanced communication tools, including:
 - automated notifications for class changes or cancellations (email and optional SMS)
 - instructor communication tools that protect participant contact information
- Streamlined class setup and replication, including the ability to copy and modify existing classes for recurring offerings
- Integrated instructor management tools, including:
 - contract generation and e-signature workflows
 - instructor dashboards for class rosters, enrollment tracking, and communication

- reporting on instructor history, revenue, attendance, and payments
- Improved refund and cancellation processing, including batch refunds and automated participant notifications
- Ability to support post-class surveys and feedback collection
- Enhanced reporting and roster options, including attendance tracking, financial reporting, and exportable formats (PDF/Excel)

Events and Entertainment (Recreation)

GVR offers a variety of events and entertainment programming, including concerts, dances, dinner shows, free events, and tours. These activities are managed similarly to the Leisure Education program, with additional functionality required to support event-specific needs.

- Generate and validate electronic tickets (e-tickets) for event entry
- Ability to purchase multiple tickets in a single transaction, with configurable limits on quantity
- Capture attendee selections (e.g., meal and/or beverage choices) during the registration process and capture signed waivers (e.g., for travel or special events) electronically

Clubs (Recreation)

GVR supports 10,000+ members participating in 55 clubs representing a wide range of interests, including arts and crafts, games, dance, social activities, sports, and special interests. Clubs operate with varying levels of facility use, with some reserving shared spaces seasonally and others utilizing dedicated spaces.

- Ability to maintain club affiliation within member records, including tracking of active club participation and supporting reporting on club membership levels
- Support club communication needs, including notifications related to membership status changes (e.g., when a member leaves GVR)
- If available, ability to provide club-specific web pages or portals, allowing clubs to manage and update their own content within a GVR-managed framework
- Support integration of club-managed reservations (e.g., court scheduling) into the primary system, enabling a single member login experience across reservations, classes, events, and other activities

System Administration & User Access

GVR supports multiple user groups with distinct roles and responsibilities across the organization. The system must support role-based access control, allowing permissions to be assigned based on user role, with flexibility to further refine access at an individual level. Access should be configurable to ensure users can perform required functions while maintaining appropriate data security and separation of duties.



Critical Requirements

- Ability to configure and manage role-based permissions, including granular control by function, module, and data access
- Support for multiple user roles across departments, with scalable permission structures - customize access at the individual user level, as needed
- Comprehensive audit trails, including tracking of user activity, changes, and transactions
- Limit or segregate sensitive data and financial functions while allowing appropriate cross-department visibility
- Provide configurable reporting capabilities across all modules, including the ability to generate operational, financial, and audit reports with export options (e.g., Excel, PDF)
- Support ad hoc report creation and data filtering without vendor intervention

Desired Enhancements

- Ability to support single sign-on (SSO) or streamlined login across system components, if necessary
- Administrative dashboards for user activity monitoring and system usage insights
- Potential integration with work order or facility management modules to support Facilities staff workflows

Many thanks for your time and consideration.