



## Request for Proposal

### Hotel Booking Software with Possible Third-Party Servicing

Dear Vendor:

The National Sports Center Foundation (NSCF) located in Blaine, Minnesota is requesting proposals for Hotel Booking Software with possible third-party servicing. NSC is looking to develop an agreement with a Vendor to provide software and possibly third-party servicing to NSC for its use in booking hotel reservations for customers attending events at our facility.

The intent of the RFP is to obtain proposals from vendors to develop an agreement that will mutually benefit the NSC and the vendor. The NSC will evaluate the proposal and select one or more vendors based on the monetary values, schedule, work to be completed, and other information described in the proposal. The RFP represents the initial step in negotiating and executing a contract for this work.

#### **I. Invitation to Bidders**

Proposals shall be submitted in accordance with the following requirements:

Submit to: Barb Grunow

Hotel Coordinator/Registrar

National Sports Center

1700 105<sup>th</sup> Ave. NE

Blain, MN 55449

(763) 717-3230

[bgrunow@nscsports.org](mailto:bgrunow@nscsports.org)

**Due Date: Friday, August 23rd, 2019 at 4pm**

Questions shall be addressed to Barb at the phone number or e-mail listed above. All proposals shall be bound and submitted in a sealed envelope labeled "Proposal for Hotel Booking Software and Third-Party Servicing. Three (3) copies of the proposal shall be provided.

This is an invitation to bid and the project will be awarded on or about August 28th, 2019. The award will be made at the National Sports Center's discretion. Upon selection, a complete contract agreement will be developed.

## **I. Requirements for Software/Third-Party Servicing Contracts/RFPs**

- Ability to load our contract into system and send directly from the application. Hoteliers then enter their own data for the RFP and sign the contract electronically
- Customizable RFP
- Easily accessible to view for us through multiple paths
- Hotels cannot change RFP or contract once submitted
- Ability for hoteliers to change (increase inventory, lower rates only) from their end
- Easy to navigate dashboard
- Set users for our hotels
- Ability to add and manage hotels by event

### **Room Blocks**

- Customers will be able to make their own room blocks online
- Customers can request additional rooms directly from hotel through the room block feature
- Confirmation sent to us, customer (team manager) and hotel
- Customer (team manager) can see who has booked in the block, inventory remaining and room types
- Ability to book multiple room types for each block
- Ability to book multiple hotels within one block
- Ability to print and send rooming lists for (NSC and team manager)
- View block by all criteria (such as block name, manager name, phone number, hotel, etc.)
- Can drill into each block easily from any view
- Ability to add inventory (both NSC and hotelier)

### **Back End Access**

- NSC will have access to reports 24/7
- Full access to the software for all tools and functions

### **Send Automatic Emails for Room Blocks**

- Low inventory
- Block closing soon (5-3-1 days)
- Block closed
- Direct questions to NSC Travel Line (If we elect software service only)
- Customizable templates
- All communication to appear as coming from NSC Travel (phone, email, in person)

### **Booking single rooms from our website**

- Branded to look like our site
- Shows images, description, amenities
- Distance from NSC
- Room left in inventory
- Cutoff date to book
- Customer ability to search by criteria such as amenities, distance, cost, hotel brand, etc.

### **Appearance**

- Booking engine has familiar appearance for customers, i.e. looks like booking websites
- Branded to NSC including phone, email and website responses

### **Reconciliation**

- Invoices sent and reconciled through the software

## **Hotel Database**

- Ability to import hotels we are partnered with
- Database exists for most hotels, easily imported
- Easy to add new hotels not in database
- Images, amenities, directions, in database
- Ability to add booking requirements for our event/hotel, i.e., cancellation policy, minimum nights required, breakfast included in rate
- Customer ability to search by criteria such as amenities, distance, cost, hotel brand, etc.

## **Email, Search and Group Features**

- CVB distance, star rating, amenities, cost, etc.
- Ability to group hotels by multiple criteria, such as CVB, distance, star rating, amenities, pricing, etc.
- Ability to sort into groups and have different directed emails or RFP types sent to each group
- Ability to send directed emails, for RFPs, reminder emails, request for additional inventory, etc. through this feature
- Customizable templates for group emails
- Accept booking reminders
- Ability to set up template emails
- Hotels able to update email contacts via their portal

## **Comp/Loyalty Rooms**

- Earned comps in real time
- Manage/redeem comps

## **Heat Map**

- By event, time period, (hotel), to ascertain economic impact

## **Reports**

- Ability to sort by all features and run customizable reports
- Ability to break out by our CVBs

## **Inventory**

- Tools to easily manage inventory
- View by all criteria such as event, room block, team, manager name, hotel, etc.

## **Dedicated Account Manager**

- Dedicated personnel for NSC Account and NSC Customers
- Tweaks and updates to the software available to accommodate NSC's changing needs

## **Software Training**

- Setup and ongoing training
- Online and personal resources for help

## **Ability to Switch Service Levels**

- Software only or full third-party service (need pricing breakdown)
- Ability to change service level
- If we elect third-party service, ability to choose the software

### Miscellaneous

- Ability to track travelling teams by zip code
- Set up NSC for Loyalty program with hotels to earn complementary room nights

### Additional Requirements

- Vendor shall provide references from current customers
- Vendor to provide an example of a typical contract utilized by the company/vendor
- Vendor to provide a history, how long in business, etc.
- Experience with working with hotels/hotel chains

### III. Vendor List of Questions

As part of this RFP, NSC is requesting responses to the following questions. These questions are intended to help NSC understand your proposal and will help with negotiations and development of an agreement. Please provide your answers in a separate attachment.

1. What is your experience with managing and providing these services?
2. What is your anticipated schedule for the project? How much lead time do you need to for set-up and training?
3. On what date would NSC be able to go live?
4. Provide concerns and suggested modifications to this Request for Proposal.

### IV. Proposed Bid Information

Please provide bid information on each of the tasks described above. The bid represents all work necessary to complete the project for its intended use. The bid prices will be used to negotiate and develop an agreement between the Vendor and the NSC. The proposer and NSC each agree that the bid amounts can be modified as part of the negotiation process and that the final contract prices stipulated in the agreement shall govern.

**Attachment 1** shall be used to provide a bid price. The vendor shall provide a breakdown of charges and total lump sum amount for all covered by each work task.

### III. Attachments

Attachment 1 – Vendor Bid Price Form

## Hotel Bid Form Proposal

	<b>Cost to NSC</b>	<b>Value</b>
1. Bid amount Hotel Booking Services (Cost/Value)	\$ _____	\$ _____
2. Bid amount for 3 <sup>rd</sup> Party Servicing Agreement	\$ _____	\$ _____
3. Value in Kind contribution for Hotel Booking Services (Gift Cards, Hotel Room Gift Baskets for Guests)	\$ _____	\$ _____
4. Sponsorship – Cash Contribution to NSC	\$ _____	\$ _____
5. Dedicated Support Staff	\$ _____	\$ _____