

## CITY COUNCIL MEMORANDUM

**FROM:** The Office of the City Manager    **DATE:** June 24, 2024

**SUBJECT:** Approve RFP No. 24-019 and authorize the City Manager to execute an agreement with PerfectMind, Inc. for Xplor Recreation point-of-sale system to include implementation costs not to exceed \$100,000, software fees of \$255,000 and credit card processing fees at the NRH Centre, Richland Tennis Center, and Parks and Recreation Department for a five-year period

**PRESENTER:** Adrien Pekurney, Director of Parks and Recreation

**SUMMARY:**

Council is requested to authorize the purchase of a cloud-based replacement point-of-sale (POS) software system utilized at the NRH Centre, Richland Tennis Center, NRH Senior Center, Grand Hall, and Parks and Recreation Department for daily operations. PerfectMind Inc.'s software solution Xplor Recreation will be used for membership management, programming registration, inventory management, facility rentals, and retail point-of-sale throughout the facilities. This system is a replacement for the existing software purchased in 2015.

**GENERAL DESCRIPTION:**

Request for proposal 24-019 was written with the purpose of identifying a cloud-based all-encompassing replacement software solution for facility operating needs at the NRH Centre, Richland Tennis Center, NRH Senior Center, Grand Hall, and Parks and Recreation Department reservations. The system selected must be capable of managing multiple membership types at multiple locations, enhancing member communications, program registration enrollment and attendance, facility rentals, operational reporting, as well as all IT and financial system requirements. This system will handle nearly \$4,000,000 in revenue annually and must have excellent support and reliability. Replacement of the existing system, implemented nine years ago, with one that offers enhanced features will position all operations of the Parks and Recreation Department to continue to grow services with greater communication, end user experience, and staff operational efficiencies.

The city issued a request for proposals in March 2024 and received six responses from various vendors, five of which were qualified based on proposed identified system capabilities. An evaluation committee including department representatives from Information Technology, Finance, Parks and Recreation, Richland Tennis Center, and the NRH Centre reviewed the written responses and conducted online demonstrations and interview sessions with all five vendors who provided qualifying proposals. The vendors included: Active Network, Amilia Technologies, Club Automation, Jonas Fitness and PerfectMind Xplor Recreation.



After conducting demonstrations and interviews of each company and ranking each vendor within the criterion of overall qualifications, client references, costs and total value, level of maintenance and support, reporting and finance, and ability to meet stated deadlines, the committee recommended Xplor Recreation from PerfectMind Inc. be awarded the contract to replace the current POS system at NRH Centre, Senior Center, Richland Tennis Center, and Parks and Recreation Department. The NRH Centre and Richland Tennis Center are both cost-recovery facilities that are primarily funded through membership and programming fees associated with site utilization. Throughout the review process and assessment of each vendor, PerfectMind Inc., Xplor Recreation demonstrated the ability to handle the multiple aspects of each operation. Providing a cloud-based software solution with a focus on the end user experience through both online, in-person and integrated mobile app software functionality. The overall value of the software exceeded that of any of the other vendors. The agreement with PerfectMind, Inc. for the Xplor Recreation software system is made up of three primary operational components:

- Implementation/Training/Integration/Hardware Start-Up Costs (IT2404)
- Annual Fees for Software Maintenance and Support
- Identified Contractual Credit Card Service Fees

#### Implementation/Training/Integration/Hardware

(Timeline: from agreement execution date through November 2024)

Funding for the purchase of all associated implementation, training, integration with Tyler Munis are within adopted capital improvements project IT2404 funded by NRH Centre reserves. The initial \$40,000 expense for implementation, training, and integration with Tyler Munis is due at the time of contract execution. Additional set up, hardware and development fees, not to exceed \$60,000, may be necessary during the implementation and will be billed based on the contracted implementation schedule. Funding for additional development fees and hardware is available in the approved capital project IT2404.

#### Contractual Annual Fees for cloud-based Software Maintenance and Support

(Timeline: anticipated go live in December 2024)

The fee for support and maintenance of the point-of-sale system will be \$51,000 annually for a total of \$255,000 over a five-year period. Annual maintenance and support fees will be paid from NRH Centre Operating Budget.

#### Credit Card Processing Fees

Identified within the agreement is a percentage-based cost for each credit card transaction. Currently credit card processing fees are supported by the NRH Centre and Richland Tennis Center line-item operating expenses.



Provided funds are appropriated in the city's annual budget for the annual maintenance, support and credit card service fees, and the terms and conditions of the contract do not change, the annual billings will not require additional City Council approval.

**RECOMMENDATION:**

Approve RFP No. 24-019 and authorize the City Manager to execute an agreement with PerfectMind, Inc. for the Xplor Recreation point-of-sale system to include implementation costs not to exceed \$100,000, software fees of \$255,000 and credit card processing fees at the NRH Centre, Richland Tennis Center, and Parks and Recreation Department for a five-year period.