



CITY COUNCIL MEMORANDUM

FROM: The Office of the City Manager **DATE:** August 8, 2022

SUBJECT: Approve RFP No. 22-012 and authorize the City Manager to execute an agreement with Gatemaster Technology for the purchase of a replacement point-of-sale system for NRH₂O Family Waterpark in the amount of \$302,836.00 over a five-year period.

PRESENTER: Frank Perez, Aquatic Park General Manager

SUMMARY:

Council is being requested to authorize the purchase of a new point-of-sale (POS) system used for guest ticketing, online purchases, retail/food purchases, sales management and inventory, and group sales ticketing management at NRH₂O Family Waterpark. This is a replacement for NRH₂O's existing software system purchased in 2011.

GENERAL DESCRIPTION:

NRH₂O, as an enterprise fund, relies heavily on its point of sale system for sales of tickets, passes, and group outings. This system also allows for the sale of food, beverage and retail items throughout the park. As the park relies on this system for the collection of over \$4,000,000 in revenue annually, the system's stability, set of features and capability to keep up with the latest innovations in the industry is of utmost importance to the continued success of the park. Replacing the existing system with one that offers up to date features will allow NRH₂O to remain competitive in the market and will allow for greater efficiencies, specifically in the areas of ticket pricing, online purchases and staff efficiencies.

Funding for the purchase and implementation of the POS system and the first year's maintenance fees are contained in the 2020/21 Capital Improvement Budget in the amount of \$200,000. The city issued a request for proposals in February and received six responses from various vendors. An evaluation committee including representatives from Information Services, Finance, Parks and Recreation and NRH₂O reviewed the responses and selected three companies to interview: Accesso, Ideal One and Gatemaster Technology. After receiving demonstrations from each company, the committee recommended Gatemaster Technology be awarded the contract to replace the POS system at NRH₂O.

Gatemaster Technology has over 25 years of experience and has been an industry-leader in point-of-purchase technology for the Amusement and Attraction industry since 1994. Strength of online support services, response to support needs and product development and implementation support through Gatemaster Technology was weighted heavily in the selection process.



Staff anticipates spending approximately \$55,837.20 annually for maintenance of the point-of-sale system for a total of \$279,186.00 over a five-year period. Annual maintenance fees will be paid from NRH₂O's Operating Budget. The first year includes one-time fees of \$23,650 for onboarding, implementation, 3D park map, and integration with Tyler Munis. Additional development fees may be necessary during the implementation and will be billed at \$150 per hour. Provided funds are appropriated in the city's annual budget for the annual maintenance fees, and the terms and conditions of the contract do not change, the annual billings will not require additional City Council approval.

While NRH₂O Family Water Park is owned and operated by the city, the park is primarily funded through revenue generated by the park.

RECOMMENDATION:

Approve RFP No. 22-012 and authorize the City Manager to execute an agreement with Gatemaster Technology for the purchase of a replacement point-of-sale system for NRH₂O Family Waterpark in the amount of \$302,836.00 over a five-year period.