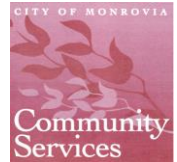




COMMUNITY SERVICES AGENDA REPORT



DEPARTMENT: Community Services

MEETING DATE: March 11, 2014

PREPARED BY: Lisa Hansberger,
Recreation Supervisor

AGENDA LOCATION: AR - 1

TITLE: Award of Contract to R.C. Systems, Inc. in the amount of \$18,502.50 for the purchase of RecPro Software

OBJECTIVE: The purpose of this report is to request Community Services Commission recommend to City Council an award of contract to R.C. Systems for the purchase of RecPro Software in the amount of \$18,502.50.

BACKGROUND: The Department of Community Services, Recreation Division, has been using RecWare registration software for the past 16 years since its initial purchase in August 1997. The software improved efficiency of daily operations by tracking customer purchases and class registrations, program memberships, class rosters, and reconciling daily revenue. In July of 2006, Staff began strategizing funding options to purchase new registration software which would include on-line registration. In December 2006, City Council approved a \$3 Software Cost Recovery Fee. The fee was assessed to each class registration in order offset the cost of upgrading or purchasing new registration software. The funds from the Software Cost Recovery Fee have been accumulating from 2006 to date, totaling \$51,740 which provided Staff with adequate funding to purchase a new registration software system.

ANALYSIS: Staff surveyed Recreation Departments in the San Gabriel Valley and surrounding areas to determine the industry standard in Recreation registration software. A registration software committee comprised of Recreation, Library and Information Systems Staff, accepted proposals from four software companies that came highly recommended in the survey. Three of the four software companies offer software that is locally hosted, where the City purchases a software license and the software is loaded on to City servers. One software company offers remotely hosted software in which the software is located and maintained on the company's servers.

The committee viewed demonstrations of the software listed below:

- Activenet - remotely hosted software
- RecPro - locally hosted software
- SportsMan - locally hosted software
- RecTrac - locally hosted software

The committee viewed software demonstrations on the following modules:

- Registration - used primarily for class registration
- Membership - used for purchasing a membership and/or annual pass
- Facility Reservation - used for room rental inquiries, availability and reservations
- Point-of-Sale - used to purchase various City/Department merchandise
- On-line Registration - allows customers to register for classes or programs via the internet

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After reviewing the four software systems, the committee unanimously selected RecPro by R.C. Systems based on the following:

User-Friendliness/Functionality – RecPro scored highest on user friendliness and functionality, which are two of the most important factors in selection of software. The buttons and screens were easy to navigate, where other software systems had complicated screens.

Software fulfills Current & Future Requirements – RecPro software has all the necessary components, and some new capabilities that will improve efficiency for the Recreation Division including:

- Each module is integrated with all the others
- Provides system safeguards preventing double bookings and duplicate entries
- Tracks participant waivers electronically through e-signatures
- Processes customer receipts, contracts, invoices and rental inquiries all via e-mail – paperless system

Supportability – R.C. Systems, the company that developed RecPro software is based in Michigan, but the company will offer customer support during Recreation’s operating hours.

FINANCIAL IMPACT: There are a several financial considerations Staff analyzed during the software selection process. The considerations are:

Software Costs (paid by the City)

RecPro is quoted as having the 2nd lowest software price and annual maintenance fee (see table below).

Software Products	Software Price	Maintenance Fee (annual)	Year 1 Total Software Price	Years 2 + Maintenance Costs
ActiveNet	\$15,500	\$0	\$15,500	\$0
RecPro	\$17,565	\$937.50	\$18,502.	\$3,750
SportsMan	\$15,145	\$4,422	\$19,567	\$4,422
RecTrac	\$35,830	\$4,404	\$40,234	\$4,404

Transaction Fees paid by the Customer (based on a class fee of \$100)

RecPro does not charge any transaction fees to the customer. This will keep registration costs low for customers and encourage them to register for classes and programs. Participants who register for classes using ActiveNet have to pay an additional \$9 in transaction fees for each class. This may result in a decline in class and/or program registrations (see table below).

Software Products	Class Fee	Transaction Fee	Credit Card Fee	On-line Fee	Software Rec. Fee	Non-Res Fee	Total Customer Fees
ActiveNet	\$100	\$2.00	\$2.50	\$6.50	\$3.00	\$5.00	\$19.00
RecPro	\$100	\$0.00	\$2.50	\$0.00	\$3.00	\$5.00	\$10.50
SportsMan	\$100	\$0.00	\$2.50	\$0.00	\$3.00	\$5.00	\$10.50
RecTrac	\$100	\$0.00	\$2.50	\$0.00	\$3.00	\$5.00	\$10.50

OPTIONS:

The Community Services Commission has the following options to consider:

1. Recommend City Council approve the contract with R.C. Systems, Inc. for the purchase of RecPro Software in the amount of \$18,502.50.
2. Recommend that City Council reject the contract with R.C. Systems, Inc. and direct Staff to explore other options.

RECOMMENDATION: Staff recommends that the Community Services Commission move to recommend to City Council option number one; Approve the contract with R.C. Systems, Inc. for the purchase of RecPro Software in the amount of \$18,502.50.

COMMISSION ACTION REQUIRED: If Community Services Commission concurs, the appropriate action would be a motion to: Recommend option number one to the City council as outlined in this report.