

STAFF REPORT

City Council Business Item

DATE: June 25, 2024

TO: Honorable Mayor and Council Members

FROM: Heather Leigh Stevens, Parks and Recreation Director

THRU: Merritt Perry, City Manager

SUBJECT: Request for Authorization for the City Manager to Execute Agreement for Parks and Recreation Software with CivicPlus

STAFF RECOMMENDATION:

Authorize City Manager to Execute Agreement for Parks and Recreation Software with CivicPlus.

EXECUTIVE SUMMARY:

The purpose of the agreement for Parks and Recreation software with CivicPlus is to contract with a qualified company to provide the best Parks and Recreation software for the City. The Parks and Recreation Department is currently using Tyler Technologies software. As has been noted in previous budget meetings, the current software is not meeting the registration, reservation, accounting and reporting needs of the City. City staff and community members have expressed frustration and dissatisfaction in the software and Recreation has stopped utilizing the program online in response to customer feedback. In order to be proactive and not find the City in a situation where the Tyler Technologies contract expires and Parks and Recreation has no accounting software, staff included in the FY2023-24 budget, funds for the purchase and implementation of new software.

CivicRec software will benefit all divisions within the Parks and Recreation department. River Lodge, Recreation, Parks, Transit and Depot Museum will utilize the software for registration and rental transactions, as well as reporting and providing information to facilities and parks staff. During the two CivicRec demonstrations, Parks and Recreation staff from all divisions were able to ask questions relevant to their unique needs.

During those demonstrations staff explored the features and functionalities of CivicRec, including facility rentals, program management, payment plans, and financial reporting. CivicRec demonstrated the ease of set up including configuring programs and activities within the system. Also discussed was the possibility of offering discounts for program combinations, such as a summer camp combos and scholarships. While it may require some customization, CivicRec engineers will work with city staff to find a solution that meets the city's specific needs.

Some highlights of CivicPlus are that they have extensive knowledge and experience in Parks and Recreation software both from a recreation program and facility rental/management perspective, will provide extensive training and support throughout the implementation process and beyond, continually upgrade and enhance the software and all upgrades and new versions of the software are included in the agreement.

Staff are proposing that the Council authorize the award this service contract through without competitive bidding. Staff has reviewed several different software alternatives and implemented one that ultimately didn't meet the city's needs. Direct negotiation and award is allowed under Fortuna Municipal Code Section 2.50.070 (D) when the Council finds that direct negotiations best serve the City due to the nature of the work. In the context of this project, staff recommend this approach as it will result in a superior product that meets the needs of the City that cannot be formally bid due to the nature of the services being provided.

The implementation process is scheduled to be completed by November 1, 2024 when the city's Tyler Technologies contract for Parks and Recreation Software services completes.

FINANCIAL IMPACT:

The purchase of new recreation software is included in the Fiscal Year 2024-2025 budget in the amount of \$25,500. The CivicPlus draft services agreement includes \$21,673.16 for a total CivicRec Software setup and year one implementation. The annual recurring services rate of \$15,957.50 will be assessed for subsequent years. Staff is requesting that Council authorize the City Manager to execute the attached draft agreement with CivicPlus for an amount not to exceed \$21,673.16.

RECOMMENDED COUNCIL ACTION:

1. Receive staff presentation and review Council questions with staff
2. Open public comment
3. Close public comment
4. Motion to Authorize the City Manager to execute Agreement for Parks and Recreation Software with CivicPlus in an amount not to exceed \$21,673.16 and find that it is in the best interest of the City to directly negotiate the contract rather than competitively solicit the work. Voice vote.

ATTACHMENTS:

- Draft License and Services Agreement from CivicPlus