
TO: CHAIR AND MEMBERS
FINANCIAL MANAGEMENT COMMITTEE

FROM: DIRECTOR FINANCE

SUBJECT: **CONTRACT AWARD
PARKS AND RECREATION INFORMATION MANAGEMENT
SYSTEM REPLACEMENT**

PURPOSE: To request Council authority to execute a contract for the supply, design, configuration and implementation of the Parks and Recreation Information Management System.

RECOMMENDATION:

1. **THAT** the Financial Management Committee recommend Council authorize staff, upon final contract negotiation, to enter into a contract with The Active Network Ltd. for an estimated total cost of \$2,077,186.65, including GST and PST in the amount of \$202,094.65 as outlined in this report. Final payment will be based on the actual quantity of goods and services delivered and unit prices as negotiated.

REPORT

The City has been using the current Parks and Recreation Information Management System called CLASS since 1994. CLASS is no longer supported by the vendor and has reached its end of life. CLASS contributes directly to the management of approximately \$16 to \$20 million in revenue stream per year.

The City plans to modernize, streamline and harmonize business processes, and provide an enhanced online user experience for our customers. Key benefits of implementing a new software as a service (SaaS) solution include providing a modern robust system that enables staff to work more efficiently, offering additional methods for customers to access services including mobile applications, integration with the City's financial system, and secure access to protected information. The new system will enable the City to provide more efficient, effective and economical services to its stakeholders.

Four submissions responding to a Request for Proposals (RFP) were received by the closing time on 2018 February 01. The City was unable to reach a negotiated agreement with the lead proponent after several months of discussions. The City then started negotiations with the second highest ranked proponent, The Active Network Ltd. The work of this contract includes the supply, design, configuration and implementation of a new Parks and Recreation Information Management System that covers the following: activity registrations, facility reservations, camps, memberships, private lessons, point of sale and equipment lending.

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Total estimated costs also include software subscription fees, subscription fees for mobile applications, fixed implementation fees for the project, and support and maintenance fees for a term of 5 years at fixed rates. Pricing for an optional second 5-year term has also been negotiated. Capital costs include implementation fees of \$343,745.85 including GST in the amount of \$16,368.85. Operating costs for years 1 to 5 which include subscription fees, support, and maintenance services are estimated at \$1,733,440.80 including GST and PST in the amount of \$185,725.80.

City staff have negotiated an agreement in principle on the key business terms, and are working to finalize the balance of the contract language. Staff have confidence in the overall negotiations at this time that a contract will be finalized in short order. The project team would like to start working with the contractor on needs analysis and pre-planning while contract terms are finalized in order to ensure a projected implementation date in late 2022 or early 2023.

The recommended company, The Active Network Ltd., has held the contract for the existing Parks and Recreation Information Management System called CLASS and has successfully implemented similar products in other municipalities within Canada. The proposal from The Active Network Ltd. offers the best total value for the City. The Director Parks, Recreation and Cultural Services and Chief Information Officer concur with this recommendation.

Funding for this project has been previously approved by Council, and is included in the 2021 – 2025 Financial Plan under WBS element AEA.0080 (\$327,400). Operating expenditures for years 1 to 5 including subscription fees and ongoing support and maintenance services will be included in future budgets.



Noreen Kassam, CPA, CGA
DIRECTOR FINANCE

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Copied to: Acting City Manager
Director Parks Recreation and Cultural Services
Chief Information Officer
City Solicitor