



Legislation Text

File #: 2015-2867, **Version:** 1

Consider a resolution authorizing the Mayor to execute a "Software as a Service" and Professional Services Agreement with PerfectMIND Technology, Inc. for Parks and Recreation program management software.

This agreement is a five year Software as a Service agreement with PerfectMIND, Inc. This software will replace the existing on-premise Class application with a new Parks and Recreation management software. The application will be delivered as a Software As A Service (SAAS) solution which includes hosting, support, and maintenance of the purchased software. The contract also includes implementation/migration services and the development of a website where the public can register for Parks and Recreation programs. The application provides Parks and Recreation staff with a more capable system for managing facilities, rentals, activities, and events offered to the public to promote recreation in the community. The software will also provide a more modern, user friendly website for citizens to find and register for Parks and Recreation activities using their computer or mobile device. The replacement of the existing Class application with a SAAS application, will relieve IT computing resources and staff time in maintaining the existing application on-premise.

The city solicited a Request for Proposal for the Recreation Management Software. In this Request for Proposal, the city established specific weighted criteria to the Respondent whose proposal was considered to be the best value to the city. The city received 6 submittals to the RFP. Representatives from IT, Purchasing, Finance, and Parks and Recreation scored the respondent's submittals and found that Perfect Mind, Inc. was the best value at meeting the needs of the city in providing a new Recreation Management software.

The PerfectMIND solution will deliver an improved website for clients to sign up for recreation activities, receive information about events, book facilities, and view schedules and fees. This information will be delivered through a modern design that emphasizes mobile friendly accessibility.

The PerfectMIND solution will also offer an improved Point of Sale system that will provide modern payment processes both online and at Parks and Recreation facilities. Facilities will gain the capability of NFC transaction systems such as Apple Pay and receive streamlined, customizable PoS interfaces for staff to process transactions. Online transactions will be enhanced through re-occurring membership fees, customizable membership packages, and payment plan options.

An additional benefit of the PerfectMIND system is the integration of powerful marketing and reporting tools. Currently the Parks and Recreation department utilizes a third party marketing system to communicate and promote Parks and Recreation information. The Perfect Mind solution will eliminate the need for this system and provide the capability of marketing directly to clients enrolled in the recreation management software. This will enable staff to provide specific information about Parks and Recreation activities based on client's past interests. The reporting capabilities of the Perfect Mind solution will enable staff improved insight into utilization and interest in facilities, leagues, and events.

The cost of this project in the first year will be \$137,672.00 which includes professional service fees for implementation and website design as well as the first year of software maintenance fees. The subsequent four years of the agreement will be \$42,572.00 per year for software maintenance. The total five year cost of this agreement is \$307,960.00.

The first year costs associated with this project will be paid for out of the Technology fund. The on-going annual maintenance costs will be covered by the existing software maintenance line item in the IT operating budget.

The yearly maintenance cost for the existing Class software system is \$29,786.28. The Perfect Mind annual fees will result in a \$12,785.72 increase over the current solution.

Cost: \$307,960.00

Source of Funds: General Fund

Staff recommends approval.