



AGENDA ACTION FORM

Consideration of a Resolution to Renew an Agreement with CivicPlus, LLC for the Purchase of Equipment and Software License for use of CivicPlus Recreation Management

To: Board of Mayor and Aldermen

From: Chris McCartt, City Manager *CM*

Action Form No.: AF-306-2025

Work Session: November 3, 2025

First Reading: N/A

Final Adoption: November 4, 2025

Staff Work By: Committee

Presentation By: Michael T. Borders

Strategic Focus Area: 3. Exceptional Cultural & Recreational Opportunities

Recommendation: Approve the Resolution

Executive Summary:

If approved, the City will enter into a one-year service agreement with CivicPlus, LLC for the licensing and use of its CivicPlus Recreation Management software at an annual service cost of \$57,972 and a one-time purchase of 30 Ingenico Lane credit card terminals at a cost of \$3,150.

The City originally entered into an agreement with CivicPlus, LLC. for the use of its CivicRec (later rebranded Recreation Management) Software in 2021 for an annual service cost of \$43,365. The original licensure purchase was made pursuant to the U.S. General Services Administration Cooperative Purchasing Program.

CivicPlus Recreation Management is the City's primary recreation management platform, providing online registration, facility reservations, membership management, point-of-sale transactions, and financial reporting. The system is essential for the daily operations of Parks and Recreation and Bays Mountain Park, enabling staff to efficiently manage thousands of annual transactions and offer residents convenient online access to programs and facilities.

As part of this renewal, the City will be agreeing to switch from using our current credit card processor (Elavon) to using the CivicPlus in-house credit card processor. This change is expected to streamline reconciliation, reduce service disruptions, and improve system integration. Switching to CivicPlus in-house credit card processor will prevent the City from incurring an annual \$15,705 fee from CivicPlus for use of an external processor.

The agreement will automatically renew the second year with an annual uplift of five percent (5%). Subsequent years' terms will be renewed on an annual basis. The City may terminate a renewal with minimum 60-day notice.

Funding for this purchase is identified in 110-1013-404.20-57.

Attachments:

1. Resolution
2. CivicPlus Statement of Work

	Y	N	O
Baker	—	—	—
Cooper	—	—	—
Duncan	—	—	—
George	—	—	—
Mayes	—	—	—
Phillips	—	—	—
Montgomery	—	—	—