



AGENDA REPORT SUMMARY

Meeting Date: October 25, 2022

Subject Approve Contract Amendment for CivicPlus LLC

Prepared by: Jaime Chew, Recreation Manager
Reviewed by: Manny Hernandez, Parks & Recreation Director
Approved by: Gabriel Engeland, City Manager

Attachment(s):

1. CivicRec – Renewal Quote

Initiated by:

Staff

Previous Council Consideration:

None

Fiscal Impact:

The contract amendment will cost \$93,885.08 over the contract extension period for the next three (3) fiscal years—FY 22/23, FY 23/24, and FY 24/25. The FY 22/23 cost is \$29,781.15 and is included in the approved FY 22/23 budget. The remaining \$64,103.93, \$31,270.21 for FY 23/24 and \$32,833.72 for FY24/25 respectively, will be budgeted accordingly through the next 2-year budget process.

Environmental Review:

Not applicable

Summary:

- The recreation management software CivicRec is a cloud-based platform that provides registration and facility reservation management capabilities.
- CivicRec is: user-friendly for staff and the community; has enhanced online search functionality, reporting and communication; improved integration with finance; and better technical support.
- The City of Los Altos executed a contract with CivicPlus LLC on June 30, 2020 to provide and implement the recreation management software CivicRec.
- Implementation and system build occurred from August 2020 – March 2021 with a public launch of the new platform on March 22, 2021.

Reviewed By:

City Manager

City Attorney

Finance Director

GE

JH

SN



Subject: Approve Contract Amendment for CivicPlus LLC

-
- The department has successfully utilized the CivicRec platform for the past 1.5 years and is satisfied with the software's performance, therefore staff is recommending the execution of a contract amendment for a three (3) year extension through FY 24/25 to continue use of the recreation management software.

Staff Recommendation:

Approve the contract amendment with CivicPlus LLC for a three (3) year extension through FY 24/25 in the amount of \$93,885.08.



Subject: Approve Contract Amendment for CivicPlus LLC

Purpose

Consider the contract amendment with CivicPlus LLC for a three (3) year extension through FY 24/25 in the amount of \$93,885.08.

Background

In March 2008, the Recreation Department selected and implemented Vermont Systems RecTrac 10.3 as their recreation management software. RecTrac provided registration management for both in-person and online transactions, as well as facility reservation management. The department continued to utilize the system for the next ten (10) years. In 2018, staff identified that an updated software was needed due to continuing challenges with the outdated RecTrac software:

1. Server-based versus cloud-based
2. Not user-friendly for staff or community
3. Limited search functionality in online registration
4. Limited technical support—support was slated to end in 2021

In February 2020, staff released a Request for Proposal (RFP) for a new recreation management software with a deadline to submit by April 10, 2020. Six (6) proposals were received, with the top three (3) being selected to provide in-depth demonstrations. CivicRec, provided by CivicPlus LLC, emerged as the top vendor based upon software functionality, customer service and technical support, fee structure and references.

On June 30, 2020, the City of Los Altos executed a two (2) year contract, with the option of a three (3) year contract extension for a total of five (5) years, with CivicPlus LLC to provide and implement the recreation management software CivicRec. Implementation and the system build began in August 2020 and continued through March 2021. On March 22, 2021, the Recreation Department publicly launched the new CivicRec platform to the Los Altos community, just in time for Spring registration.

Discussion/Analysis

Since launching CivicRec in March 2021, both the Los Altos community and staff have reported high satisfaction with the software. The cloud-based platform is easy to access through a web browser, although it is optimized for Google Chrome. It is also user-friendly for both staff and the community as it has improved search functionality, and provides AudioEye for an enhanced online



Subject: Approve Contract Amendment for CivicPlus LLC

experience. AudioEye provides online accessibility tools such as: larger cursor, reading guide, emphasize, contrast, keyboard focus, highlight headings/links/buttons, text size, text spacing, change font, disable animation, display alternate text, and audio player. Additionally, CivicRec has expanded reporting and communication options such as automated surveys to receive feedback on programs and facility reservations. These elements continue to provide staff with helpful data and information to better inform future program planning. CivicRec also provides improved integration with finance, and improved technical support. To date, support has been extremely responsive and timely in providing solutions to concerns or issues.

As a result of the high satisfaction and positive experience with CivicRec, provided by CivicPlus LLC, staff is recommending the continued use of the recreation management software through FY 24/25 to facilitate registration and facility reservation management for the City of Los Altos Parks & Recreation Department.

Recommendation

The staff recommends approval of the contract amendment with CivicPlus LLC for a three (3) year extension through FY 24/25 in the amount of \$93,885.08.