



# PROPOSAL

## City of Madison, AL



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# ePACT OVERVIEW

ePACT is a cloud-based Emergency Health Automation platform that ensures your staff has access to your critical information, anywhere, anytime, with both online & offline access.

## What is ePACT known for?

ePACT is typically known for automating, and digitalizing, the form completion process for medical information, emergency contact information, authorized pick up names, waivers & consents for **Camps** and **Childcare**

However, ePACT is used on a much larger scale, as we work with organizations that have **Special Programs** that overlap with the City, such as **Special Recreation**, Zoos and aquariums. In addition, ePACT is used for the collection of essential information associated with **Senior programs, Youth Councils, Health & Nutritional Counselling, Personal Training, Physical Therapy, Volunteer management** and **Staff**, plus local community organizations such as **soccer, hockey, lacrosse** and **guides**.

Other features heavily used by our customers include:

- Check in and out, with optional health screening
- Attendance tracking
- Communication tools - including email, one-way text messaging and voice dialing
- Exporting of key information to assist with adding resource requests, FOIA requests and budget planning

ePACT take security and the protection of your data very seriously. ePACT meets or exceeds all requirements under the:

- HIPAA Privacy Rule in the USA
- Canada's PIPEDA, PIPA & FOIPPA legislations
- Servers are located in both Canada & the USA for clients of each country

ePACT is set up to have the ability to use Single Sign-On (SSO) or 2 Factor Authentication (2FA) while using SSL Encryption and there security features, such as Session Timesouts to make sure your information isn't available to others.

For additional information on our [Security](#), [Code of Conduct](#), [Privacy Policy](#) & [Terms of Use](#), you can visit our website at <https://www.epactnetwork.com/>

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# BUSINESS CASE

## Current Challenges:

### Paper Usage & Storage

- Registration is automated, however, the processes after the registration are manual, require paper
- Over time this gets tedious, hard to manage, easy to lose, damage or have stolen without anyone noticing

### Access to Information

- Licensed programs require select information and when it is not all in one place or tracked on paper, the access to the information is hard, can be inaccurate, and reporting is very manual.

### Administrative Burden

- Collecting and storing paper forms is a tedious process for staff, with challenges determining if information is accurate and up-to-date, or if there are missing records.

### Reliability of Information

- A paper-based system for members across multiple locations means records cannot easily be shared between programs, and information risks being often inconsistent.

### Family and Participant Experience

- Filling out the same information packets over and over, particularly for parents with multiple children attending programs, causes frustration and complaints over wasted time and paper.

### Risk Management

- Identity protection is essential in today's environment. ePACT reduces the risk of information being lost, stolen or accidentally damaged.
- IBM has reported that in 2025, the commonly stolen or compromised data associated with customer PII, was the most costly, at \$178 per record
- The London Stock Exchange Group reported that in 2025, 1 in 50 children fall victim to identity theft each year because it is easier to steal and harder to catch as the length of time to discovery is longer than an adult's information.

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# SERVICE OVERVIEW

## Enterprise Package Includes:

- Custom Set-up Electronic Health Record Collection & Management
- Waiver Management (E-signature) and Custom Consents
- Custom Other Operational Questions and Shared Files Collection
- Shared Files with Guardians
- Email, Voice and One-Way Text Messaging
- Automated Messaging for Members
- Advanced Filtering & Reporting
- Ability to Mark Members as Reviewed
- Mobile App with Offline Access
- Check In Check Out Tools including Optional Contactless QR Code
- Optional Daily Screening Questions
- Optional Two Factor Authentication and Single Sign On

## Key Customer Details

Registration System	RecTrac
Registration System Integration	API Available
Program Types	Camps & Before & After School Programs
Desired ePACT Go Live Date	To Be Finalized

# INTEGRATION OVERVIEW

## ePACT & RecTrac

- ePACT is the preferred partner of Vermont Systems
- Partnership began in 2018, ePACT was acquired in 2022 by Club Essential Holdings, who is also the parent company of Vermont Systems
- 2023 we released a Best in Class API
- RecTrac 3.1 syncs with ePACT 4 times per day, automatically triggering invites to be sent out
- RecTrac has an ePACT toggle built in to easily turn on integration
- No additional cost for integration

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# PRICING OVERVIEW

Implementation Pricing	Fee Type	Quantity	Price	Subtotal
Dashboard Creation	One-time	1	\$1,000.00	\$1,000.00
Multilingual – French	One-time	-	\$1,000.00	-
Multilingual – Spanish	One-time	-	\$1,000.00	-
ePACT Package Pricing	Fee Type	Quantity	Price	Subtotal
Enterprise	Annual	400	\$7.00	\$2,800.00
Add-On Functionality Pricing	Fee Type	Quantity	Price	Subtotal
Auto-Archiving (<500 members)	Annual	1	\$500.00	\$500.00
Single Sign-On – Enterprise	Included	1	Included	\$0.00
Discount Pricing	Fee Type	Quantity	Price	Subtotal
RecTrac Bundle Discount – Year 1 only 50% off implementation pricing	One-time	1	(\$500.00)	(\$500.00)

Year 1 Pricing Summary	Totals
Implementation Pricing	\$1,000.00
ePACT Package Pricing	\$2,800.00
Add-On Functionality Pricing	\$500.00
Discount Pricing	(\$500.00)
<b>Year 1 Total</b>	<b>\$3,800.00</b>

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# TIMELINE OVERVIEW

ePACT, like all software installations, has a variety of timelines that can occur based on the size, scope and schedules of the project team involved.

Our process, typically, is a 4 week implementation timeline with key benchmarks to be achieved along the way to ensure a quality kickoff and launch of ePACT for your staff and your customers.

Here is what a typical project timeline would look like when launching ePACT:

- Contract Signed
  - Project kickoff to be booked within a 1 to 3 days
- Day 1 - Project Kickoff Call
  - Introduction to the Customer Success Manager and Implementation Specialist for your ePACT project
  - Review the details of the contract that are associated with the implementation
  - Outline the timeline to your desired Go Live Date
  - Items to be shared with ePACT prior to the call (ideally)
    - Current forms to be built into ePACT
    - High Resolution logo (the website logo will suffice)
  - Action item of note – 1<sup>st</sup> form review with the team
- Benchmark #1 – Form Review #1
  - Booked for roughly 1 week from the Kickoff Call
  - ePACT team has completed the initial build of the form(s) for the dashboard(s)
  - The project team reviews the form as it is incorporated into ePACT
  - Action item of note – edits requested on the form(s)
- Benchmark #2 – Form Review #2 (and additional iterations)
  - Booked roughly 3 business days from the first form review
  - Similar process to the 1<sup>st</sup> review but is typically the fine tuning of the edits and working towards a completed form
- Benchmark #3 – Form Completion/Approval
  - Once the form is completed and approved by your team we can move towards going live with ePACT
- Benchmark #4 – API testing (or Manual Upload testing)
  - Within 1 to 3 business days of the form being completed, booking a session with the person responsible for maintaining the API and testing it with the ePACT project team
  - API or Manual upload will populate your dashboard(s) and you will be able to make sure items such as naming convention of groups are making sense and that all the programs are accounted for and that invites are ready to go out
- Benchmark #5 – Organizational Admin Training
  - Training of your super user staff, they have access to everything in ePACT

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- Should be completed roughly the week prior to going live
- Benchmark #6 – Group Admin Training
  - Training of your limited user group, they can only see the information associated to their groups.
  - This benchmark is not essential to meeting your go live date of ePACT to your customers, however, it is essential to your customer experience during your programs
  - Should be completed before the week of camps/programs starting, this group tends to be seasonal staff and may not be hired at the time of ePACT launching
- Benchmark #7 – Go Live with ePACT
  - This is your desired go live date

## TESTIMONIALS

### Parks & Recreation

- San Francisco Recreation & Park Department
  - ePACT has made life easier for our parents and provided us with a multi-functional tool which has allowed us to be more effective recreation service providers. - Anne Marie Donnelly, Recreation Business Manager
- District of West Vancouver
  - Switching to ePACT from paper forms provides convenience for our customers – they only have to fill out the online forms once and can update them as needed... Our leaders have faster access to information when needed. - Lea Howard, Assistant Program Coordinator
- City of Cary
  - We had to call 911 for an emergency situation while part of a summer camp was at an offsite park. I could not imagine having to deal with this situation using paper forms. I always assumed ePACT would come in handy when something happened but now that it has, I am glad that we have ePACT. It worked so well and the EMS really appreciated me having all the necessary information quickly.” - Evan Staley, Program Specialist Camps
- City of Kettering
  - This was a real game-changer. We went from high stress Mondays to barely worrying about it. On our busiest Monday, we have 6 incompletes. This was 110% a slam dunk for us. - Ryan Davis, Superintendent of Administration & Special Projects

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