City of Asheville Staff Report

City Council Meeting Date: August 25, 2026

Staff Resources: Chris Corl, Director Community & Regional Entertainment Facilities

Action Requested: Adoption of a resolution authorizing the City Manager to amend the contract with Fiserv to extend for an additional two years and increase the amount by $50,000 for a new contract maximum amount of $287,911, for the point of sale at Harrah's Cherokee Center - Asheville.

Background:

- The Harrah's Cherokee Center Asheville utilizes a point of sale system for concessions operations during events and for back of house inventory management in the food and beverage division.
- The most recent hardware purchase and seven year software agreement was purchased in 2019 after a full RFP process following all City procurement and MWBE policies at the time.
- New hardware was purchased in 2023 to replace the original hardware and the addition of 6 portable registers, at this time the contract had three remaining years.
- The current City-owned hardware associated with the point of sale system has a useful life expectancy of an additional 2 years after review by the Information Services department.
- This software contract extension will align software support with hardware useful life expectancy.

Council Vision 2036 Focus Area(s):

- A Fiscally Sound City

Council Priority Recovery Area(s):

- Infrastructure and Environment
- Economic Recovery

Committee(s):

- Infrastructure and Environment
- Economic Recovery

Fiscal Impact:

- Funds needed for the current year are budgeted within the Harrah's Cherokee Center's Operating Fund, $25,000.

Suggested Motion:

- Motion to adopt a resolution authorizing the City Manager to amend the contract with Fiserv to extend for an additional two years and increase the amount by $50,000 for a new contract maximum amount of $287,911.

Attachment(s):

- Resolution

City of Asheville Resolution Number 26-___

Resolution authorizing the City Manager to amend the software subscription for the point of sale system with Fiserv at Harrah's Cherokee Center - Asheville

Whereas, the City of Asheville has authority pursuant to Article 3 of Chapter 160A of the North Carolina General Statutes to enter into contracts for services with other entities; and

Whereas, the City of Asheville is currently under contract with Fiserv for the software subscription for the point of sales system at Harrah's Cherokee Center Asheville; and

Whereas, the City of Asheville desires to amend the above-referenced contract to extend the contract for an additional 2 years and to increase the contract amount by an additional $50,000.00; and

Whereas, funding for said work is included in the fiscal budget of the Harrah's Cherokee Center-Asheville enterprise fund;

Now, Therefore, be it resolved by the City Council of the City of Asheville that:

The City Manager is hereby authorized to amend the software subscription for the point of sale contract at Harrah's Cherokee Center Asheville with Fiserv. to extend the contract for an additional 2 years and to increase the contract amount, with a maximum amount not to exceed $287,911.00 with a total contract term of nine years.

Read, approved and adopted this 25th day of August, 2026.

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Esther E. Manheimer, Mayor

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Brad Branham, City Attorney

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Magdalen Burleson, City Clerk