THE CITY OF ASHEVILLE

Staff Report

Council Meeting Date: May 9, 2023

Subject: Hosted RecTrac Contract

Staff Resource(s): D. Tyrell McGirt, Director, Parks And Recreation; Christy Bass, Manager, Parks And Recreation; and Stephanie Osbourn, Software Support Technician, I.T. Services

Action Requested: Adoption of a resolution authorizing the City Manager to enter into a five-year contract with RecTrac, LLC, d/b/a: Vermont Systems for Parks And Recreation Software.

Background:

- RecTrac software is used by the Parks and Recreation Department for Point-of-Sale (POS) transactions, event scheduling and ticketing, and venue reservations.
- The software provides the necessary tools for the Parks and Recreation Department to manage daily operations that include registration, rentals, memberships, donations, athletic leagues, ticketing, and electronic signature forms.
- The Parks and Recreation Department has been using this software since 2005, and the database and server have been maintained and updated by the I.T. Services Department on-premise.

Vendor Outreach Efforts:

- Vendor Outreach: RFP 298-APRMGTSOFTFY23 was posted on October 21, 2022.
- There were nine responses: SmartRec; CivicPlus; CommunityPass (aka Capturepoint); Kaizen Labs; Intelligenz; RecTrac; Rec Desk; Univerus; Xplor Recreation.
- One (1) ABI vendor submitted a proposal and was interviewed (Xplor Recreation).
- The vendor was not selected due to the software not being as robust or offering a level of customer experience we are able to offer with RecTrac.
- RecTrac, LLC, DBA: Vermont Systems was selected.
- The review committee awarded this vendor largely due to its robust ability to handle complex tasks, reporting, and continuous enhancements.

Council Goal(s):

- Improve/Expand Core Services

Committee(s):

- N/A

Pro(s):

- The new 5-year contract with Vermont Systems' RecTrac software provides a fully hosted product (Software as a service).
- This allows for better security, data backup, and disaster recovery. Also, Vermont Systems' RecTrac software offers PCI-compliant credit card processing.
- RecTrac software provides the following functionality for the City:
    - Activity Registration – interface for staff setup and customer navigation/registration for programs.
    - Facility Reservation – to reserve a variety of facilities and shelters in person and online.
    - Membership Management – the ability to create a variety of memberships; sell memberships and/or key fobs for checking in.
    - Point-of-Sales – the ability to sell quick items and manage inventory.
    - Athletic League Management– the ability to set up registrations by team or individual.

- Credit Card Processing (PCI-compliant) – provides PayTrac/WorldPay, a vendor-provided credit card processing gateway, for facilities, activities, and point-of-sale items.
- Reporting/Financial Accounting – provides customizable reports that can be saved, emailed, or exported. The vendor developed GL interface report imports into the city's financial software Tyler Solutions - Munis.
- Email/SMS – the ability to automatically send out emails and SMS messages to registered participants.

Con(s):

- Funding is only available for the first year.
- Future years will be planned for during the annual budget development process.

Fiscal Impact:

- Funding for the first year of this contract ($33,683) is available in the Parks and Recreation Department operating budget.
- The total amount for the entire five year contract term is $170,939.43.
- Future years will be planned for during the annual budget development process.

Suggested Motion:

- Motion to approve the adoption of the resolution authorizing the City Manager to enter into a five-year contract with RecTrac, LLC, DBA: Vermont Systems for Parks And Recreation Software.

Attachment(s)

- Resolution

RESOLUTION NO. 23-____

RESOLUTION AUTHORIZING THE CITY MANAGER TO TO ENTER INTO A FIVE-YEAR CONTRACT WITH RECTRAC, LLC, DBA: VERMONT SYSTEMS FOR PARKS AND RECREATION SOFTWARE.

WHEREAS, the City of Asheville has authority pursuant to N.C. Gen. Stat. sec 160A-20 to enter into contracts with private entities to perform any authorized functions; and

WHEREAS, the City is in need of maintenance and support for its Parks and Recreation Software, and

WHEREAS, RecTrac, LLC was selected through a Request for Proposal bidding process in conformance with North Carolina Procurement laws, and the City's ABI Policy; and

WHEREAS, responses from nine firms were received and RecTrac, LLC was selected as the most qualified for the City's hosted parks and recreation system; and

WHEREAS, the funding is currently allocated in the budget:

Estimated Costs:		
Year 1	(FY 2023/2024):	$33,683.00
Year 2	(FY 2024/2025):	$32,808.00
Year 3	(FY 2025/2026)::	$33,792.24
Year 4	(FY 2026/2027):	$34,806.01
Year 5	(FY 2027/2028):	$35,850.19
5-Year Total	(FY 2023-2028):	$170,939.43

WHEREAS, the funding is currently budgeted within Parks and Recreation annual budget;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF ASHEVILLE THAT:

The City Manager is hereby authorized to enter into an agreement with RECTRAC, LLC. on behalf of the City of Asheville for the purpose of providing a maintenance and licensing contract for Parks and Recreation software for the next five years, the total amount of the contract not to exceed $170,939.43.

Read, approved and adopted this the 9th day of May, 2023.

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City Clerk Mayor

Approved as to form:

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City Attorney