



CITY OF POMONA

COUNCIL REPORT

July 1, 2019

To: Honorable Mayor and Members of the City Council

From: Linda Lowry, City Manager

Submitted By: Benita DeFrank, Neighborhood Services Director

SUBJECT: Approve a “Piggyback” Purchase of a Recreation Management System from Vermont Systems, Inc., in the Amount of \$68,556, Utilizing the Competitive Bid Process Used By the City of Diamond Bar, California

RECOMMENDATION:

It is recommended that the City Council take the following actions:

- 1) Approve a “piggyback” purchase of a recreation management system from Vermont Systems, Inc., in the amount of \$68,556, utilizing the competitive bid process used by the City of Diamond Bar, CA; and
- 2) Authorize the City Manager to execute the agreement with Vermont Systems, Inc., subject to approval as to form by the City Attorney.

EXECUTIVE SUMMARY:

The Community Services Division does not currently have the appropriate software to process facility use permits, activity registration, or sports league management. The recommended action will authorize City staff to “piggyback” on the City of Diamond Bar’s bid process and enter into a purchasing agreement in the amount of \$68,556 with Vermont Systems, Inc. for a recreation management system.

FISCAL IMPACT:

The cost of the recreation management system is \$68,556, which includes the software license, onsite training, annual maintenance costs, and hardware (including sales tax). \$50,000 will be paid from Capital Improvement Project (CIP) Account #428-2590-XXXXX-71048, and the remaining balance is available in the FY 2019-20 General Fund Neighborhood Services Department, Community Services Division budget (101-4201-52403-00000 and 101-4201-52588-00000). Annual maintenance costs would continue to be budgeted into future year budgets.

PREVIOUS RELATED ACTION:

- In April 2014, the City began implementing ActiveNet recreation management software for facility use permits and activity registration. Implementation was aborted when staff learned that there were additional transaction fees involved. The product’s features also turned out to be more limited and less efficient than anticipated. Therefore, additional funding was not pursued to complete implementation.
- On February 27, 2017, the City Council adopted Resolution 2017-022, (Amending the Fiscal Year 2016-17 Capital Improvement Program (CIP) Budget by Appropriating \$632,675 in AV Bond Proceeds to CIP Project No. 428-2590-XXXXX-71048 for the Upgrade and Enhancement of the City Financial Software). \$50,000 of these funds were designated for the purchase of “Parks and Recreation” software.

DISCUSSION:

In FY 2017-18, Community Services Division brought in approximately \$498,780 in revenue from facility use permits and activity registration. Community Services does not currently have the proper software to manage the scheduling or accounting of these transactions. A Microsoft Access database that was created by an intern in 2008, together with a handwritten receipt book, are the only tools being used to manage all transactions. Credit card transactions are also not currently accepted and only cash or check payments are received. An appropriate recreation management system would manage all transactions with efficiency and accuracy, allowing for reporting, data analysis, and the retention of historical data. Customer service would be dramatically improved as the reservation process would be streamlined, services would be offered online, and credit card payments would be accepted.

Since 2017, Community Services staff began working with the Purchasing Division to research specifications and requirements for a recreation management system. This included visiting vendor websites, software review websites, as well as calling and visiting other cities to inquire about their experiences with recreation management software. In doing so, staff discovered that out of 83 California cities researched, only three software companies comprised the majority of the market share. ActiveNet was used by 37%, Vermont Systems RecTrac was used by 27%, CivicRec was used by 22%, and only 14% were using various other products. Staff also noticed that several cities were transitioning from ActiveNet to other products.

Based on staff’s research and previous experience implementing ActiveNet, it was determined that their product was not the best fit for the City’s needs as it did not have all the features and customizability needed. Staff received a demonstration of CivicRec from the City of Lake Elsinore, who is using the software, and found that this product also did not have all the features and capabilities that the Community Services Division was looking for.

In May 2018, staff learned that the City of Diamond Bar was in the final stages of procuring recreation management software through a competitive bid process. Diamond Bar had hired a third-party consultant to assist with procurement, having detailed and rigorous requirements to

determine the best product for their needs. The result was the selection of Vermont Systems, Inc. as the bid recipient for their product called RecTrac. After a thorough review of the City of Diamond Bar's bid requirements, staff determined that their process and documents met or exceeded the City's standards in outlining the technical requirements and specifications desired. Therefore, staff began considering the possibility of a piggyback purchase.

In August 2018, staff visited the City of Chino Hills, who was using Vermont Systems, for a live demonstration of the software. The software appear to have all the features needed, including an advanced user interface, a high level of customizability, and compatibility with the City's financial system. Staff at the City of Chino Hills mentioned being very satisfied with the product, as well as the company's customer service and technical support. Later, a demonstration directly from Vermont Systems confirmed that the software not only had all the features needed, but also had some other preferred features.

For instance, one feature RecTrac has that did not seem readily available or easy to do with other products is the ability to handle nested reservations (reservations within a reservation) with automatic cost calculation. This is used in cases such as lighting that is added to field rentals, security guards added to building rentals, or staff time assigned to an event, where an additional item is added with a different time schedule than the "parent" reservation. The cost of the nested reservation is then automatically calculated based on the times entered. Other products may require a separate facility be reserved to represent the additional items, or would require the user to pre-calculate the number of hours and input manually. The ability to nest reservations with automatic cost calculation eliminates additional steps which in turn, significantly reduces the potential for error.

After almost two years of research, staff believes Vermont Systems would provide the best product available that suits the City's recreation management needs. Some cities currently using Vermont Systems include the Cities of Los Angeles, Torrance, Bakersfield, La Verne, Baldwin Park, Fresno, Eastvale, Glendale, San Juan Capistrano, Huntington Beach, and Chino Hills. Vermont Systems is an established recreation software company, having developed their software since 1988.

Staff is recommending a piggyback purchase in accordance with Sec. 2-973 of the City of Pomona Purchasing Code that allows for cooperative purchasing plans that best serve the interest of the City. The Purchasing Manager is authorized to recommend a cooperative or "piggyback" purchase on an awarded contract for services or equipment entered into by other governmental agencies (municipality, county or state) through a competitive bid process, provided all products or equipment requested meet the technical specifications of the awarded bid.

The City of Diamond Bar's Sales Agreement (Attachment 1) and memo from the Director of Information Systems to their City Manager (Attachment 2) are attached. Per Diamond Bar's purchasing policies, approval from their City Council was not required for their purchase.

Prepared by: Aren Yeh, Management Analyst

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ATTACHMENT(S):

Attachment 1 – City of Diamond Bar Sales Agreement with Vermont Systems, Inc.
Attachment 2 – City of Diamond Bar Memo from Director of Information Systems to City
Manager