

TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON APRIL 4, 2018
FROM:	SCOTT STAFFORD MANAGING DIRECTOR, PARKS & RECREATION & LYNNE LIVINGSTONE MANAGING DIRECTOR, NEIGHBOURHOOD, CHILDREN, & FIRE SERVICES
SUBJECT:	SINGLE SOURCE PROCUREMENT SS18-14 RECREATION ACTIVITY MANAGEMENT SYSTEM

RECOMMENDATION

That, on the recommendation of the Managing Director of Parks and Recreation and the Managing Director of Neighbourhood, Children, and Fire Services, the following actions be taken with respect to the single source acquisition of a Recreation Activity Management System for the City of London under section 14.4(g) of the Procurement of Goods and Services Policy:

- a) the price submitted by Perfectmind Inc. for a Recreation Activity Management System for the City of London, at an implementation cost of \$143,500 (excluding HST) and annual service fee of \$108,800 per year (excluding HST), for a contract term of five (5) years, BE ACCEPTED;
- b) the financing for this project BE APPROVED as set out in the Source of Financing Report attached as Appendix A;
- c) the Civic Administration BE AUTHORIZED to undertake all administrative acts that are necessary in connection with this project;
- d) the approvals given herein BE CONDITIONAL upon the Corporation entering into a formal contract for the work to be done relating to this project; and
- e) the Mayor and the City Clerk BE AUTHORIZED to execute any contract or other documents, if required, to give effect to these recommendations.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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February 18, 2015 Community and Protective Services Committee: RFP 14-48 Recreation Activity Management System

BACKGROUND

The City of London's legacy recreation activity management system (the CLASS system), which is owned by the Active Network, was originally scheduled to be out of support on November 30, 2017, but subsequently support was extended until the end of 2020. The City has used CLASS for the last twenty-seven (27) years and a new system is required to replace it. CLASS currently includes: program registration; membership management; point-of-sale; financial assistance allocation and tracking; online registration and facility booking; facility reservation; full accounting with integration to the city's financial system; and extensive reporting capabilities.

On October 9, 2014, the City issued a Request for Proposal, RFP14-48, for a recreation activity management system which was subsequently awarded to the Active Network Inc. in February of 2015. Upon implementation it became apparent that some key requirements for the City of London could not be met by Activenet, and the implementation was suspended in January of 2016, with the agreement being subsequently terminated in January of 2017.

From January, 2016 through June, 2017, staff continued to review software products in the marketplace; consulted with other municipalities through forums; invited on-site demonstrations; and came to the conclusion that the Perfectmind cloud based solution was the best product in the market for the City of London.

On July 19, 2016 the City of Brampton issued the following request for proposals: RFP2016-004 – Replacement of Existing Recreation Software System, for a five year period and awarded it to Perfectmind Inc. on March 30, 2017. Included with the RFP was a cooperative purchasing clause that allowed for other municipalities to ‘piggyback’ and benefit from lower pricing by pooling volumes with other municipalities.

Administration reviewed the potential benefits of “piggybacking” on this RFP, which include a savings of time, resources, and the leveraging of economies of scale ultimately avoiding costs to the Corporation of almost \$30,000 per year in platform use fees.

In accordance with clause 14.4(g) of the Procurement of Goods and Services Policy, Civic Administration is recommending that the contract for the implementation of a Recreation Activity Management System for the City of London be awarded to Perfectmind Inc., for a term of 5 years. It is advantageous for the City to acquire the services pursuant to the procurement process conducted by another public body.

This contract builds on Council’s strategic priorities:

Strengthening Our Community – A modernized recreation management system provides easier access to amazing recreation experiences.

Leading in Public Service – Proactive financial management by leveraging economies of scale with other municipal partners to reduce operating costs.

FINANCIAL IMPACT

The up-front implementation cost of \$143,500 (excluding HST) will be funded from approved capital project RC2070 – Customer Service Systems. The annual service fee in the amount of \$108,800 (excluding HST) is included in the approved Parks and Recreation operating budget.

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