



ADMINISTRATIVE REPORT

Report Date: November 19, 2013
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VanRIMS No.: 08-2000-20
Meeting Date: December 18, 2013

TO: Standing Committee on City Finance and Services

FROM: General Manager Park Board, Chief Purchasing Official and General Manager Financial Services

SUBJECT: Contract Awards for Supply and Installation of Recreation Management Software

RECOMMENDATION

- A. THAT Council authorize City staff to negotiate, to the satisfaction of the City's Chief Purchasing Official, General Manager of Park Board, Director of Legal Services, and Director of Finance, and enter into, a contract with Active Network Inc. for the supply and installation of a recreation management software system and related professional services, with a term of five years, with an estimated contract value of \$4,158,000 (excluding GST) over the five year term, to be funded through the annual operating and capital budget process.
- B. THAT the Director of Legal Services be authorized to execute on behalf of the City the contract contemplated by Recommendation A above.
- C. THAT no legal rights or obligations will be created by Council's adoption of Recommendations A and B above unless and until such contract is executed by the Director of Legal Services.

REPORT SUMMARY

The City's current software which is utilized to manage recreation programs and registration is at the end of its lifecycle and usefulness and as of June 2014 will no longer be supported by the service provider. To ensure that these services continue uninterrupted, the City issued a Request for Proposal (RFP PS201305552) for the supply and installation of a recreation management system (the "RFP") which was advertised on the City of Vancouver's website and BC Bid on June 12, 2013. The evaluation committee comprised of City and Vancouver Park

Board (“VPB”) staff and the Bid Committee have considered the proposals received and recommend that the City negotiate and, if such negotiations are successful, enter into a contract as described above with Active Network Inc.

COUNCIL AUTHORITY/PREVIOUS DECISIONS

The City’s Procurement Policy requires that contracts with values over \$2 million must be approved by Council following review and recommendation by the Bid Committee. The Bid Committee has considered and approved Active Network Inc. as the successful proponent.

REPORT

Background/Context

The recreation management system is a critical component of Vancouver Park Board’s recreation business unit in delivering recreation programs and services to the citizens of Vancouver. The system is required to process approximately \$44M in revenue, generated through 270,000 program registrations, 20,000 permits and 2.5M card scans across the various VPB facilities.

The current system needs to be replaced as it is at end-of-life and a replacement system is required to continue and improve upon the programming service levels offered to the public. Furthermore, the system provider has notified the City that as of June 2014 they will no longer provide support for the system. The system is broadly used across the Park Board - the users and facilities include: VPB staff, public (online), Community Centres, Pools, ice rinks and outdoor sports facilities.

Recreation management systems offer the ability to process program and course registrations, point of sale transactions, room and facility bookings, on-line customer access, as well as offer finance and accounting capability amongst other options which translate to enhanced customer experience and customer service.

The purpose of the RFP was to seek suppliers with the capability to supply a system which would improve the existing recreation programming service levels offered to the public by replacing the current software with one that offers superior functionality and capability. Customer service would be improved through offering an improved online experience that is easier to use, supports access from mobile devices and provides greater stability during times of high usage. In addition, tighter fiscal management would be achieved through the implementation of accrual basis accounting and integration with the City’s SAP system and enhanced reporting capability. Potentially in the future other City operations may utilise the system.

Strategic Analysis

The RFP was issued in accordance with the terms and conditions of the City’s Procurement Policy. The City received proposals from three (3) proponents in response to the RFP. The proposals were evaluated under the stewardship of Supply Chain Management to ascertain which offered the best overall value to the City through the work of an evaluation team

comprised of representatives from VPB, Information Technology, Financial Services Group and Supply Chain Management. In determining which proposals offered the best overall value to the City, both quantitative and qualitative factors such as price, product and service offerings, and technical capabilities were considered, among other factors. Some of the criteria considered in the overall evaluation process included:

- 1) Price and other incentives;
- 2) Product maturity (time the product & version being proposed has been available);
- 3) Product scalability (size & nature of other installations);
- 4) Technical requirements (hosting, technologies, standards, licensing, warranty);
- 5) The work plan detail to demonstrate to the City that the proponent fully understands and is committed to delivering to the requirements of the scope;
- 6) Fit with VPB's recreation management system functional requirements; and
- 7) Live demonstration of product and proponent interviews.

Based on the overall evaluation, the team concluded that the proposal submitted by Active Network Inc. best met the City's requirements and provided best overall value.

Financial

Finance has reviewed the financial information and confirms that funding is available from the annual operating and capital budgets. As a result of the RFP process, the City was able to achieve cost certainty during the contract term.

CONCLUSION

In summary, City staff recommend that the City of Vancouver negotiate and enter into a five year contract with The Active Network Inc. for supply and installation of recreation management software. The Active Network Inc. offers the best overall value to the City.

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