Presented To:	City Council
Presented:	Tuesday, Apr 10, 2018
Report Date	Monday, Mar 26, 2018
Type:	Managers' Reports

Request for Decision

Recreation Management Software

Resolution

THAT the City of Greater Sudbury proceeds with the cooperative purchase of PerfectMind recreation management software for a term of five years plus an option to extend for an additional five year period as outlined in the report entitled “Recreation Management Software” from the General Manager of Community Development, presented at the City Council meeting on April 10, 2018;

AND THAT the cost of staff seconded to the project, and the overlapping subscription fees to a maximum of $275,000 be funded from the Capital Financing Reserve Fund - Peoplesoft/ERP.

Signed By

Report Prepared By
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Division Review
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Financial Implications
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Recommended by the Department
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Recommended by the C.A.O.
Ed Archer
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Relationship to the Strategic Plan / Health Impact Assessment

The 2015-2018 Corporate Strategic Plan speaks to creating services to improve the health and well-being of our youth families and seniors under the Quality of Life and Place pillar. The Strategic Plan also speaks to improving communications within City Hall and between the City of Greater Sudbury (City) and the community at large under the Responsive, Fiscally Prudent, Open Governance pillar. The implementation of new recreation management software will improve communications with residents allowing them better access to programs and services which will improve their quality of life.

The implementation of new recreation management software will improve access to leisure programs and services offered.

Report Summary

This report provides an update on the procurement process for the replacement of the existing recreation management software system (CLASS). The report details a cooperative purchase opportunity through the City of Brampton with the vendor PerfectMind.

Financial Implications

The annual software subscription cost for PerfectMind is estimated to be $75,000. If approved, the partial subscription fees of $25,600 for the period of July to December, 2019 would be added to 2019 operating budget. The 2020 operating budget will be adjusted to fully fund the actual annual subscription costs.

The onetime implementation costs of $143,500 are to be funded through existing Information Technology capital funds (i.e. miscellaneous project costs ERP related).

The cost of staff seconded to the project, and the overlapping subscription fees in 2018 to a maximum of $275,000 would be funded from the Capital Financing Reserve Fund - Peoplesoft ERP.

Background

At the June 15, 2015 Community Services Committee meeting, Council received an information report titled Leisure Program and Facility Management Software. The report informed Council that the current vendor of the City of Greater Sudbury's (City) software (CLASS) had announced that support of the current product was ending November 2017. The report included a commitment to bring forward recommendations to Council regarding a procurement process and implementation plan for a new software solution.

An additional report titled Leisure Program and Facility Management Software was presented to Council at the March 8, 2016 meeting. The report included information about how other Canadian municipalities were dealing with the replacement of their current software. The report outlined a recommended procurement process and general terms of reference that would be included in a Request for Proposal. The report noted that the anticipated capital costs for software replacement was $80,000 to $120,000 and that additional operating budgets may be required. The following recommendation was passed:

WHEREAS the City of Greater Sudbury has been notified that the current vendor of Leisure Program and Facility Management Software (CLASS) will end its support of the current product in November, 2017;

AND WHEREAS a Request for Proposal process is required;

THEREFORE BE IT RESOLVED THAT the City of Greater Sudbury City Council direct staff to issue the RFP for the replacement of the current Leisure Program and Facility Management Software;

AND FURTHER THAT recommendations from the RFP scoring evaluation be brought forward to City Council in August 2016, for approval, including operational and capital budget impact and request for decision on potential funding options.

Request for Proposal Process Update

On April 15, 2016 the City issued a Request for Proposal for Leisure Booking Management Software (Contract CLS16-36). Four bid submissions were received. The contract was cancelled due to non-compliance or bid irregularities with submissions. Issues included failure to comply with the requirement to provide content in both English and French on the online citizen portal and failure to comply with Payment Card Industry (PCI) standards.

A second Request for Proposal for Leisure Management Booking Software (Contract CDD17-32) was issued on April 19, 2017. Three bid submissions were received. There

were bid irregularities with all three bid submissions. It was determined that the bid irregularities were significant in nature and the contract was cancelled.

Cooperative Purchase Opportunity

Through the Municipal Information Systems Association (MISA), staff was made aware of a collaborative procurement agreement opportunity through the City of Brampton with the vendor PerfectMind. The agreement between the City of Brampton and PerfectMind included language relating to Group Discount Pricing, allowing other municipalities to benefit from a reduced rate. Through the Group Discount Pricing model it is estimated that the City of Greater Sudbury will avoid potential increased costs of $25,000 annually in subscription fees through the cooperative purchase.

The City of Greater Sudbury's Purchasing By-Law (2014-1) provides authority to participate in cooperative purchasing initiatives with other levels of government, other municipalities, members of the broader public sector, government agencies or public authorities where it is in the best interests of the City to do so and where the purpose, goals and objectives of this Purchasing By-Law are substantially complied with.

PerfectMind has provided proof of PCI Compliance and confirmed that their software will provide content in both English and French through the online citizen portal on the go live date.

A steering committee comprised of representatives from Leisure Services, Information Technology, Finance, and Communications & Community Engagement participated in a web demonstration hosted by PerfectMind to ensure that the software solution will meet the requirements of the City of Greater Sudbury.

A second demonstration was held in Greater Sudbury and attended by front line users (facility clerks, administrative staff, facility operators, Citizen Service Centre representatives, etc.) to review functionality and ensure the software system met expectations.

Demonstrations indicate that the end users would benefit from the PerfectMind software. Specifically, the software allows end users to:

- Login using social media accounts (Facebook)
- Create and manage their organization/family account
- Access information, register for programs and book facilities using mobile devices
- Book instructors for private swim lessons, ski lessons, etc.
- Reserve and book facilities such as community halls, arena ice time, etc.
- Access historical account information such as history of registrations, waiver forms, contracts, receipts, etc.
- Provide a calendar of courses and classes a family has registered for
- Receive notifications via email and SMS regarding program and activity updates

PerfectMind has provided capital and annual pricing. The one time capital costs (including configuration, training, data migration, etc.) are estimated at $143,500. Annual subscription costs based on current software usage is estimated at $75,000.

Project Resourcing

Upon approval, a steering committee comprised of representatives from Leisure Services, Information Technology, Finance and Communications & Community Engagement will be struck to oversee the project implementation.

Given the scope and complexity of the project it is recommended that two employees be seconded to the project to fulfill functions of project management, process review and functional expertise. The two seconded employees will be backfilled and funded from the Capital Financing Reserve Fund Peoplesoft/ERP. Estimated funding required for seconded employees is $200,000. If seconded employees were not to be backfilled, existing support for CLASS system users (internal staff and external customers) would be negatively impacted.

Analysis

Product demonstrations have confirmed that the PerfectMind software meets the mandatory requirements for a recreation management software solution including compliance with the City's French Language Services Policy and PCI requirements. Furthermore, through demonstrations, PerfectMind has provided evidence that their software solution includes many new features that will allow for improved customer and citizen experiences including:

- The ability to advise customers in advance of specific program changes or upcoming registration dates.
- The use of social media to promote and market programs and services.
- Allowing citizens to add upcoming programs to a wish list and easily register for programs on registration day from their computers or mobile devices.
- Allowing customers with annual memberships to take advantage of online registrations.
- Allowing for the integration of swipe cards, bar code readers, etc.

With an anticipated implementation start in June 2018, and a go live date in the third quarter of 2019, overlapping subscription fees in 2018 are estimated at a maximum of $75,000 for the period of June 2018 to June 2019. These fees would be funded from the Capital Financing Reserve Fund Peoplesoft/ERP.

The subscription fees for PerfectMind for the remainder of 2019 (July-December) are estimated at a maximum of $37,500 and would be partially offset by the remaining 2019 CLASS software budget of $11,900. The difference of $25,600 would be added to 2019 operating budget.

The Leisure Services Division has an annual budget of $23,800 for software. Based on the PerfectMind pricing ($75,000/annually), there would be a shortfall of approximately $51,200 annually. It is recommended that the additional funds required for subscription fees be added to the base operating budget from 2020 onward.

The Information Technology Division has confirmed capital dollars to cover onetime costs of $143,500 associated with the acquisition of the PerfectMind software.

Given the complexity of the software implementation and the costs and work associated with data migration, training, etc; it is recommended that the contract term be a minimum of five years plus an option to extend for an additional five year period. The City's Purchasing By-Law states that Council approval is required for any multi-year contract where the term including any optional extension terms exceeds five years and the annual acquisition cost is $50,000 or more.

Summary

Previous reports on the replacement of the existing recreation management software stated that a new solution would include features that would improve internal processes and efficiencies as well as enhance citizen and customer experiences. The PerfectMind software has met this standard through a compliance review and product demonstrations.

The City's Purchasing By-Law allows for participation in cooperative purchase opportunities where it is in the best interest of the City. The collaborative purchase through the City of Brampton ensures that the City of Greater Sudbury can obtain a replacement software system while benefiting from group discount pricing.

Next Steps

Upon Council's approval, the City of Greater Sudbury will enter into an agreement with PerfectMind for the acquisition of recreation management software through the City of Brampton's collaborative procurement process to replace the existing CLASS system. The contract term would be five years with the option to extend for an additional five year period.

It is anticipated that implementation would begin June 2018 with a go live date in the third quarter of 2019.

References

Leisure Program and Facility Management Software, Community Services Committee (June 15, 2015)
http://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&agenda=report&itemid=2&id=830

Leisure Program and Facility Management Software, City Council (March 8, 2016)
http://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&agenda=report&itemid=15&id=1062

City of Greater Sudbury Purchasing By-Law (2014-1)
https://www.greatersudbury.ca/do-business/bidding-opportunities/policies-terms-and-conditions/purchasing-by-law/purchasing-by-law-2014/