

# Memo

Carmichael



RECREATION AND  
PARK DISTRICT

**To:** Advisory Board of Directors

**From:** Mike Blondino, District Administrator  
Ingrid Penney, Administrative Services Manager  
Alaina Lofthus, Recreation Services Manager

**Date:** August 1, 2024

**Subject:** Recreation Management Software

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***Introduction/Background:***

CRPD uses recreation management software for program registration and facility rentals intake, and to record donations, tenant lease payments, and other miscellaneous payments. The District has been using ReCPro for almost 16 years. When the District first started using this management software system, ReCPro provided better internal control and used new technology to enhance services, including offering online registration. ReCPro has now been purchased by another company, DaySmart Rec; therefore, a switch in software is imminent, providing an opportunity to look at different platforms.

As time has passed, technology has improved. Staff decided to go through a Request for Qualification (RFQ) process to determine the best software fit for our needs. We gathered information from administration and recreation division staff stakeholders with the end goal of purchasing recreation management software that could service our internal and external communities.

***Discussion:***

CRPD reached out to eight recreation management software companies through the RFQ process. These companies were: Civic Plus, Vermont Systems, Peak Software, RecDesk, MyRec, Amilia, DaySmart Rec, and ACTIVENet. Staff attended online demonstrations and discussed important criteria. Examples of some of the criteria included:

Cloud based platform (current system is on a server)

Youth development tools for checking in/out children, sending private registration links, online intake of emergency forms and documents, and a flexible pricing system.

Online facility rental availability and requests and insurance upload capabilities

Text messaging

Point of Sale abilities for ticketed events and merchandise

Residency identification  
Digital punch cards

Enhanced reporting abilities

After the demonstrations were completed, staff selected the three companies they felt met the needed criteria and asked for cost proposals. Further meetings and online demonstrations with these three companies occurred, including having administrative and recreation staff attend and provide feedback on each through a survey. Staff also reached out to neighboring districts who use these software companies for input from their experience.

Civic Plus was selected through this process as its capabilities exceeded the expectations of staff and the system was shown to be user-friendly by both internal and external users. With over 25 years of experience in the public sector, Civic Plus delivers technology solutions that enable local governments to create positive experiences when interacting with residents and customers. They have over 12,000 customers in the U.S. and Canada.

***Financial Analysis:***

Staff has included the cost of \$21,435.28 for the CivicPlus software in the FY2024-25 Budget Adjustment Proposal. This cost includes initial services for migration of data, training, configuration of software including credit card process server and the premium package license which provides the components which deliver our needs.

The initial term is one year, renewable annually. The cost of the software for the second year is \$14,563.78, subject to 5% uplift. They will waive the 5% uplift if the license is renewed within 60 days of the renewal date.

***Recommendation:***

Staff recommends that the Advisory Board approve the purchase of Recreation Management Software license and services through CivicPlus in the amount of \$21,435.28 for the first year; to authorize the District Administrator or designee to execute the purchase agreement.

Attachment:

Quote #: Q-62247-1



**CivicPlus**

302 South 4th St. Suite 500  
Manhattan, KS 66502  
US

**Quote #:**  
**Date:**  
**Expires On:**

Statement of Work  
Q-62247-1  
1/25/2024 12:55 PM  
6/28/2024

**Client:**  
Carmichael Recreation And Park District, California

**Bill To:**  
CARMICHAEL RECREATION AND PARK  
DISTRICT, CALIFORNIA

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Brian Scott		bscott@civicplus.com		Net 30

One-time(s)

QTY	PRODUCT NAME	DESCRIPTION	TOTAL
1.00	CivicRec Premium	Premium Package -Project Coordination -Branded Public Portal -Help Center Access -Access to Live Project Support -Named Implementation Consultant	USD 3,496.50
4.00	CivicRec Virtual Training (Half Day Block)	Training (Virtual) - half day, up to 4 hours	USD 2,700.00
1.00	CivicRec Virtual Consulting (Half Day Block)	Consulting (Virtual) - half day, up to 4 hours	USD 675.00
1.00	Recreation Management Pay Implementation - CardPointe	Includes setting CivicPlus Pay configuration and configuring CivicPlus products for accepting payments	USD 0.00
1.00	Future Facility Reservation Import	Future Facility Rentals Import	USD 0.00

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION	TOTAL
1.00	CivicRec Annual Fee	CivicRec Annual Fee	USD 8,563.78
1.00	Recreation Management Pay Annual Fee - CardPointe	CivicRec Pay Annual maintenance and support fee	USD 0.00
1.00	Recreation Management GIS Integration	GIS Integration - Integrate with GIS software to continually provide updated address information into the new system. ArcGIS from ESRI is only option. We do not support other GIS options.	USD 1,000.00

QTY	PRODUCT NAME	DESCRIPTION	TOTAL
1.00	AudioEye Enterprise	AudioEye Enterprise	USD 5,000.00

List Price - Initial Term Total	USD 37,776.92
Total Investment - Initial Term	USD 21,435.28
Annual Recurring Services (Subject to Uplift)	USD 14,563.78

Initial Term	12 Months
Initial Term Invoice Schedule	100% Invoiced upon Signature Date

Renewal Procedure	Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date
Annual Uplift	5% to be applied in year 2

This Statement of Work ("SOW") shall be subject to the terms and conditions of the CivicPlus Master Services Agreement and the applicable Solution and Services terms and conditions located at <https://www.civicplus.help/hc/en-us/p/legal-stuff> (collectively, the "Binding Terms"), By signing this SOW, Client expressly agrees to the terms and conditions of the Binding Terms throughout the term of this SOW.

**Acceptance**

The undersigned has read and agrees to the following Binding Terms, which are incorporated into this SOW, and have caused this SOW to be executed as of the date signed by the Customer which will be the Effective Date:

For CivicPlus Billing Information, please visit <https://www.civicplus.com/verify/>

Authorized Client Signature  
By (please sign):

CivicPlus  
By (please sign):

\_\_\_\_\_  
Printed Name:

\_\_\_\_\_  
Printed Name:

\_\_\_\_\_  
Title:

\_\_\_\_\_  
Title:

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Date:

\_\_\_\_\_  
Date:

Organization Legal Name:

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Billing Contact:

\_\_\_\_\_  
Title:

\_\_\_\_\_  
Billing Phone Number:

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Billing Email:

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Billing Address:

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Mailing Address: (If different from above)

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PO Number: (Info needed on Invoice (PO or Job#) if required)

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