City of Carroll

112 E. 5th Street Carroll, Iowa 51401-2799 (712) 792-1000 FAX: (712) 792-0139

MEMO TO: Gerald L. Clausen, *City Manager*

FROM: Jack Wardell, *Director of Parks and Recreation* JW
McKenzie Kiger, *Recreation Superintendent* MK

DATE: May 31, 2016

SUBJECT: Memo to Council – Software as a Service & Professional Services Agreement

- Professional Services Agreement
- Resolution

2015/16 Budget: $25,000.00 Installation

Approximately 15 years ago the City of Carroll purchased a recreational software program to track Recreation Center memberships and daily admissions. The software program will be merging with another company and this is the time staff thought it would be good to review several companies.

Beginning in November 2015, Recreation Staff began looking at what we wanted and needed for the future. Top goals identified were:

- online registration for users
- online facility viewing options (shelters, fields, rooms, etc.)
- a "1-stop-shop" for staff to look up everything (facility use, memberships, programs)
- communication/marketing to our users
- time-saving for staff (no more excel sheets, error reduction)
- members can print off receipts and history of payments
- continue options of auto-deduct membership accounts
- ability to "spread out payments" for programs or other purchases
- CRO staff to be able to "see" information to assist callers, so not everything has to go through the office
- Looking into possibility of other Parks and Recreation Departments information into the same software

After a long review and demos of 7 software possibilities for the department, we narrowed the search in February to two companies – Perfect Mind and RecTrac. These two companies were the only companies that had everything we were looking for in a streamlined software AND both are the only two recreation

software that have the opportunity to add the golf course memberships and t-times. This means that the entire Parks & Recreation department, including Cemetery revenues if desired, in the future could have all revenues in point of sale, memberships, reservations, and account information in one single software for the director to easily access revenues and reports creating a streamlined system. Both allow for everything on our goal list as well.

We are asking to move forward in working with Perfect Mind as our recreation software. It is a unique company that has a goal of "everything in 3 clicks or less" and is incredibly customizable and user-friendly. They are PCI compliant and are not transaction based or "size" based – the price comes from our estimated annual revenue. They also have partnered with "Team Sideline" for league management, which is the program we are currently using for our largest revenue base of leagues. We are asking to move forward in partnering with Perfect Mind as a software company to begin the transition of facility management, memberships, programs, and point of sale.

One-Time Implementation Cost: $27,750 ($7,500 is due at contractual start)
Annual Subscription: $19,040 (5 year contract). Currently the budget has $4,200 for the Class software program we are using.

Possible funding:

Implementation	$27,750.00
Annual Subscription	$19,040.00
Total	$46,790.00

Revenue:

General Fund – Recreation Center	$25,000.00
Maintenance Contract	$ 3,800.00
Repair & Maintenance (Boys Lockers)	$17,000.00
Absorb remaining balance	$ 990.00

RECOMMENDATION: For Mayor and City Council consider and the approval of the proposal from Perfect Mind for the One Time implementation of $27,750.00 and annual subscription cost of $19,040.00.

RESOLUTION _____

RESOLUTION ACCPETING THE SOFTWARE AS A SERVICE & PROFESSIONAL SERVICES AGREEMENT FOR THE CARROLL RECREATION CENTER- 2016

WHEREAS, a Software as a Service & Professional Services Agreement will be prepared with PerfectMind Inc.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Carroll, Iowa, that the Software as a Service & Professional Services Agreement will be prepared with PerfectMind Inc. – 2016 is accepted.

BE IT RESOLVED that the Software as a Service & Professional Services agreement will be prepared with PerfectMind Inc. – 2016 and is approved upon review and acceptance by the City Attorney.

Passed and approved by the Carroll City Council this 27th day June 2016.

CITY COUNCIL OF THE
CITY OF CARROLL, IOWA

By: _____
Eric P. Jensen, Mayor

ATTEST:

By: _____
Laura A. Schaefer, City Clerk