

CITY COUNCIL AGENDA ITEM
CITY OF SHORELINE, WASHINGTON

AGENDA TITLE: Authorizing the City Manager to sign a purchase agreement with Class Software Solutions to acquire an automated software application system to support the operations of the Parks, Recreation and Cultural Services Department.
DEPARTMENT: Parks, Recreation and Cultural Services Department
PRESENTED BY: Wendy Barry, Director, PR&CS
Tho Dao, Manager, Information Services

PROBLEM/ISSUE STATEMENT:

The existing software applications that support the operation of our recreation program, no longer meet the needs of the Parks, Recreation and Cultural Services (PRCS) Department.

This project was ranked "Highest Priority" in the Revised Technology Plan, which was approved by Council last year. Since October of last year, staff has been developing detailed business requirements and evaluating vendor responses to an RFP that were received in February 2002.

FINANCIAL IMPACT:

The purchase price for the initial installation is \$79,559 including the first year's annual maintenance cost of \$9,375. Funds for this purchase, installation and annual maintenance are included in the Technology Plan.

RECOMMENDATION

Staff recommends that the City Council grant the City Manager authorization for purchase of license, necessary hardware, support services and maintenance agreements with Class Software Solutions.

Approved By: City Manager  City Attorney 

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INTRODUCTION

The existing applications that support the critical operations of the PRCS can be described as a mixed bag. The first application was borrowed from the King County Parks Department, developed in the 1980's and is no longer supported by the vendor. There is one individual in the PRCS Department that knows how to run the application. The second application is commercially available software, but the department only uses a single module to perform a specific task. The third application was developed in-house and utilizes proprietary technology to fulfill many of the current business requirements. Requirements that are not met with these existing systems include a facility utilization rate report, specific recreational program profit and loss statements, and market segmentation of consumers. The current environment creates a very challenging situation for the department leaders to transform the business to match their vision.

BACKGROUND

This project received the highest priority ranking by the Information Services Steering Committee in their recommendation of the Technology Plan, which received the Council's approval last year. The project seeks to acquire an application that simplifies and automates the establishment of recreational programs, the management of available rental facilities, the daily operations of registering participants, and perform the necessary cashiering functions. Furthermore, the project seeks to expand the quality and quantity of operational and managerial reports.

ALTERNATIVES ANALYSIS

ALTERNATIVES ANALYZED:

Status Quo: The current applications support the basic process of enrolling recreational participants into the various programs and processing payments. The City currently does not have a point of sale capability that supports drop-ins and pool services. Furthermore the current applications are unable to handle the future expansion of recreational program services. To continue to support the business plan of the department, it is imperative that the City acquire a professional software application to support its mission.

In-house programming upgrade: The core existing program was developed by IS several years ago. While there is an option to perform the necessary software upgrades to include the required functionality, the cost of developing this capability outweighs the benefits it will bring. The City should not be in the business of developing software that is available as a commercial package.

Off-the-shelf software application: This is the option of choice for the overwhelming majority of municipalities operating recreational programs. Purchasing a software package allows the City the maximum benefit in the shortest amount of time. By purchasing this application, the City receives the benefits of all of the expertise garnered

by the vendor over their years of development. It also allows the City to receive the ongoing benefit of continuous software improvements for minimal cost. For these reasons, we believe that it is the choice that offers the City the highest level of benefit, as well as, the lowest level of risk.

VENDOR SELECTION PROCESS:

The RFP was distributed to 18 vendors. Four companies submitted responses. Three of the responses were selected as finalists based on their system’s functionality, price, the vendor profile and the thoroughness of their response. The finalists were Class Software Solutions; Vermont Systems, Inc., and Recware Safari. After further review the selection team, comprised of members of the IS and PRCS staff, selected Class Software Solutions as the system to be acquired and implemented. Class best met the functional needs of the City and turned out to be especially adept at handling many of the challenges the City currently faces managing its facilities scheduling. Furthermore, its large install base in the Northwest demonstrates the power of the product and ensures that the City will garner the advantages of the efforts of our neighbor cities.

The bids from the finalists are as follow:

Comparison Category	Class Software Solutions		Recware Safari		Vermont Systems, Inc.	
	Summary		Summary		Summary	
Software Applications	\$37,500		\$26,475-Phase I \$21,980-Phase II web access \$15,000-User licenses \$63,455-Total		\$30,490	
Implementation Consultation	\$23,000 (Training and consultation)		\$14,250		\$10,040	
Data Conversion					\$720	
Training	Included in Implementation and Consultation		\$13,750		\$8,400	
Other Costs	\$9,684 - Hardware				\$8,040 – POS hardware \$240 – Freight and Insurance \$2,260 – Credit Card Authorization \$2,250 – Interfaces	
Annual Maintenance	Year 1	Years 2-5	Year 1	Years 2-5	Year 1	Years 2-5
	\$9,375	\$9,375	\$8,300 Phase I \$4,400 Phase II \$12,700 Total		\$5,516	\$5,654
TOTAL (with 1st year maintenance)	\$79,559		\$104,155		\$67,956	

While Class Software Solutions was not the lowest cost of the three proposals, its cost was comparable with Vermont Systems whose bid was the lowest. In addition to using cost as a criteria, the team selected two other areas for considerations: 1) Meeting the City’s business functional requirements and 2) Compatibility with the City’s existing technology platforms. In regards to meeting the functional requirements, the following major areas were evaluated and the results are provided in the summary table below. Class Software Solutions was found to best meet the needs of the City.

Functional Area	Percent of Total	Class Software Solutions	Recware Safari	Vermont Systems, Inc.
1. Facilities Scheduling and Rentals	25%	88%	83%	79%
2. Class Scheduling and Registration	19.6%	91%	92%	90%
3. Point of Sale (POS)	6.4%	98%	94%	94%
4. Client Reporting	5.9%	92%	92%	91%
5. Web Access	5.7%	86%	90%	94%
6. Facilities Scheduling and Rentals Reporting	5.4%	97%	97%	92%
7. Mailing List	5.1%	92%	79%	84%
8. Membership	3.6%	100%	93%	93%
9. Accounts Payable/Accounts Receivable	3.5%	68%	43%	57%
10. Client Record	3.1%	82%	94%	82%
11. Point of Sale (POS) Reporting	2.6%	86%	64%	57%
12. Class Scheduling and Registration Reporting	2.5%	93%	95%	85%
13. System Integration	2.0%	94%	78%	92%
14. Accounts Payable/Accounts Receivable Reporting	1.9%	81%	100%	95%
15. General Reporting	1.7%	86%	86%	100%
16. Master Records	1.5%	88%	100%	87%
17. Staff Scheduling	1.3%	0%	0%	0%
18. Scholarship	1.3%	43%	43%	86%
19. Membership Reporting	.6%	100%	67%	100.0%
20. Scholarship Reporting	.2%	100%	100%	100.0%
Total	100%	88%	85%	84%

Finally in the area of technical platform comparison, Vermont Systems received the lowest score out of three, due the fact that the software system uses a proprietary database technology (Progress DBMS) that does not match the City's database standard (Oracle DBMS). This would increase future integration costs since it represents another database technology that would need to be learned and integrated. In addition, by including this Progress DBMS, the City would need to invest in technical training to ensure that in-house technical staff could provide excellent system support. Other technology criteria used in the evaluation are included in the table below.

Comparison Category	Class Software Solutions Summary	Recware Safari Summary	Vermont Systems, Inc. Summary
Operating Platform			
Network	MS 2000 Server	N/A	NT 2000, Unix, Linux
Desktop	MS 98, NT, 2000, XP	N/A	Win 98/2001/ XP
Report Writer	SQL, Crystal (integrated)	Crystal	Progress, Crystal
Database Platform	SQL Server Oracle	Oracle v 8.0 + SQL Server v 7.0 +	Progress RDBMS
Database Programming Language	Visual Basic C++	MS Visual Basic	4GL Progress
Query Language	N/A	SQL	Progress
Methods for Remote Access	DSL Frame Relay T-1 Line Citrix Server Terminal Server Internet/intranet Wireless	DSL Frame Relay T-1 Citrix Server Terminal Server Internet/intranet	DSL Frame Relay T-1 Citrix Server Terminal Server
Minimum Bandwidth	N/A	256 k	56k per WS
Communication Protocols	TCP-IP, IPX, and others	TCP-IP	TCP-IP
Documentation	User manuals provided on CD	Windows Help System	Installation Planning Guide,

Comparison Category	Class Software Solutions Summary	Recware Safari Summary	Vermont Systems, Inc. Summary
		Video Help Program	Installation Documentation, User Manual, Online Help
Upgrades	Optional The last 2 versions are supported and the software for upgrades is free	Mandatory Sites must update to no more than 2 releases back	Optional Phone/Database/Fix support provided 3 years. Enhancement support for the current version
Email	MAPI Compliant	Outlook Outlook Express (SMTP)	Outlook Notes

RECOMMENDATION

Staff recommends that the City Council grant the City Manager authorization for purchase of license, necessary hardware, support services and maintenance agreements with Class Software Solutions.