

From the Executive Director of Parks, requesting authorization to enter into an Amended Software License, Maintenance and Support Agreement with Vermont Systems Inc. to add credit card terminals and wireless readers at Point of Sales locations in Milwaukee County Parks, by recommending adoption of the following:

A RESOLUTION

WHEREAS, in September 2016, the Department of Parks, Recreation, and Culture (DPRC) issued a Request for Proposals (RFP) for parks recreation management software and a Point-of-Sale (POS) system, or a combination of hardware and software that manages sales transactions; and

WHEREAS, of the six respondents to that RFP, Vermont Systems, Inc. (VSI) submitted the highest-scoring proposal, and was awarded the contract; and

WHEREAS, VSI is a national leader in parks recreation management software and parks and recreation POS software; its largest customer is the United States military, and it had excellent references; and

WHEREAS, the DPRC executed a Software License, Maintenance, and Support Agreement (SLMSA) contract with VSI on September 25, 2017, for use of VSI services at POS locations within Milwaukee County (the County) parks; and

WHEREAS, the 2017 SLMSA has a term of 10 years, expiring in 2027, with the option to add software and user licenses with additional licensing and maintenance fees during the term; and

WHEREAS, the DPRC has identified increased efficiencies in processing payments by adding VSI's credit card terminals and wireless readers at the County's POS locations; and

WHEREAS, the DPRC estimated that in 2023, roughly 850 mostly overtime hours, the equivalent to approximately one Full-Time Equivalent position, was spent in correcting the errors; and

WHEREAS, in a 2023 audit, the Audit Services Division (ASD), Office of the Comptroller (Comptroller), determined that a lack of credit card interface led to operator and user errors in processing transactions, and recommended that DPRC obtain an interface to automate the entry of credit card sales into the DPRC's POS system, and provide a report to the ASD-Comptroller on the financial system once an interface is obtained; and

45 WHEREAS, approximately half of the recurring annual maintenance fees for the
46 amended SLMSA will be realized by the elimination of the use of inefficient credit card
47 terminals currently used at POS locations; and
48

49 WHEREAS, the term of the Amendment will commence on the date executed by
50 DPRC, and will run coterminous with the 2017 SLMSA, which expires on September 24,
51 2027; and
52

53 WHEREAS, the Committee on Finance, at its meeting of December 14, 2023,
54 recommended adoption of File No. 23-958 (vote 7-0); now, therefore,
55

56 BE IT RESOLVED, the Milwaukee County Board of Supervisors (County Board)
57 hereby authorizes the Director, Department of Parks, Recreation, and Culture (DPRC)
58 to enter into an Amended Software License, Maintenance, and Support Agreement
59 (SLMSA) with Vermont Systems Inc. (VSI), to add credit card terminals and wireless
60 readers at Point-of-Sales locations within Milwaukee County Parks; and
61

62 BE IT FURTHER RESOLVED, the County Board hereby authorizes the DPRC,
63 the Department of Administrative Services, the Office of Corporation Counsel, and any
64 other Department that may be necessary to execute and record all documents, and
65 perform all actions, as required to execute the Amended SLMSA with VSI, and
66 associated documents attached to this file.
67

68
69 ars

70 12/14/23

71 S:\Committees\2023\December\FINANCE\Resolutions\23-958 dprc contract amendment Vermont Systems ars.docx