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CHRIS ABELE, MILWAUKEE COUNTY EXECUTIVE  
JOHN DARGLE, JR., DIRECTOR OF PARKS, RECREATION AND CULTURE

Date: June 26, 2017

To: Theodore Lipscomb, Sr., Chairman, County Board of Supervisors

From: John Dargle, Jr., CPRP, Director, Milwaukee County Parks

Subject: **Authorization to enter a Contract for Parks Recreation Management Software and Point of Sale System with Vermont Systems, Inc. (ACTION)**

**POLICY**

Authorize Milwaukee County Parks to enter an agreement for contractual services with Vermont Systems, Inc. (VSI) for parks recreation management software and point of sale (POS) system.

**BACKGROUND**

Parks is currently operating on three different management software systems that do not communicate with each other. These three systems are Fairway, Samsung & Class Software systems. Parks has been operating on the Samsung system for 20+ years, Fairway since 2002 and the Class system since 2008. Beginning December 31, 2017, Fairway and Class will no longer be supported by their respective providers. In addition to the aforesaid, there is a lot of re-entry of data from one system to another resulting in a delay in revenue reporting.

In September 2016, Parks issued Request for Proposals (RFP) for parks recreation management software and a POS system, or a combination of hardware and software that manages sales transactions. This new system will allow Parks better customer service and revenue collections by offering additional payment and shopping options. Of the six respondents to that RFP, VSI submitted the highest-scoring proposal, and was issued an intent to award. VSI is a national leader in parks recreation management software and parks and recreation POS software; its largest customer is the U.S. Military, and it had excellent references.

A cash appropriation of \$240,000 was provided in the 2017 operating budget to commence the POS replacement project, ensuring that the new system would be operable in time for the 2018 season. To complete the initiative, Capital project WP52501 – Point of Sale Replacement, with an estimated cost of \$890,000, has been created and will be a high priority in the 2018 Parks Department Capital budget request.

It is the intent of the Parks Department to spend up to \$140,000 of the 2017 allocation on discovery, design and project infrastructure and the remaining \$100,000 2017 allocation on network connectivity to the various POS parks sites. If the Capital Project WP52501 – Point of Sale Replacement is not recommended by the County Executive in the 2018 budget process nor approved by the County Board of Supervisors, the work associated with the 2017 allocation will be leveraged in the future when the project is fully funded.

The total project cost is \$1,130,000 and will include not only the purchase of the POS system (software, hosting, maintenance and hardware) and the associated implementation services from VSI (\$595,000) but also the costs related to project resources (including a project manager and a network engineer for a budget of \$240,000) and the implementation of the appropriate network connection to all of the Park revenue locations with POS terminals (\$295,000). Parks, in support by the Department of Administrative Services – Information Management Services Division (DAS-IMSD), will work with the Department of Administrative Services - Procurement Division in 2017 and throughout 2018 to purchase the project resources (project management and network engineering) and network equipment to complete the overall initiative.

Through the approval of this contract, VSI will provide Parks with equipment, licensing, hosting services, maintenance and support services pursuant to the agreement. The contract will commence in September of 2017 and have a ten (10) year term; provided, however, that Parks may terminate the contract upon one hundred twenty (120) days' prior notice, for any reason.

The annual cost of the contract from year two onwards will be \$77,418, which will be designated in the Parks operating budget. This is the price allotted for hosting services, maintenance and support services. VSI is permitted to increase this amount by three percent (3%) annually upon prior written notice to Parks.

As noted in the Statement of Work attached to the contract, Parks plans to complete implementation of the software in 2018. VSI will assist Parks and DAS – IMSD with the implementation process including programming and on-site training. In addition, VSI plans to develop two (2) custom interfaces for Parks. VSI will provide the County with software repairs and enhancements and successor software programs for so long as the County purchases maintenance services from VSI. Although the term of the agreement is ten (10) years, the County's license to use the software from VSI is perpetual; that is, it does not terminate.

#### **RECOMMENDATION**

Authorize Milwaukee County Parks to execute a contract with Vermont Systems, Inc. for park recreation software and a point of sale system.

Prepared by: Suzanne Carter, Contracts Administrator and Laurie Panella, CIO DAS-IMSD

**Approved by:**

  
John Dargle, Jr., CPRP, Director

**Attachments:**

- Attachment 1 – Fiscal Note
- Attachment 2 – Resolution
- Attachment 3 – Draft Contract
- Attachment 4 – Sales and Support Policies
- Attachment 5 – Proposal Summary Pricing
- Attachment 6 – Certificate of Liability Insurance
- Attachment 7 – Statement of Work
- Attachment 8 – Exhibit E
- Attachment 9 – Exhibit F

**Copy:**

Chris Abele, County Executive  
Raisa Koltun, Chief of Staff, County Executive's Office  
Jason Haas, Chairman, Parks, Energy & Environment Committee  
Marcelia Nicholson, Vice-Chair, Parks, Energy & Environment Committee  
Sheldon Wasserman, Vice-Chair, Finance & Audit Committee  
Peggy Romo-West, Chairwoman, Finance & Audit Committee  
Kelly Bablitch, Chief of Staff, County Board of Supervisors  
Laurie Panella, CIO, DAS-IMSD  
Lacey Oldenburg, PMO Director, DAS-IMSD  
Al Dominguez, Project Manager, DAS-IMSD  
Giles Willey, President, Vermont Systems, Inc.