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## **Conclusion of the Town's Long Standing Program Registration and Facility Booking Contract Information Report to Council**

Report Number: INFO-2022-19

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In accordance with the Procedure By-law, any member of Council may make a request to the Town Clerk that this Report be placed on an upcoming Committee of the Whole agenda for discussion.

### **Purpose**

The purpose of this report is to provide Members of Council with information relating to the conclusion of the solution provided by Active Network for support and maintenance of the Town's long standing program registration and facility booking software "Class". Class is expected to be decommissioned by the Town by December 31<sup>st</sup> 2022 and the completion of the implementation of the newly acquired program registration solution under RFP-2020-002 is expected during this time frame as well.

### **Background**

The Class/Active application and Payment Manger solution ("Activenet") provided by Active Network is a long-standing key application that provides for a program registration and facility booking solution. Class was originally purchased and implemented in approximately 2000 and the application is used to manage program registration and facility bookings at Town recreational facilities, including indoor and outdoor swimming pools, seven ice pads, a gym, and numerous banquet and meeting rooms. Currently staff have processed 21000 program registrations, 2000 memberships, 44300 passes to drop in classes, and over 2000 rental permits. The application is currently installed on approximately 150 computers and is used by many departments for Point of Sale (POS) and secure payment transactions. Historically, the annual fee to Active Network for support and maintenance of the existing long standing solution has been approximately \$65,000.00 plus HST.

In 2016, the Town awarded a competitive procurement process under RFP-2016-21 for a program registration and facility booking solution intended to replace the Activenet solution. In June 2019, and

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after significant delays by the selected vendor to implement the new software, the Town's project team decided to terminate the contract.

Following this, the Town issued a new competitive procurement process in 2020 under RFP-2020-002 for a program registration and facility booking solution which resulted in an award to a new supplier and solution. Implementation of the new solution is underway and go-live expected in the fall of 2022.

## **Discussion**

The cost to ensure that support and maintenance for the existing Activenet solution is continuous until the new solution is implemented this fall is \$45,451.94 plus HST.

## **Conclusion**

Entering into a final amending agreement with Active Network for support and maintenance of the Town's long standing facility booking system provided by Active Network until December 31st 2022, in the amount of \$45,451.94 is imperative to the successful completion of the implementation of the new solution. Following this final payment, the Town will be moving forward with the new contractor that was selected through a competitively held procurement process.

## **Business Plan and Strategic Plan Linkages**

By ensuring that there is a seamless transition from the existing program registration and facility booking solution to the solution offered by the new supplier, this report links to the Town of Newmarket's key strategic direction of Long Term Financial Sustainability.

## **Consultation**

Staff from Information Technology, Recreation Services and Procurement Services were consulted on this report.

## **Human Resource Considerations**

No additional staff resources are required.

## **Budget Impact**

Sufficient funds have been allocated for the payment of this invoice, under Information Technology's GL# 13621.4482 –Computer Software.

## **Attachments**

None.

## **Contact**

Karthik Venkataraman, Director, Information Technology

Colin Service, Director, Recreation & Culture, Recreation & Culture Services

## **Approval**

Colin Service, Director, Recreation & Culture, Recreation & Culture Services

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Tracy Assis, Manager, Procurement Services

Karen Reynar, Director, Legal and Procurement Services

Esther Armchuk, Commissioner, Corporate Services