



# City of Richmond




## Report to Committee

**To:** General Purposes Committee **Date:** November 23, 2021  
**From:** Grant Fengstad **File:** 04-1385-20-  
 Director, Information Technology PERFECT/2021-Vol 01  
**Re:** **Renewal of Contract for Program Registration and Facility Booking System**

### Staff Recommendation

1. That Council approve the renewal of the contract with PerfectMind, Inc. for a five-year term beginning January 1, 2022 with a total contract value of \$995,000.00, exclusive of taxes as described in the report titled "Renewal of Contract for Program Registration and Facility Booking System" and dated from January 1, 2022 ; and
2. That the Chief Administrative Officer and the Acting General Manager, Finance and Corporate Services be authorized to execute the renewal agreements with PerfectMind, Inc.

Grant Fengstad  
 Director, Information Technology  
 (604-276-4096)

REPORT CONCURRENCE		
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>	<b>CONCURRENCE OF GENERAL MANAGER</b>
Purchasing	<input checked="" type="checkbox"/>	 Acting GM, F&CS
Finance Department	<input checked="" type="checkbox"/>	
Recreation & Sport Services	<input checked="" type="checkbox"/>	
<b>SENIOR STAFF REPORT REVIEW</b>	<b>INITIALS:</b>	<b>APPROVED BY CAO</b>
		

## **Staff Report**

### **Origin**

A Report titled “Request to Award a Contract through Single Source to PerfectMind Inc.” (Attachment 1) was submitted to the General Purposes Committee on February 7, 2017, and approved at the Closed Council meeting on February 14, 2017. Following that approval, City staff engaged PerfectMind, Inc. to negotiate the terms and agree on a milestone based payment schedule for implementation. This contract was effective April 1, 2017 that included a five-year subscription term. This contract end of term is December 31, 2021.

The PerfectMind recreation and facility booking system has been serving our community and currently has 275,225 profiles defined. The PerfectMind system has been fully integrated to the MyRichmond customer portal enabling a superior experience for our customers.

This report supports Council’s Strategic Plan 2018-2022 Strategy #3 One Community Together:

*Vibrant and diverse arts and cultural activities and opportunities for community engagement and connection.*

*3.1 Foster community resiliency, neighbourhood identity, sense of belonging, and intercultural harmony.*

*3.2 Enhance arts and cultural programs and activities.*

This report supports Council’s Strategic Plan 2018-2022 Strategy #4 An Active and Thriving Richmond:

*An active and thriving community characterized by diverse social and wellness programs, services and spaces that foster health and well-being for all.*

*4.1 Robust, affordable, and accessible sport, recreation, wellness and social programs for people of all ages and abilities.*

*4.2 Ensure infrastructure meets changing community needs, current trends and best practices.*

This report supports Council’s Strategic Plan 2018-2022 Strategy #5 Sound Financial Management:

*Accountable, transparent, and responsible financial management that supports the needs of the community into the future.*

## **Analysis**

### Procurement Process

The PerfectMind platform product developed and supported only by PerfectMind, Inc. A Notice of Intent to Contract, 7219 NOITC - PerfectMind Licensing and Support Renewal Contract, was issued to BC Bid on August 23, 2021, and closed on September 8, 2021. No challenges were received.

### Subscription Fee Increase

The original contract executed in 2017 represented a total contract value of \$879,680 with annualized payments of \$175,936, excluding taxes. This contract renewal is \$995,000 over a five-year term, with annual fees of \$199,000, excluding taxes, which represents an increase of 2.6% per year over the five-year term.

## **Financial Impact**

None. The annual subscription fee of \$199,000.00 will be funded from the existing operating budget.

## **Conclusion**

Richmond is a leader in the innovation of services provided to the community and was the first municipality in the region to transition to PerfectMind. This system has proven to be very capable in providing recreation and facility booking services for our customers.



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CL:gf