



Office of the City Manager

CONSENT CALENDAR

July 28, 2026

To: Honorable Mayor and Members of the City Council

From: Paul Buddenhagen, City Manager

Submitted by: Scott Ferris, Director, Parks Recreation & Waterfront

Subject: CivicPlus, LLC for Recreation Management Software and Related Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute an Agreement with CivicPlus, LLC for the continued provision of recreation management software, training, consulting, and related professional services, for an amount not to exceed \$200,905 for the five-year period commencing December 1, 2026, through November 30, 2031.

FISCAL IMPACTS OF RECOMMENDATION

Funding for this agreement is supported by Parks, Recreation and Waterfront program revenues generated from recreation registrations, facility reservations, memberships, and related user fees. The one-time and annual funding is available in the FY 27 and FY 28 General Fund budget (Fund 011). Funding for future fiscal years are subject to appropriation through the annual budget process to support this agreement.

Description	Total 5-year Amount
One-Time Project Management, Configuration Review, Optimization Services, and Training.....	\$12,727
Annual Recreation Management Software, Hosting, Maintenance, Accessibility Services, Financial Extracts, Technical Support, and Related Services (5 Years).....	\$147,000
Optional Deferred Advanced Fillable Forms (PADS), if activated by the City.....	Up to \$41,178
Total Contract Not-to-Exceed	\$200,905

The optional PADS services are included only as authorized capacity within the contract and will not be invoiced unless separately activated by the City in writing.

CURRENT SITUATION AND ITS EFFECTS

The Parks, Recreation and Waterfront Department relies on its Recreation Management System to support the registration for City recreation programs, facility reservations, memberships, park and picnic reservations, financial reporting, customer communications, and other core business operations.

The City currently utilizes the CivicRec platform from CivicPlus LLC for these services. Following an evaluation of operational needs and continuity requirements, staff recommend continuing with the CivicRec platform under a new agreement that provides enhanced functionality, expanded training and consulting services, dedicated hosting, accessibility compliance tools, and continued technical support.

The proposed agreement includes AudioEye Enterprise accessibility services to support ongoing compliance with digital accessibility requirements and improve public access to online recreation services. The agreement also preserves the City's grandfathered pricing benefits, including zero-cost technology uplift and other negotiated value-added services.

BACKGROUND

The City of Berkeley Parks, Recreation and Waterfront Department manages a diverse portfolio of recreation facilities, parks, athletic fields, community centers, aquatic facilities, camps, reservable spaces, and recreation programming serving residents and visitors throughout the community.

The City conducted a competitive procurement process for Recreation Management Software under Spec. No. 25-11700-C. Following an evaluation of the proposals, demonstrations, references, and contract negotiations, staff recommend entering into an agreement with CivicPlus, LLC to continue providing the City's Recreation Management Software and related services.

The Recreation Management System serves as the central platform for online registrations, reservations, payment processing, reporting, and customer account management. The proposed agreement continues these critical services while incorporating operational enhancements such as GIS integration support, financial accounting extracts, identity provider integration, accessibility monitoring, optimization consulting, and optional advanced digital forms.

The agreement also provides implementation support, on-site and virtual training, and professional consulting services designed to maximize the City's use of existing system functionality and improve operational efficiency.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

The continued use of a comprehensive online recreation management platform promotes paperless registration and reservation processes, electronic communications, digital waivers, online payments, and self-service account management. These capabilities reduce paper consumption, minimize unnecessary travel to City facilities, and improve the overall efficiency of service delivery.

RATIONALE FOR RECOMMENDATION

Staff recommend approval of the agreement with CivicPlus because it provides continuity of mission-critical recreation services while incorporating enhanced functionality and negotiated improvements that benefit both City staff and the public.

The proposed agreement includes continued operation of the City's Recreation Management System without service disruption, and has dedicated cloud hosting, maintenance and technical support, AudioEye Enterprise accessibility services, GIS integration support, financial accounting extract functionality, expanded training and consulting services, and optional Advanced Fillable Forms functionality that may be activated in the future. The negotiated terms also preserve favorable pricing, including a zero-percent technology fee increase during the initial contract term.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered procuring an alternative recreation management platform. However, transitioning to a new system would require significant implementation effort, data migration, staff retraining, and operational disruption. Continuing with the CivicRec platform provides the most efficient and cost-effective approach while maintaining uninterrupted service delivery and incorporating negotiated improvements.

CONTACT PERSON

Scott Ferris, Director, Parks Recreation & Waterfront, 981-6700
Stephanie Chu, Recreation and Youth Services Manager, Parks Recreation & Waterfront, 981-6707

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT: CIVICPLUS, LLC FOR RECREATION MANAGEMENT SOFTWARE AND
RELATED SERVICES

WHEREAS, the City of Berkeley requires a comprehensive, cloud-based Recreation Management System to support online registration for recreation programs, facility and park reservations, memberships, payment processing, financial reporting, customer account management, and related operational functions; and

WHEREAS, the City has determined that continued use of the CivicRec platform from CivicPlus LLC provides the most effective and efficient solution to support the Parks, Recreation and Waterfront Department's business operations and public-facing recreation services; and

WHEREAS, the proposed agreement includes software licensing, dedicated hosting, maintenance, technical support, financial accounting extract services, accessibility services, training, consulting, and related professional services necessary to support the City's Recreation Management System; and

WHEREAS, the proposed agreement also includes AudioEye Enterprise accessibility services to support compliance with applicable digital accessibility requirements and improve access to online recreation services for all users; and

WHEREAS, the contract provides for optional Advanced Fillable Forms powered by PADS, which may be implemented at the City's discretion and shall not be invoiced unless expressly authorized in writing by the City; and

WHEREAS, one-time and annual funding is available in the FY 27 and FY 28 General Fund budget and funding for future fiscal years will be appropriated through the annual budget process to support this agreement.

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is hereby authorized to execute a contract and any amendments with CivicPlus, LLC for recreation management software, training, consulting, and related professional services in an amount not to exceed \$200,905 for the five-year period beginning December 1, 2026, and ending November 30, 2031.