



Office of the City Manager

RECESS ITEM
CONSENT CALENDAR
September 12, 2023

To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: Scott Ferris, Director, Parks Recreation & Waterfront
Subject: Contract No. 32200058 Amendment: ACI Payments, Inc for Recreation Online Registration System Credit Card Transaction Processing Fees

RECOMMENDATION

Adopt a Resolution ratifying the action taken by the City Manager to execute an amendment to Contract No. 32200058 with ACI Payments, Inc (ACI) increasing the contract amount by \$35,000 for a total not to exceed amount of \$185,000.

NEGATIVE EFFECT IF ACTION IS DELAYED UNTIL AFTER COUNCIL RECESS

The increased contract authority is needed to pay approximately \$35,000 of outstanding FY2022 ACI invoices. ACI will stop processing credit card payments to the City if the City does not pay these outstanding invoices.

FISCAL IMPACTS OF RECOMMENDATION

Funding in the amount of \$35,000 will come from Recreation program registration, facility reservation fees, and the permit center.

For Recreation program registration and reservation fees \$28,500 is available in the FY2024 General Fund (Fund 011) budget.

Funds for permit center fees \$6,500 is available in the FY2024 Permit Service Center (Fund 621) budget.

CURRENT SITUATION AND ITS EFFECTS

The City has an existing contract with ACI Payments, Inc (contract no. 32200058) to process credit card transactions. In 2019, the contract with ACI was amended to include online recreation registration credit card transaction processing services for the Recreation Division for a fee of 2.5% per transaction Resolution 68,770-N.S. The contract authority must be increased by \$35,000 in order to cover the latest round of processing fees incurred in FY2022 for this summer's registrations.

BACKGROUND

The City's Recreation Division manages facility reservations, program scheduling, activity registrations, scholarships, contract instructors, coaches, teams, leagues, equipment, supplies, inventory, staff scheduling, marketing, advertising and payment for all of the aforementioned programs. In the past, these functions were performed using a combination of manual and automated systems, including BlueRec, a hosted recreation software solution, EZCamp2, an off-the-shelf camp registration software; and ERMA, the City's financial database.

On December 21, 2018, the City entered into a new contract (no. 31900042) with CivicPlus, Inc. for an improved recreation registration system based upon a business analysis completed by the Department of Parks, Recreation and Waterfront in partnership with the Department of Information Technology. This new system required integration with a third-party payment processor to process online credit card transactions. The City had an existing contract with ACI Payments, Inc (contract no. 32200058) to process credit card transactions. On February 26, 2019, the ACI contract was amended to include credit card transaction processing services for the Recreation Division for a fee of 2.5% per transaction Resolution 68,770-N.S. This fee was less than what the Recreation Division had been paying through other processors. The ACI contract amendment was for an amount not to exceed \$150,000, for the period of March 1, 2019 through February 28, 2022, with an option to extend for up to two additional years. In June 2021, the contract was extended to September 1, 2022 and in August 2022, the contract was extended to September 1, 2023.

ENVIRONMENTAL SUSTAINABILITY

An improved Recreation Division online registration system with greater efficiency and lower credit card processing fees provides community members and City staff a more effective and responsive interface with better customer service, saving both time and resources. The lower credit card transaction fee will encourage citizens to sign-up for classes online thus reducing the use of paper and transportation.

RATIONALE FOR RECOMMENDATION

Staff recommend amending the ACI Payments, Inc. contract so that payment processing services are not interrupted.

ALTERNATIVE ACTIONS CONSIDERED

None

CONTACT PERSON

Scott Ferris, Director, Parks Recreation and Waterfront, (510) 981-6711

Attachment:

1: Resolution

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

AMENDMENT TO CONTRACT NO. 32200058 WITH ACI PAYMENTS, INC FOR RECREATION ONLINE REGISTRATION SYSTEM CREDIT CARD TRANSACTION PROCESSING FEES

WHEREAS, the City of Berkeley desired to procure a payment processor corporation to process online credit card transactions for registration for camps, recreational programs and reservations for facilities at various locations; and

WHEREAS, on December 21, 2018, the City of Berkeley entered into a new contract with CivicPlus, Inc. for online recreation registration services, requiring integration with a third-party credit card transaction payment processor; and

WHEREAS, the City had an existing contract with ACI Payments, Inc (ACI) to process credit card transactions for all City systems for a fee of 2.5%, which is lower than other vendors; and

WHEREAS, contract No. 32200058 with ACI was amended for credit card payment processing and related services, for an amount not to exceed \$150,000 for the period beginning March 1, 2019 to February 28, 2022, with an option to extend for up to two (2) additional years by Resolution 68,770-N.S; and

WHEREAS, on June 8, 2021, the contract was extended to September 1, 2022; and on August 15, 2022, the contract was extended to September 1, 2023; and

WHEREAS, funding in the amount of \$35,000 for this contract amendment is available in the FY 2024 budget in the General Fund (Fund 011) and the Permit Services Center Fund (Fund 621).

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the Council ratifies the action taken by the City Manager to execute a contract amendment to Contract 32200058 with ACI Payments, Inc increasing the contract amount by \$35,000 for a total amended not to exceed amount of \$185,000. A record signature copy of any amendments to be on file in the Office of the City Clerk.

