



500 West Big Beaver  
Troy, MI 48084  
troymi.gov



## CITY COUNCIL AGENDA ITEM

May 14, 2025

To: Frank A. Nastasi, City Manager

From: Robert J. Bruner, Deputy City Manager  
Chris Wilson, Assistant City Manager  
Kyle Vieth, Controller  
Alex Bellak, Information Technology Director  
Brian Goul, Recreation Director  
Emily Frontera, Purchasing Manager  
M. Aileen Dickson, City Clerk  
Cheryl A. Stewart, Deputy City Clerk

Subject: Bid Waiver – Agenda and Meeting Management Software – City Clerk’s Office;  
Recreation Registration Management Software – Recreation Department (Introduced  
by: Brian Goul, Recreation Director)

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### History

#### City Clerk’s Office

The City Clerk’s Office has utilized multiple software programs and customized programming provided in-house to prepare City Council Meeting Agendas since 2005. We have encountered two significant issues that have impacted the agenda creation process: obsolete software programs that would require substantial costs to maintain, and providing customized programming in-house is no longer practical. Due to these issues, the City Clerk’s Office and Information Technology Department looked to outside sources for agenda and meeting software programs.

After reviewing and evaluating a number of agenda and meeting minutes software packages, it is determined that it is in the best interest of the City to purchase CivicPlus’s Agenda and Meeting Management software. This software will simplify and streamline the agenda creation process, from creating agenda items to completing minutes. The software is ADA compliant, provides significant customization, as well as unlimited, secure, cloud-based storage. Agenda and Meeting Management provides a personal, secure Board Portal for City Council to review the meeting content, including agendas, supporting documents, and minutes. The Public Resident Portal provides access to all meeting content on a single page, similar to what is currently available on the City website. A significant enhancement with Agenda and Meeting Management software is increased transparency with full-text searching and filtering options, along with optional residential email notifications in the future.

Initially, the software will be utilized for managing City Council agendas, but could be implemented by other boards in the future.



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### Recreation Department

The Recreation Department has used Vermont Systems RecTrac Registration Software since the inception of using computers for registration began at the Department. We have encountered numerous issues with the system not being updated to meet our needs of today. Customers have voiced their concerns about the system being clunky and not easy to use which requires staff to walk them through it on the phone. We would also like to have the ability to do room and shelter reservations, offer passes, and provide the ability to buy daily passes ahead of time online which RecTrac does not have the ability to do.

The Recreation Department has looked at other options over the years and has found that most of the software's available do not offer enough to make the switch a good option. After reviewing the options available in CivicPlus's Recreation Management Software System (CivicRec) we have concluded that switching to the Recreation Management Software will provide us the options we have been looking for while also enhancing the customer's experience by having an app for phones and offering almost any type of registration, facility rental, or pass purchases online.

### Purchasing

Per the evaluation conducted by the City Clerk's, Recreation and IT Departments for Agenda Meeting and Recreation Management Software Systems, it is determined to be in the City's best interest to waive the bid process and enter into a contract with *CivicPlus of Manhattan, KS*. Subscription pricing has been secured through CivicPlus as detailed in the attached proposal Q-91692-1. The initial subscription term ends June 30, 2029 and includes a not to exceed 5% uplift charge for the first five years and annual service renewals starting at year 5. The annual costs for the subscription softwares are as follows:

Payment	Clerks	Recreation	Total
Year 1 Initial Set Up	\$2,500.00	\$11,135.00	
Year 1 Subscription Fee	\$8,500.00	\$56,945.75	
One Time Discount	-\$4,250.00	-\$13,125.00	
Year 1 -Total	\$6,750.00	\$54,955.75	\$61,705.75
Year 2	\$8,925.00	\$59,793.04	\$68,718.04
Year 3	\$9,371.25	\$62,782.69	\$72,153.94
Year 4	\$9,839.81	\$65,921.82	\$75,761.64
Year 5	\$10,331.80	\$69,217.92	\$79,549.72

### Financial

Funds for the CivicPlus Agenda and Meeting Management Select Pro and Recreation Management Software systems are available in the General Fund under the City Clerk's and Recreation Departments for the 2026 Fiscal Year. Expenditures will be charged to City Clerk Operating Supplies Computer Software Account Number 101.215.740.025 and Community Center Operating Supplies Computer Software Account Number 101.756.755.740.025. Funding for future years will be approved through the annual budget process.



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### **Recommendation**

City Management recommends, in the best interest of the City, waiving the bidding process and requests authorization to enter into a contract with *CivicPlus of Manhattan, KS* for Agenda and Meeting Management Select Pro and Recreation Management Software Systems with premium implementation as per the rates contained in the attached agreement. City Management further requests authorization to renew the CivicPlus subscription on an ongoing basis as needed by the City Clerk's and Recreation Departments.

### **Legal Review**

This item was submitted to the City Attorney for review pursuant to City Charter Section 3.17.

**CivicPlus**

302 South 4th St. Suite 500  
Manhattan, KS 66502  
US

**Quote #:**  
**Date:**  
**Expires On:**

Statement of Work  
Q-91692-1  
1/29/2025 8:02 AM  
5/23/2025

**Client:**  
City of Troy, MI

**Bill To:**  
TROY, MICHIGAN

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Jennifer Ahern		jennifer.ahern@civicplus.com		Net 30

## Discount(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Recreation Management Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	USD 0.00

## One-time(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Recreation Management Financial Accounting Extract	Standard Financial Extract – Standard financial extract adjusted to an approved financial format.	USD 3,500.00
1.00	Recreation Management External Processor Implementation - Forte	Includes setting CivicPlus Pay configuration, configuring CivicPlus products for accepting payments, advanced troubleshooting with our partner's support.	USD 0.00
1.00	Recreation Management Premium	Premium Package -Project Coordination -Branded Public Portal -Help Center Access -Access to Live Project Support -Named Implementation Consultant	USD 3,885.00
4.00	Recreation Management Virtual Training (Half Day Block)	Training (Virtual) - half day, up to 4 hours	USD 3,000.00
1.00	Recreation Management Virtual Consulting (Half Day Block)	Consulting (Virtual) - half day, up to 4 hours	USD 750.00

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	AMM Select: Pro Premium Implementation	Pro Premium Implementation; Includes config. of up to 10 meeting types, up to 10 boards, 1 approval workflow per meeting type, 4 hrs of training, and 2 hrs of consulting; Includes 1 original agenda, 1 original minutes, and 1 original staff report design	USD 2,500.00

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Recreation Management External Processor Annual Fee - Forte	Pay Maintenance and Support Annual Fee	USD 0.00
1.00	Recreation Management Dedicated Hosting (75k-125k annual transactions)	Recreation Management Dedicated Hosting (75k-125k annual transactions)	USD 15,000.00
1.00	Document Management	Document Management Module: Enabled to allow customers to upload documents and staff to manage records.	USD 5,000.00
1.00	Recreation Management AudioEye Enterprise	AudioEye Enterprise for Recreation Management	USD 6,250.00
1.00	Recreation Management Annual Fee	Recreation Management Annual Fee	USD 30,695.75
1.00	AMM Select: Pro Annual Fee	AMM Select: Pro Annual Fee	USD 8,500.00

Initial Term		5/23/2025 - 6/30/2029, Renewal Term 7/1 each calendar year	
Initial Term Invoice Schedule		Year One Annual Total to be invoiced on 7/1/2025. Subsequent Annual Totals invoiced every 12 months beginning 7/1/2026.	
	<b>Annual Subscription</b>	<b>One Time Fees</b>	<b>Annual Total</b>
<b>Year One</b>	USD 48,070.75	USD 13,635.00	USD 61,705.75
<b>Year Two</b>	USD 68,718.04		USD 68,718.04
<b>Year Three</b>	USD 72,153.94		USD 72,153.94
<b>Year Four</b>	USD 75,761.64		USD 75,761.64
<b>Subtotal</b>			USD 278,339.37
<b>Annual Recurring Services Starting Year 5</b>			USD 79,549.72
Renewal Procedure		Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date	
Annual Uplift		5% to be applied in year 2 (Uplift will not exceed 5% per year for the first five years)	

This Statement of Work ("SOW") shall be subject to the terms and conditions of the CivicPlus Master Services Agreement and the applicable Solution and Services terms and conditions located at <https://www.civicplus.help/hc/en-us/p/legal-stuff> (collectively, the "Binding Terms"), By signing this SOW, Client expressly agrees to the terms and conditions of the Binding Terms throughout the term of this SOW.

Please note that this document is a SOW and not an invoice. Upon signing and submitting this SOW, Client will receive the applicable invoice according to the terms of the invoicing schedule outlined herein.

**Special Terms and Conditions:**

The following discounts shall be applied to the Year One Costs:

\$7,500 for Recreation Management Dedicated Hosting

\$2,500 for Document Management Module:

\$3,125 AudioEye Enterprise for Recreation Management

\$4,250 AMM Select: Pro Annual Fee

**Acceptance of Quote # Q-91692-1**

The undersigned has read and agrees to the Binding Terms, which are incorporated into this SOW, and have caused this SOW to be executed as of the date signed by the Customer which will be the Effective Date:

For CivicPlus Billing Information, please visit <https://www.civicplus.com/verify/>

Authorized Client Signature

CivicPlus

By (please sign):

By (please sign):

\_\_\_\_\_  
Printed Name:

\_\_\_\_\_  
Printed Name:

\_\_\_\_\_  
Title:

\_\_\_\_\_  
Title:

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Date:

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Date:

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Organization Legal Name:

\_\_\_\_\_  
Billing Contact:

\_\_\_\_\_  
Title:

\_\_\_\_\_  
Billing Phone Number:

\_\_\_\_\_  
Billing Email:

\_\_\_\_\_  
Billing Address:

\_\_\_\_\_  
Mailing Address: (If different from above)

\_\_\_\_\_  
PO Number: (Info needed on Invoice (PO or Job#) if required)