



REPORT OF GENERAL MANAGER

NO. 15-269

DATE December 9, 2015

C.D. ALL

BOARD OF RECREATION AND PARK COMMISSIONERS

SUBJECT: WEBXPRESS GATEWAY SYSTEM FOR USE WITH THE RECREATION MANAGEMENT AND RESERVATION SYSTEM SOFTWARE

R. Barajas _____ K. Regan _____
H. Fujita _____ *N. Williams N/W
V. Israel _____

Yael D. Willes

General Manager

Approved ✓ Disapproved _____ Withdrawn _____

RECOMMENDATIONS:

That the Board:

1. Approve a proposed Contract, substantially in the form on file in the Board Office, between the City of Los Angeles, Department of Recreation and Parks (RAP) and Plug'n Pay Technologies Inc. (Plug'n Pay) for the purchase and setup of the WebXpress Gateway system for the recreation management and reservation system with a contract term of one (1) year with two (2) one-year extension options, not-to-exceed Seventy-Five Thousand Dollars (\$75,000.00), subject to the review and approval of the Mayor and of the City Attorney as to form;
2. Find as the contract awarding authority, in accordance with Charter Section 371(e)(10), that the services to be provided by Plug'n Pay, are for the performance of professional, scientific, expert or technical services and the use of competitive bidding would be undesirable, impractical, or impossible as Plug'n Pay is the sole source for the payment card gateway system that is compatible with both the Vermont Systems, Inc. (VSI) recreation management and reservation system and RAP's payment card processor, First Data Corporation;
3. Authorize staff to purchase and setup the WebXpress Gateway system with the recreation management and reservation system, as described in the Summary of this Report;
4. Direct the Board Secretary to transmit forthwith the proposed Contract to the Mayor for approval and to the City Attorney for review and approval as to form; and,

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5. Authorize the Board President and Secretary to execute the proposed Contract upon receipt of the necessary approvals.

SUMMARY:

RAP has a need for a recreation management and reservation system to handle and process all recreational activity registrations, facility and swimming pool reservations, rental hall and tennis court scheduling, memberships, and point-of-sale purchases at facilities and recreation centers throughout the City of Los Angeles. The purchase and installation of a recreation management and reservation system is critical to meeting RAP's need to improve the operation, programming and scheduling support of all activities available to the public.

On September 2, 2015, the Board approved the purchase of the recreation management and reservation system software licenses, equipment and services from VSI for a term of one (1) year with two (2), one-year renewal options (Report No. 15-194). This new system will replace an old Online Activity Catalog system from 1999, which does not have the capability to handle reservations, facility rentals, detect and minimize duplicate patron accounts (one quarter of existing accounts are duplicates), allow patrons to look up their schedules or receipts from home, or let staff view what other facilities currently offer.

The new recreation management and reservation system will provide the aforementioned needed functions, as well as allowing the use of credit cards and debit cards for payments. In order to enable the capability to securely receive and process payment card transactions, the VSI system has to utilize a payment card gateway system. The payment card gateway system is an intermediary software component that takes payment card information from the VSI system and then interfaces with a payment card processor to securely complete the payment transaction over the Internet. A payment card processor system enables the secure transfer of funds from the card-issuing banks (credit cards) or from the customers' bank accounts (debit cards) and deposits the funds into the merchant's bank account. At this time, the only payment card gateway system provider that is utilized by the VSI system is the WebXpress Gateway system from Plug'n Pay, therefore, it is the sole source for the required software.

This WebXpress Gateway system is the only payment card gateway system that is compatible with both the VSI recreation management and reservation system and RAP's payment card processor, First Data Corporation.

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The overall cost of this contract will not exceed Seventy-Five Thousand Dollars (\$75,000.00) and will be funded through Department 89, Fund 302, Account 89712H. On May 20, 2015, the Board approved the transfer of funds in the amount of Three Million Dollars (\$3,000,000.00) to Department 89, Fund 302, Account TBD – System Developments, to modernize RAP's technologies in the areas of business applications, technology infrastructure, computational storage capacities, Internet/intranet websites, mobile web and mobile applications (Report No. 15-110).

FISCAL IMPACT STATEMENT:

This project will allow RAP to process all payment card transactions securely via the internet. Funding for this project will be from Department 89, Fund 302, Account 89712H – System Developments.

This Report was prepared by Gino Ogtong, Management Analyst II and reviewed by Alex Yee, Director of Systems, Finance Branch.