



Recommendation of Vendor to Provide Recreation Software Services

Parks and Recreation Board Meeting

Austin Parks and Recreation | February 23, 2026

Contract Purpose



- To obtain a qualified and experienced vendor to provide a comprehensive Recreation Management software application with implementation services to serve a multifunctional urban Parks and Recreation Department in most aspects of its operation. The application must align with the City's Technology Road Map, only fully cloud-hosted solutions were considered.

Background



- Austin Parks and Recreation (APR) oversees 355 parks, manages over 20,000 acres of parkland, and 107 buildings and facilities.
- APR utilizes the recreation management software system to manage:
 - All program registration,
 - Facility and campsite reservations,
 - Equipment rentals,
 - Golf tee time reservations,
 - Point-of-sale purchases,
 - Pass management,
 - Visitor tracking, and
 - Related services.
- The system processes over \$29M in revenue annually.

Background (cont'd.)



- The system is also used to report performance measures data to make business planning decisions.
- The recreation management software system is critical for APR to:
 - To meet service demands,
 - Provide quality customer service, and
 - Manage data on revenue and participant performance measures.
- The system manages:
 - Customer accounts,
 - Program/activity/class records,
 - Participant enrollments, and
 - Revenue data and other relevant data about APR programs and participants, which is critical for understanding the community's needs and determining where the City's parks programming resources are most needed.

RFP Process



- The Austin Financial Services issued a Request for Proposals solicitation (RFP 8600 GAZ3028) for a contract to provide a recreation management software system for APR.
 - Issued September 16, 2024
 - Closed October 31, 2024
 - Eight offers received
 - A complete solicitation package, including a log of offers received, is available on the City website Austin Finance Online.

Vendor Evaluation



- An evaluation team, with expertise in recreation software, evaluated the 8 offers received and scored RecTrac, LLC d/b/a Vermont Systems as the best firm to provide the requested services based on:
 - Product solution and approach,
 - Prior experience and references,
 - Price,
 - Local business presence, and
 - Small business presence.

Contract Term and Value



Contract Term	Length of Term	Contract Authorization
Initial Term	2 years	\$324,000
Optional Extension 1	2 years	\$358,000
Optional Extension 2	2 years	\$395,000
Optional Extension 3	2 years	\$439,000
Optional Extension 4	2 years	\$484,000
Total	10 years	\$2,000,000

Request for Recommendation



- Park and Recreation Board recommend to the Austin City Council the authorization of a contract for a recreation management software system for Austin Parks and Recreation with the recommended vendor, RecTrac, LLC d/b./a Vermont Systems, for an initial term of two years with up to four two-year extension options in an amount not to exceed \$2,000,000.