



Office of the City Manager

**RECESS ITEM**  
**CONSENT CALENDAR**  
 September 14, 2021

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: Elavon for Recreation Online Registration Payment Processing

**RECOMMENDATION**

Adopt a Resolution ratifying the action taken by the City Manager during recess, authorizing the City Manager to execute a contract with Elavon for online credit card payment processing transaction services for the Recreation Division's online registration system, for an amount not to exceed \$220,000 for the term commencing on or about September 1, 2021 through May 31, 2023.

**NEGATIVE EFFECT IF ACTION IS DELAYED UNTIL AFTER COUNCIL RECESS**

The City's Recreation online registration software, CivicRec, recently announced that they would no longer support our existing payment gateway configuration after September 16, 2021. This means we have limited time to execute this agreement, and we must move quickly to avoid any service interruption of Recreation Division online registration services to City of Berkeley residents.

**FISCAL IMPACTS OF RECOMMENDATION**

Funds for the contract are available in the FY 2022 budget in the Camps Fund (125-52-543-570-0000-000-461-639110-) and General Fund (011-52-543-570-0000-000-461-639110-); the remainder will be appropriated in FY 2023.

**CURRENT SITUATION AND ITS EFFECTS**

The City's Recreation Division uses CivicRec software to manage all online registration for recreation programs, picnic site and court rentals, afterschool programs, swim lessons and lap swim, sports field reservations, and camps. Until now, CivicRec has integrated with the City's third-party payment processor, Official Payments, to process online credit card transactions.

CivicRec informed the City that as of September 16, 2021, they will not process any credit card transactions through Official Payments. In an effort to respond to PCI DSS 4.0 Security Standards, they are reducing the number of payment gateway service providers they support, including Official Payments.

A team of City staff from PRW, Finance and IT evaluated the payment gateways that will integrate with CivicRec software and determined that Elavon provides the best mix of pricing

Contract: Join State of California's Contract with Elavon for Recreation Online Registration Credit Card Processing

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and services. Elavon, a subsidiary of US Bank, is one of the State of California's two contracted credit card processors. Elavon processes payments for 80% of the state's entities, encompassing approximately 6,000 organizations.

Elavon has an [existing contract](#) with the State of California Department of General Services that allows for Local Authorized Users to join to the agreement.<sup>1</sup> Piggybacking on this State agreement meets the City of Berkeley competitive bidding requirements, enables the City to benefit from the State's lower pricing, provides for a smooth transition of payment gateway services with CivicRec, and enables us to quickly enter into contract for these services. As a piggyback, the City joins the State's contract, and agrees to the State's negotiated terms and conditions. City staff have shared the City of Berkeley's local contracting policies and requested Elavon to review and sign those. While they will not be signed prior to the contract execution, City staff will continue to work with Evalon during the contract period to incorporate these provisions into the agreement.

### BACKGROUND

The City of Berkeley Parks, Recreation and Waterfront Department (PRW) provides a wide range of recreation facilities, programs, classes, and events for Berkeley resident and non-resident community members. The City operates two (2) swimming pools, four (4) community centers, eleven (11) sports fields, fifty-two (52) parks, three (3) remote residential camp sites, and one (1) skate park. The City depends on our online recreation registration programs to help community members register for activities for families, adults and youth, including after-school programs, day camps, classes, residential camps, special events, sports, and swimming. In addition, PRW offers tennis court, picnic site, camp and field rentals. For more information about the Parks, Recreation and Waterfront Department, see:

<http://www.cityofberkeley.info/prw/>.

### ENVIRONMENTAL SUSTAINABILITY AND CLIMATE CHANGE

In addition to time savings for residents, paying online via credit card has substantial environmental benefits compared to the alternative of driving to a site, completing paper-based transactions, paying via cash or check, then processing that payment and driving it to the Treasury and then to the bank.

### RATIONALE FOR RECOMMENDATION

Piggybacking onto the State of California contract with Elavon provides a cost-effective and timely solution and ensures that Berkeley residents can continue to register and pay online for City of Berkeley Recreation programs, camps, classes, and rentals.

### ALTERNATIVE ACTIONS CONSIDERED

None

### CONTACT PERSON

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<sup>1</sup> The State of California contract with Elavon is available at:

[https://caleprocure.ca.gov/PSRelay/ZZ\\_PO.ZZ\\_CTR\\_SUP\\_CMP.GBL?Page=ZZ\\_CTR\\_SUP\\_PG&Action=U&SETID=STATE&CNRCT\\_ID=5-10-99-02](https://caleprocure.ca.gov/PSRelay/ZZ_PO.ZZ_CTR_SUP_CMP.GBL?Page=ZZ_CTR_SUP_PG&Action=U&SETID=STATE&CNRCT_ID=5-10-99-02)

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Scott Ferris, Director, PRW, 981-6700  
Christina Erickson, Deputy Director, PRW, 981-6703

Attachments:

1: Resolution

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

CONTRACT: JOIN STATE OF CALIFORNIA'S CONTRACT WITH ELAVON FOR RECREATION ONLINE REGISTRATION CREDIT CARD PROCESSING

WHEREAS, the City of Berkeley needs to procure new payment processing services to continue processing 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 registration services, requiring integration with a third-party credit card transaction payment processor; and

WHEREAS, on February 26, 2019, the City Council authorized the City to amend the City's contract with Official Payments Corporation, the City's existing third-party credit card transaction payment processor, to include Recreation Division online transactions processed through CivicRec; and

WHEREAS, CivicRec notified the City that as of September 16, 2021, they will no longer support processing credit card transactions through Official Payments; and

WHEREAS, Elavon is a payment gateway that will integrate with CivicRec; and Elavon has an existing contract with the State of California that allows for Local Authorized Users to join to the agreement; and piggybacking on this State agreement meets City of Berkeley competitive bidding requirements and allows the City to benefit from the State's lower pricing; and

WHEREAS, funds for this contract are available in the FY 2022 budget in the Camps Fund and General Fund; and the remainder will be appropriated in FY 2023.

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 with Elavon for online credit card payment processing transaction services for the Recreation Division's online registration system, for an amount not to exceed \$220,000 for the term commencing on or about September 1, 2021 through May 31, 2023.