

Amendment to Blanket Contract 47025086 and Entering into Various Non-Competitive Contracts with Active Network, Ltd. for Software Subscriptions, Processing Fees, and Professional Services

Date: April 27, 2026

To: General Government Committee

From: Chief Technology Officer, General Manager, Parks & Recreation, and Chief Procurement Officer

Wards: All

SUMMARY

The purpose of this report is to seek City Council approval to amend an existing contract with Active Network, Ltd. for Parks and Recreation's program registration and facility booking system, and to authorize new contracts that allow other City divisions to replace their end-of-life booking and payment software. The proposed amendment supports targeted system enhancements and higher-than-projected processing fees due to growth in recreation participation and Council-approved inflationary increases to user fees, while the new contracts allow Corporate Real Estate Management, Revenue Services, Court Services, and the City Clerk's Office to continue provide reliable booking and front-counter payment services using the same enterprise platform. Council approval is required because the total value and duration of these contracts extend beyond staff authority under the City's procurement and financial by-laws.

The purpose of this report is to request City Council authority to:

- Amend Blanket Contract number 47025086 with Active Network, Ltd. for the program registration and recreation facilities / space booking system, ACTIVENet, for Parks and Recreation for system enhancements and processing fees.
- Execute three (3) separate non-competitive contracts with Active Network, Ltd. for software subscriptions, processing fees, and professional services, for a term ending on December 31, 2030, under the Enterprise CLASS Replacement Project for Corporate Real Estate Management (CREM), Revenue Services, Court Services and City Clerk's Office.

Previously, Blanket Contract 47025854 was established for CREM, executed under Divisional Authority, and Purchase Order 6056849 was established for Revenue Services, executed under Parks and Recreation authority ([GG4.21](#)). However, upon further review of the authority requirements under Municipal Code Chapter 195, Council approval is required for these contracts and is being sought through this report.

Since 1999, the City of Toronto has used Active Network, Ltd.'s CLASS software system to support program registration, front-counter transactions, and facilities booking for multiple City divisions. The CLASS system is at the end of its life, and the supplier is discontinuing support.

In 2023, under the Registration and Booking Transformation (RBT) Project, Active Network, Ltd. was competitively awarded Blanket Contract 47025086 through Negotiated Request for Proposal (nRFP) Document Number 2915353397 to replace Parks and Recreation's existing CLASS system for a program registration and recreation facilities / space booking system with Active Network, Ltd.'s current platform, ACTIVENet.

This report recommends amending Blanket Contract Number 47025086 to support system enhancements that will improve the overall experience for both staff and the public and to account for higher-than-projected processing fees due to growth in recreation participation and Council-approved inflationary increases to user fees.

This contract award process established a Master Services Agreement with Active Network, Ltd. that includes privacy, security, and confidentiality protection obligations that may be leveraged by other City divisions with similar requirements.

The Enterprise CLASS Replacement Project (ECRP) was initiated by the Technology Services Division (TSD) to support City divisions that needed to replace the CLASS software and were not originally included in the scope of the RBT project and the nRFP issued. TSD conducted a review of how the CLASS software was used by Corporate Real Estate Management (CREM), Revenue Services, Court Services, and the City Clerk's Office (CCO), and confirmed that their requirements align with Parks and Recreation's competitive procurement and can be met using Active Network, Ltd. products under the existing Master Services Agreement.

This report recommends entering into three (3) separate non-competitive agreements for these divisions to maintain reliable, secure service delivery using industry-standard technology solutions.

A non-competitive procurement may be undertaken where both the proposed procurement and supplier can be justified in good faith based on an exception set out in Toronto Municipal Code Chapter 195, Procurement. This procurement will be proceeding under the exception related to Exclusive Rights, where Active Network, Ltd. and the City have determined in good faith that both the proposed procurement and the selected supplier, along with the terms and conditions of the contract, are beneficial to the City (Toronto Municipal Code, Chapter 195, Procurement, Section 7.1.C).

City Council approval is required in accordance with Municipal Code Chapter 195, Procurement, where the current request exceeds the Chief Procurement Officer's authority of the cumulative five-year (5) commitment for each supplier, under Article 7, Section 195-7.3 (D) of the Purchasing By-Law or exceeds the threshold of \$500,000 net of HST allowed under staff authority as per the Toronto Municipal Code, Chapter 71 Financial Control, Section 71-11A.

RECOMMENDATIONS

The Chief Technology Officer, the General Manager, Parks and Recreation, and the Chief Procurement Officer recommend that:

1. City Council, in accordance with Section 71-11.1C of the City of Toronto Municipal Code Chapter 71 (Financial Control By-Law), authorize an amendment to Blanket Contract Number 47025086 with Active Network, Ltd. for Parks and Recreation's program registration and recreation facilities / space booking system by \$2,175,000 net of all applicable taxes and charges (\$2,213,280 net of HST recoveries) for system enhancements and processing fees, increasing the current contract value from \$10,695,144.45 to \$12,870,144 net of all taxes and charges (\$13,096,659 net of HST recoveries).
2. City Council authorize the Chief Technology Officer and the Chief Procurement Officer to negotiate and execute three non-competitive agreements with Active Network, Ltd. until December 31, 2030, on terms and conditions satisfactory to the Chief Technology Officer and in a form satisfactory to the City Solicitor for:
 - Corporate Real Estate Management in the value of \$512,301 net of all applicable taxes and charges (\$521,317 net of HST Recoveries)
 - Revenue Services & Court Services in the value of \$1,420,977 net of all applicable taxes and charges (\$1,445,986 net of HST Recoveries) and;
 - City Clerk's Office in the value of \$496,313 net of all applicable taxes and charges (\$505,048 net of HST Recoveries).

FINANCIAL IMPACT

This report recommends amending the Parks and Recreation Blanket Contract Number 47025086 to support system enhancements that will improve the overall experience for both staff and the public and to account for higher-than-projected processing fees due to growth in recreation participation and inflationary increases to user fees. This report also recommends entering into three (3) separate non-competitive agreements to replace the legacy CLASS software for the other divisions to maintain reliable, secure service delivery using industry-standard technology solutions.

Total funding for the current year for each contract is included in the 2026 Operating Budgets for Corporate Real Estate Management, Revenue Services, the City Clerk's Office, and Technology Services Division, and the 2026-2035 Capital Budgets for the Parks and Recreation, Revenue Services, and Technology Services Divisions. Funding for the requested contract terms will be included in the 2027-2030 Operating Budget submissions for Parks and Recreation, Corporate Real Estate Management, Revenue Services, City Clerk's Office, and Technology Services for consideration through future budget processes.

Additional funding details for each amendment or contract follow in the tables below.

Table 1 – Financial Impact Summary of Recommended Amendment to Blanket Contract 47025086 for Parks and Recreation's ACTIVENET System

Division	Cost Centre	Cost Element	2026	2027	2028	Total
Parks and Recreation	CPR127-46-07	5050302	\$763,200	\$381,600	\$381,600	\$1,526,400
	P13404	5050302	–	–	\$686,880	\$686,880
Total Net of HST Recoveries (rounded to the nearest dollar)			\$763,200	\$381,600	\$1,068,480	\$2,213,280

Table 2 – Financial Impact Summary of Recommended Contract for Corporate Real Estate Management's ACTIVENet System

Division	Cost Centre	Cost Element	2025	2026	2027	2028	2029	2030	Total
Corporate Real Estate Management	FA2046	5050366	\$55,968	\$55,968	\$55,968	\$55,968	\$55,968	\$55,968	\$335,808
	FA2133								
Technology Services	CIT045-45	5020106	\$124,453	–	–	–	–	–	\$124,453
	IT2019	5050366	–	\$20,352	\$10,176	\$10,176	\$10,176	\$10,176	\$61,056
Total Net of HST Recoveries (rounded to the nearest dollar)			\$180,421	\$76,320	\$66,144	\$66,144	\$66,144	\$66,144	\$521,317

Table 3 – Financial Impact Summary of Recommended Contract for Revenue Services & Court Services's Payment Manager 2 System

Division	Cost Centre	Cost Element	2026	2027	2028	2029	2030	Total
Revenue Services	CFS-026-01	5050366	\$111,936	–	–	–	–	\$111,936
	FS0187, FS0188, FS0189, FS0190, FS0191	5050366	\$154,166	\$217,766	\$217,766	\$217,766	\$217,766	\$1,025,230
Technology Services	CIT045-45	5020106	\$308,818	–	–	–	–	\$308,818
Total Net of HST Recoveries (rounded to the nearest dollar)			\$574,921	\$217,766	\$217,766	\$217,766	\$217,766	\$1,445,984

Table 4 – Financial Impact Summary of Recommended Contract for City Clerk Office's Payment Manager 2 System

Division	Cost Centre	Cost Element	2026	2027	2028	2029	2030	Total
City Clerk's Office	GV0051	5050366	\$54,950	\$54,950	\$54,950	\$54,950	\$54,950	\$274,752
Technology Services	CIT045-45	5020106	\$220,629	–	–	–	–	\$220,629
	IT2019	5050366	–	\$9,667	–	–	–	\$9,667
Total Net of HST Recoveries (rounded to the nearest dollar)			\$275,579	\$64,618	\$54,950	\$54,950	\$54,950	\$505,048

The Chief Financial Officer and Treasurer has reviewed this report and agrees with information included in the Financial Impact section.

DECISION HISTORY

In January 2025, Blanket Contract 47025854 was awarded by the Chief Technology Officer in accordance with Sections 195-7.3 of the Toronto Municipal Code through non-competitive procurement contract authority for a procurement of up to \$500,000, provided that the award value is within the division head's commitment authority under Chapter 71, Financial Control.

In June 2023, City Council authorized the Chief Technology Officer and the General Manager, Parks, Forestry and Recreation to enter, and execute an agreement, and any ancillary documents required to give effect to the agreement, with ACTIVE Network LLC (now Active Network, Ltd.), set out in the Negotiated Request for Proposal Document Number 2915353397 for the provision and use of the ACTIVENet registration and booking system for an initial term of seven years from date of award with the option to renew for up to five separate one year periods.

<https://secure.toronto.ca/council/agenda-item.do?item=2023.GG4.21>

COMMENTS

Since 1999, the City of Toronto has used Active Network, Ltd.'s CLASS software system to support program registration, front-counter transactions, and facilities booking for multiple City divisions. The CLASS system is now at the end of its life, and the supplier is discontinuing support.

Following a competitive procurement co-led by Parks and Recreation and Technology Services Division in 2023 for a program registration and recreation facilities / space booking system, Active Network, Ltd.'s product, ACTIVENet, was chosen to replace the CLASS software in use by Parks and Recreation and Economic Development and Culture Divisions. This process established an enterprise-wide Master Services Agreement that can be used by other City divisions with similar requirements.

ACTIVENet is a modern, cloud-based enterprise platform that supports activity registration, facility booking, membership management, point-of-sale transactions, and more. Payment Manager 2 is a software product within the ACTIVENet suite that supports in-person payments, including point-of-sale transactions.

Registration and Booking Transformation Project

Co-led by Parks and Recreation and Technology Services Division in collaboration with Economic Development and Culture.

The Registration and Booking Transformation (RBT) Project replaced the end-of-life CLASS software with ACTIVENet in November 2024. In its first year, the new system supported one million transactions and demonstrated a 30% increase in customer satisfaction.

In 2025, this system supported an increased use of community amenities across City parks and recreation spaces, including:

- 306,000 bookings at Parks and Recreation facilities, a 7% increase from 2024,
- 400% growth in online bookings for outdoor tennis and pickleball, increasing from 350 in 2024 to 1,400 in 2025, and
- Growing use of online booking for park amenities, with one in three outdoor oven bookings made online.

This report requests an amendment to the competitively procured Blanket Contract 47025086 to support targeted system enhancements and address higher-than-projected processing fees:

- **System Enhancements** – Parks and Recreation is committed to continuously improving the Registration and Booking System, ACTIVENet, for customers and staff. Several improvements to the customer-facing application have been completed by the vendor at no cost to the City, however, additional enhancements are required to address system gaps identified during usability testing and to respond to potential Council initiatives and impending corporate initiatives, such as Early Local Registration and City of Toronto Login.
- **Processing Fees** – As defined in the Statement of Work, processing fees are calculated as 0.5% of the revenue generated in the Registration and Booking System from credit card and debit card transactions. In the original contract, the estimated line item for processing fees did not account for annual increases to Council-approved user fees or growth in participation, both of which increase the overall revenue generated from credit card and debit card transactions annually. Therefore, based on current forecasts using year one processing fees, Parks and Recreation is expecting a funding shortfall before the end of the contract term. This report proactively requests to increase the value of this line item to reflect current forecasted projections for growth in participation and inflationary increases to Council-approved user fees.

Enterprise CLASS Replacement Project

Led by Technology Services Division in collaboration with multiple City Divisions using the end-of-life CLASS software.

The Enterprise CLASS Replacement Project (ECRP) was initiated by the Technology Services Division (TSD) to support City divisions that needed to replace the CLASS software but were not included in the RBT project scope.

TSD has conducted a review of how the CLASS software was used by Corporate Real Estate Management, Revenue Services, Court Services, and the City Clerk's Office. Through this review, City staff assessed replacement options, developed a detailed scope of requirements for these divisions, and confirmed that these requirements align with the earlier competitive procurement and can be met using Active Network, Ltd. products under the existing Master Services Agreement (MSA), which includes privacy, security, and confidentiality protection obligations.

These contracts were negotiated individually, leveraging the nRFP pricing and achieving the same or better rates.

- **Corporate Real Estate Management (CREM)** has replaced the CLASS software with ACTIVE.Net to support management of facility bookings and permits, contract and permit revisions, and facility maintenance. This work was initiated under Blanket Contract 47025854, which was executed under Divisional Authority; however, upon further review of the authority requirements under Municipal Code Chapter 195, Council approval is required and is being sought through this report.
- **Revenue Services** will replace its CLASS point-of-sale module with Payment Manager 2 to support in-person and over-the-phone payment transactions, including parking and traffic violations, property tax bills, and utility bills, as well as other transactions like petty cash and bagged deposits. **Court Services** will be onboarding to this solution where necessary to support payment processing on Revenue Services' behalf. This work was initiated under Purchase Order 6056849, which was executed under Parks and Recreation authority ([GG4.21](#)); however, upon further review of the authority requirements under Municipal Code Chapter 195, Council approval is required and is being sought through this report.
- **The City Clerk's Office** has used the CLASS software since 2009 to manage front-counter cashiering and point-of-sale transactions, including Elections Services payments such as nomination and late filing fees and Registry Services payments such as marriage licences, death certificates, and freedom-of-information processing fees, and will replace CLASS with Payment Manager 2 to continue supporting these front-counter payment functions.

This report requests authority to execute the aforementioned contracts until December 31, 2030. Separate divisional contracts are recommended to ensure appropriate budget accountability, expenditure control, and operational flexibility consistent with established divisional funding structures.

The Fair Wage Office has reported that Active Network, Ltd. have indicated that they have reviewed and understand the Fair Wage Policy and Labour Trades requirements and have agreed to comply fully.

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