

**CITY COUNCIL
COMMUNICATION:**

ITEM _____

**OFFICE OF THE CITY MANAGER
CITY OF DES MOINES, IOWA**

00-409

SYNOPSIS -

AGENDA:

AUGUST 28, 2000

SUBJECT:

PERMITTING,
INSPECTION, AND
LICENSING
AUTOMATION
CONTRACT

On March 6, 2000, the City Council approved a Request for Proposal (RFP) for a software system to provide for the automation of the City's permitting, inspection, and licensing activities in the Community Development Department, the City Clerk's Office, and other affected departments. Following the distribution and receipt of responses to this RFP, staff has evaluated vendor proposals and negotiated a contract with the vendor that received the highest score, Tidemark Solutions (Bruce Dahl, CEO and President, Seattle, WA). Upon approval of these contracts, which is for software licenses, installation and support, the implementation of this project will begin.

TYPE:

**RESOLUTION
ORDINANCE
RECEIVE/FILE**

FISCAL IMPACT -

The software licensing with Tidemark Solutions is \$78,800. Implementation costs, which include training by Tidemark to the users of this system, total \$107,750, with a travel allocation of \$38,218. Software support, which includes continual upgrade and updates to the system total to be \$13,820. This system will require direct integration with the City's GIS system(s) and other databases (PeopleSoft, HEAT, PN Data Base) some of which are presently under development. As a result, the costs associated with integration can not be specifically identified until such time implementation and scoping workshops begin. Presently, \$30,000 is estimated for this activity. The grand total of all the base components for this standard database system, excluding integration costs, is \$238,588. In addition, the agreements include a one-year locked-in rate to purchase additional licensing capacity. This system will provide the link for future technological advances in field data recovery from field staff, as well as Internet access to functional records and permitting in the future.

SUBMITTED BY:

JAMES GRANT
COMMUNITY
DEVELOPMENT
DIRECTOR

MICHAEL
ARMSTRONG
INFORMATION
TECHNOLOGY
DIRECTOR

DONNA BOETEL-
BAKER

Funds are available in the Capital Improvement Program (CIP) budget within the AM/FM allocations (CPO 34 ENG990000)

CITY CLERK

BLD004, AM/FM Project Budget).

RECOMMENDATION -

Approval.

BACKGROUND -

Following the City Council's approval of the Permitting/Inspection/Licensing RFP, the City issued an RFP to 11 vendors, who either had a reputation of providing specialty software for this type of application, or who expressed an interest in participating in the selection process. As a result, six RFP responses were received from interested vendors.

Following the receipt of these responses, a selection team made up of a Users Advisory Group was used to evaluate the proposals from each of these vendors. This selection team, who was also involved in the initial development of the RFP, consisted of representatives from the Permit and Development Center, Community Development Department; City Clerk's Office; Information Technology Department and the Engineering Department.

This group followed the evaluation process identified in the RFP, which measured the vendors' ability to meet the minimum requirements specifically identified in the RFP; their proposal and ability to provide training, installation, conversion, support, and implementation assistance; their financial and business stability; their past performance and experience in this area; as well as cost. A total of 1000 points were allocated through these various measurements and 30 percent of these points were allocated to proposed cost.

During this evaluation process the selection team first evaluated the six proposals. As a result of this initial evaluation, the selection team assigned evaluation points in the areas identified in the RFP. This resulted in identifying three vendors who were invited to provide presentations of their systems and participate in an interview process before a larger group of users. These presentations occurred in late June, when two half-day sessions took place and all affected City staff were invited to participate and provide feedback to the selection team.

Following these presentations, the selection team contacted listed referenced communities that were presently using the software of each of these vendors. As a result, the selection was narrowed to two vendors. Representatives of this selection team (Jim Johnson, Permit and Development Administrator, and Michael Armstrong, Information Technology Director) visited two sites (Lincoln, NE and Overland Park, KS) where each of the top scoring vendors had systems in place. The findings of these site visits were reported to the selection team and the final points allocation were assigned. Tidemark Solutions received the highest score of 966 points and is the recommendation of the selection team.

Following the findings of the selection team and a report to the City Manager, staff began negotiations with is preferred vendor.

It was the findings of the selection team that not only did the products and services provided by Tidemark appear to satisfy the minimum requirements of the RFP, but the characteristics of their software system provides the highest level of flexibility and capability to provide the best service to the processes in Des Moines.

The requested system described in the RFP and the system provided for in the presented contracts provides for a single standard database needed to move forward with other technological advances, such as field data development by field staff and internet technologies. Based on the implementation plan of this system, automation of permit types and processes will be phased in with the first phase possibly being completed within 60 days, depending upon the City's capability and integration solutions. The entire project is expected to take 12 months. Following the development of this base system, further automation advancements can be expected.