	Council Communication	Date	September 22, 2008

<table>
<tr><td rowspan="2">CITY OF DES MOINES (logo)</td><td rowspan="2" align="center">Council
Communication
Office of the City Manager</td><td>Date</td><td>September 22, 2008</td></tr>
<tr><td colspan="2">Agenda Item No.   29A
Roll Call No.   <u>08-</u>
Communication No. <u>08-586</u>
Submitted by: Michael E. Matthes, Chief Information Officer</td></tr>
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AGENDA HEADING:

Tidemark Maintenance and Support Renewal

SYNOPSIS:

Request for non-competitive procurement of annual software maintenance and support for Accela, used for the licensing, permitting, and code enforcement tracking, licensed by Accela, Inc. Det. CH 17640, Palatine, IL 60055-7640.

FISCAL IMPACT:

Amount: $ 31,532.66

Funding Source: Budgeted for in FY2009; see page 197 of Recommended Operating Budget. GE001 IFT010300 526120

ADDITIONAL INFORMATION:

The Tidemark product is used to track licenses and permits issued by the City's Permit and Development Division. In addition, the product tracks inspections performed for all permits issued as well as processes associated with code enforcement cases. The product is used primarily as a line-of-business application by the City Clerk and Community Development Department but the information within the application is referenced by many other City departments.

Keeping current on maintenance agreements entitles the City of Des Moines to upgrade to newer versions of the product as they become available. Also, maintenance agreements entitle the City to technical support for licensed products, technical how-to documents, on-line webcasts and demos of new product releases

PREVIOUS COUNCIL ACTION(S): NONE

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:

Ongoing annual maintenance and support for licenses in use by City of Des Moines. Software licensing renewals are due in August of each year.

For more information on this and other agenda items, please call the City Clerk's Office at 515-283-4209 or visit the Clerk's Office on the second floor of City Hall, 400 Robert D Ray Drive. Council agendas are available to the public at the City Clerk's Office on Thursday afternoon preceding Monday's Council meeting. Citizens can also request to receive meeting notices and agendas by email by calling the Clerk's Office or sending their request via email to cityclerk@dmgov.org.