

 <p style="text-align: center;">Council Communication Office of the City Manager</p>	Date:	November 9, 2015
	Agenda Item No.	36
	Roll Call No.	<u>15-1876</u>
	Communication No.	<u>15-604</u>
	Submitted by:	Phillip Delafield, Community Development Director

AGENDA HEADING:

Approval of Request for Proposal (RFP) to identify and select a qualified consultant to complete a needs assessment, determine requirements, and assist in the creation of an RFP for the acquisition of a replacement for the City’s permitting, inspection, and licensing software.

SYNOPSIS:

The City’s current permitting, inspection, and licensing software is at the end of life and must be replaced. To seek a viable and cost-effective replacement we must determine the functional requirements needed, research community best practices, and review changes in the marketplace, as well as identify opportunities for improvements and efficiencies. This consultant would work with City staff to review needs, determine requirements, and create an RFP for Tidemark replacement. The intended solution must further the City’s goal of using technology to enhance service delivery and making more citizen transactions available online.

FISCAL IMPACT:

Amount: \$100,000

Funding Source: To be determined.

ADDITIONAL INFORMATION:

On March 6, 2000, the City Council approved a 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 evaluated vendor proposals and negotiated a contract with the vendor that received the highest score which was Tidemark Solutions. The software was installed in 2001 and has since been maintained, upgraded, and customized to accommodate various changes in the business processes of the City. Annual maintenance and upgrades to the current system have been performed via a maintenance and support agreement with Accela, Inc. who acquired Tidemark in 2001.

The current 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 City Clerk’s Office and Community Development Department use the product primarily as a line-of-business application, but many other City departments reference the information within the application. The Tidemark system is connected to

the City's enterprise geodata architecture. Its database is regularly updated with parcel records and other geographic references from the City's enterprise Geographic Information System (GIS) via automated extract, transfer, and load (ETL) processes.

This software is now at the end of life and the City needs to identify an innovative and effective solution to meet permitting, inspection, and licensing needs. This solution may be third party, hosted, in-house, or a combination of these options.

PREVIOUS COUNCIL ACTION(S):

Date: September 14, 2009

Roll Call Number: [09-1666](#)

Action: Bids for the following:

- (A) [Accela](#), Inc. (Maury Blackman, CEO) for annual software maintenance and support for Tidemark to be used by the Information Technology Department, \$34,685.92. ([Council Communication 09-621](#)) Moved by Vlassis to adopt. Motion Carried 7-0.

Date: April 10, 2006

Roll Call Number: [06-0648](#)

Action: [On](#) Supplement No. B5 to the Governmental Lease-Purchase Master Agreement with Banc of America Leasing & Capital, LLC, for acquiring one Police vehicle and hardware software enhancement to the City's Tidemark computer system, \$195,000, (4-24-06). ([Council Communication 06-179](#)) Moved by Hensley to adopt. Motion Carried 6-1.

Date: August 28, 2000

Roll Call Number: 00-3621

Action: Contract with Tidemark Solutions (Seattle, Washington) for Permitting, Inspection, Licensing software acquisition, support and project implementation. ([Council Communication 00-409](#)) Moved by Hensley to adopt. Motion Carried 5-1-1. Nays: Coleman. Absent: Flagg.

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:

Resulting RFP for selection of replacement software.

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