

 <p style="text-align: center;">Council Communication Office of the City Manager</p>	Date: September 26, 2016
	Agenda Item No. 35 Roll Call No. <u>16-1619</u> Communication No. <u>16-528</u> Submitted by: Phillip Delafield, Community Development Director

AGENDA HEADING:

Accepting proposal for consultant services for needs assessment for permitting, inspection and licensing system from Plante & Moran, LLC, approving agreement, and authorizing the City Manager to execute agreement for same.

SYNOPSIS:

This contract is for consulting services that will assist in replacing Tidemark, a software system used by numerous City departments to manage permitting, licensing, inspection, and enforcement processes. The ultimate goal is to replace Tidemark with an enterprise system that will provide more efficient workflows, increase transparency, and improve functionality with other City software systems. The consultant will be contracted to perform the following tasks:

- Perform needs assessment for permitting, licensing, and inspection management software.
- Develop action plan for addressing needs.
- Develop RFP for selecting software.
- Assist in evaluation and selection of a vendor.
- Assist in contract negotiations with vendor for replacement product.

FISCAL IMPACT:

Amount: \$150,000

Funding Source: Fiscal Year (FY) 2017 Information Technology (IT) Capital Improvement Program (CIP) Budget

ADDITIONAL INFORMATION:

Tidemark, the software being replaced, is currently used by the City Clerk’s Office, Community Development Department, Fire Department, Traffic & Transportation, City Manager’s Office, and Legal to manage the following processes:

- Land development;
- Construction permitting and inspection;
- Sign permits;
- Tax abatement;
- Business & pet license;
- Street use events;

- Rental property certification and inspection;
- Code enforcement & legal actions;
- Neighborhood conservation programs; and
- Zoning Board of Adjustment.

Tidemark software is outdated and no longer supported by its provider. Replacing the software with a current system is expected to provide additional functionality, more efficiency, and increased transparency. Such improvements will improve workflows as well as the customer experience for Des Moines citizens, which is in line with the High Performing Organization goal of GuideDSM.

Hiring a consultant to perform a needs assessment, assist in developing a Request for Proposal (RFP), and providing contract negotiation assistance will help ensure the new software best addresses the needs of the City. City staff sought proposals for this work through an RFP process. The RFP was sent to six consulting firms known to have experience in this type of work and advertised for other input from others. Two proposals were received and scored by a selection committee. The proposals were evaluated based on cost, qualifications, and technical approach. The Plante Moran proposal was higher priced, but scored significantly higher in the qualification and technical approach categories and provided a more comprehensive and organized approach.

The selection committee reached out to all government clients of Plante Moran who had received similar services in the past three years. Feedback confirmed the consulting services provided by Plante Moran exceeded expectations, and many clients hired the firm to perform additional work after completion of the contract. The selection committee is excited to replace Tidemark with more current software and recommends Plante Moran be contracted to provide consulting services for this process.

PREVIOUS COUNCIL ACTION(S): NONE

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:

Additional CIP funding available for the replacement of Tidemark will be used when a vendor is selected in July, 2017.

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 first floor of City Administration Building, 400 E. Court Avenue Ste.116. 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.