

 <p style="text-align: center;"><b>Council Communication</b> Office of the City Manager</p>	<b>Date:</b> August 6, 2018
	<b>Agenda Item No.</b> 44 <b>Roll Call No.</b> <u>18-1359</u> <b>Communication No.</b> <u>18-408</u> <b>Submitted by:</b> Phillip Delafield, Assistant City Manager and Anna Whipple, CIO

**AGENDA HEADING:**

Accepting proposal of Tyler Technologies (H. Lynn Moore, President, 5101 Tennyson Parkway, Plano, TX 75024) for EnerGov Permitting, approving an agreement for same, and authorizing the City Manager to approve future annual maintenance services.

**SYNOPSIS:**

Approving proposal and contract for purchase and implementation of EnerGov software, which will be used to manage City permitting, licensing, and land management functions. The current software is 17 years old, is no longer supported, and is used to manage over 50,000 permitting and inspection cases per year. Up-to-date software will provide greater functionality, better security, and improve citizen interaction with the five (5) City departments who issue permits and licenses or perform inspections.

A Request for Proposal (RFP) was issued in October 9, 2017 and six (6) vendors responded. After an extensive review, the selection committee, made up of representatives from six (6) City departments, recommended Tyler Technologies/EnerGov. This solution provided the lowest overall cost among vendors that met the selection criteria and will provide enhanced functionality, such as:

- Electronic plans submittal and review
- Online payments and permit management
- Mobile app for inspectors in the field
- GIS integration for mapping of permits, inspections, and inspection routing

City Council reviewed project costs and the RFP vendor selection at a City Council Work Session on April 10, 2017, and a contract and scope of work has been negotiated with Tyler Technologies. This council action will approve the contract, software purchase, and implementation services as well as additional hardware needed. It is expected that implementation will take approximately 18 to 24 months and will require 10,385 staff hours.

**FISCAL IMPACT:**

Amount: \$1,759,365

Overall Project Cost: EnerGov Software \$681,515, Implementation Services \$906,000, Initial Maintenance & Support \$171,850 with annual maintenance fees subject to a cap of a 3% increase (years 2-5), and a 5% increase (years 6-10).

Funding Source: YFY2018-2019/2023-2024 CIP, Miscellaneous Improvements - Information Technology, MS001, page 8 and FY2019/2020/2021 Operating Budget, GE001, IT153000 User Services.

**ADDITIONAL INFORMATION:**

- The Permitting and Licensing Management Software replacement project is a \$2 million project programmed into the Capitol Improvement budget in FY18-FY19 for the replacement of Tidemark, the City's current Land Management Software (LMS), which was purchased in 2001. This software is used to manage land development, construction permitting and inspections, sign permits, tax abatement, business & pet licenses, street use events, rental property certification and inspection, code enforcement & legal actions, neighborhood conservation programs, and Zoning Board of Adjustment actions by the City Clerk's Office, Community Development Department, Fire Department, Traffic & Transportation Division, and City Manager's Office.
- If this contract is approved, the timeframe to go live is estimated at 18 to 24 months and will require 10,385 hours of staff time from Community Development, Information Technology, City Clerk, Engineering, and the Fire Department.

**PREVIOUS COUNCIL ACTION(S):**

Date: September 26, 2016

Roll Call Number: [16-1619](#)

Action: [Proposal](#) from Plante & Moran, LLC to provide a needs assessment for a permitting, inspection and licensing system, \$150,000. ([Council Communication No. 16-528](#)) Moved by Gray to adopt. Motion Carried 6-1. Absent: Hensley.

Date: November 8, 2015

Roll Call Number: [15-1876](#)

Action: [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. ([Council Communication No. 15-604](#)) Moved by Gatto to approve. Motion Carried 6-1. Absent: Coleman.

**BOARD/COMMISSION ACTION(S): NONE**

**ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:**

Purchase of hardware for on-premise installation of EnerGov software, mobile devices for inspections, annual maintenance fees, and additional user licenses as may be necessary.

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