

Legislation Text

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CC MEETING: October 18, 2016

DATE: October 6, 2016

TO: Leonard Martin, City Manager

FROM: Thomas P. Guilfooy, Director of Competition

Consider A **Resolution Authorizing The City Manager To Approve A Contract With N. Harris Computer Corporation For The Purchase And Implementation Of CityView Software** In An Amount Not To Exceed \$717,189.00 (RFP#16-027).

BACKGROUND:

The City of Carrollton has adopted a management and policy direction where each department operates with a philosophy of continuous improvement. Managers will apply accountability, cost consciousness, financial planning, and efficient operating policies and practices to manage their operations like a high-performing service business.

As part of the Managed Competition evaluation of the Environmental Services business unit, it is recommended that the department acquire a modern operational support system that would improve customer service, employee productivity and operational efficiency and effectiveness. The proposed joint solution will also greatly benefit the Development Services business unit. The current software being used by both departments is over 27 years old and is obsolete.

A feasibility study was conducted in the Spring 2016 to identify and evaluate various software solutions for Permitting, Planning, Code Enforcement, Business Licensing, Rental Housing and Cashiering. The desired solution also had to meet the needs of plans reviewers for paperless plans review, inspectors for field productivity and the general public for service convenience. An employee evaluation committee was formed with representatives from Development Services and Environmental Services. The committee evaluated six information systems, conducted site visits and talked with current customers. The committee ultimately rated and ranked each solution based on how well it met our requirements, including ease of use and price.

In June, 2016 The City issued a formal request for proposal (RFP #16-027) for a comprehensive permitting, regulation, enforcement and property (PREP) information system. After thoroughly evaluating the five proposals received in response to the RFP, the City selected Sungard and Harris to continue through the “best and final offer” (BAFO) process and contract negotiations phase.

The employee evaluation committee recommends that the City purchase the CityView software suite, which offers the “best value” solution in our opinion.

FINANCIAL IMPLICATIONS:

Approximately \$598,327.00 in non-recurring costs will be paid for CityView software licensing, professional services, training and related services in Year 1. A non-recurring contingency amount of \$39,155.00 is also requested. The source of non-recurring funds will be the IT Capital Projects Fund.

Approximately \$79,707.00 in recurring costs will be incurred in Year 1. Annual recurring costs will be paid from the Building Inspection and Environmental Services operating budgets.

STAFF RECOMMENDATION/ACTION DESIRED:

City Council is requested to pass a resolution authorizing the City Manager to contract with N. Harris Computer Corporation for the purchase and implementation of CityView software and related services in an amount not to exceed \$717,189.00.