

**AGENDA ITEM EXECUTIVE SUMMARY**

Agenda Item number: 7a

Title:

Recommend a motion to authorize City staff to execute an agreement with Harris Computer Systems for CityView software upgrade services for a not-to-exceed cost of \$158,708

Presenters:

Larry Gunderson, Director of Information Systems  
Rita Tungare, Director of Community & Economic Development

Meeting: Government Operations Committee

Date: August 21, 2017

Proposed Cost: \$158,708

Budgeted Amount: \$150,000

Not Budgeted: ☐**Executive Summary** (*if not budgeted please explain*):

The City's current community development tracking and permitting software system, CityView Version 8.5, has been in use since 2004. As a result, it is outdated and does not fit current business needs. An initiative to replace the current system was addressed with Strategic Goal #11 of the City's Strategic Plan - Explore Options for Updating the City's Development Tracking System.

The City approached Harris Computer Systems, the vendor of CityView, to determine if the latest version of their software met the City's functionality requirements. Based on extensive demonstrations by Harris, it was determined that the latest version of the software not only met the City's requirements, but also had the option for additional functionality, such as online building permit submittals, that the City may adopt in the future.

As a result, City staff asked Harris to develop a plan and statement of work to upgrade CityView software. Harris responded to the City's request by developing a scope of services that includes the following elements:

- Software and Licensing
- Project Management & Implementation Services
- Data Conversion
- Training
- Travel and Expenses

The proposed total cost for the CityView software upgrade is \$158,708. Funds for the CityView upgrade were budgeted in the Community and Economic Development Department budget for FY 2018. Plans are for Harris and City staff to complete the upgrade and be operational with the current version of CityView in April 2018.

Attachments (*please list*):

CityView Upgrade Services Recommendation

**Recommendation/Suggested Action** (*briefly explain*):

Recommend a motion to authorize City staff to execute an agreement with Harris Computer Systems for CityView software upgrade services for a not-to-exceed cost of \$158,708.



## Memo

Date: August 21, 2017  
To: Alderman Todd Bancroft  
Chairman of the Government Operations Committee  
From: Larry Gunderson, Director of Information Systems  
Rita Tungare, Director of Community and Economic Development  
Re: CityView Community Development and Permitting Software Upgrade

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### **Purpose**

This memorandum outlines the goals, objectives and process for entering into an agreement with Harris Computer Systems to provide software and services to upgrade to the current version of CityView software.

### **Background**

CityView software is used by the Community and Economic Development Department to track and manage the submittal, review and approval of development projects and the review and issuance of building permits. In addition, the software is used by the City Administrator's office and the Police Department for managing the liquor license application process.

The current version of CityView software that the City is using was implemented in 2004. The software is nearing end-of-life for support from the software vendor, does not allow for management of the development process in accordance with City business processes, and does not link all relevant information together to enable staff to have a complete view of the development process. As a result, the City requires an updated community development tracking and permitting system that is built on current technology standards and can be adapted to meet the needs of the City's customers.

An initiative to replace the current system was adopted with Strategic Goal #11 of the City's Strategic Plan - Explore Options for Updating the City's Development Tracking

System. The initial phase of the strategic plan goal was the utilization of an outside consultant to guide staff through a comprehensive needs assessment and software requirements definition for a community development software solution. That phase of the project was recently completed.

### **Discussion**

CityView community development and permitting software is one of several enterprise software applications that are used at the City. These enterprise applications support core City functions, incorporate multiple departments and business processes, and provide a high degree of functionality. In addition to community development and permitting software, other enterprise applications include:

- Asset Management / Computerized Maintenance Management
- Utility Billing
- Financials / Budgeting
- Payroll / Human Resources

Due to the extensive amount of software integration and common business functions that are shared with enterprise applications these software systems are often purchased as a common suite of software applications, or separate applications that are implemented together by a software integrator.

Since the City will be replacing or upgrading most of its enterprise applications within the next few years, an Enterprise Application Strategy was developed to ensure that the City implements its enterprise applications in a way that meets business needs and also considers the total cost of ownership of the software. As a result, a comprehensive Request for Proposal will be released by the City for all of its enterprise applications in FY 19.

However, due to the timing for implementation of each component of the enterprise application systems, and the need to upgrade the outdated version of CityView that the City is using, it was decided that an upgrade to CityView is required in advance of pursuing a potential replacement solution as part of the Enterprise Application Strategy.

The City approached Harris Computer Systems, the vendor of CityView, to determine if the latest version of their software met the City's functionality requirements. Based on extensive demonstrations by Harris it was determined that the software not only met the City's requirements, which include additional functionality for the management of code enforcement and scheduling of building inspections, but also had optional features, such as online building permit submittals, that the City may adopt in the future.

As a result, City staff asked Harris to develop a plan and statement of work to upgrade CityView software. Harris responded to the City's request by developing a scope of services that includes the following elements:

- Software and Licensing
- Project Management & Implementation Services
- Data Conversion
- Training
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The proposed total cost for the CityView software upgrade is \$158,708. Funds for the CityView upgrade were budgeted in the Community and Economic Development Department budget for FY 2018. Plans are for Harris and City staff to complete the upgrade and be operational with the current version of CityView in April 2018.

### **Conclusion**

Staff recommends that City Council approve City staff to enter in an agreement with Harris Computer Systems for CityView software upgrade services for a not-to-exceed cost of \$158,708.