

Cityworks is robust as it provides unlimited desktop and mobile user access versus the limited licensing options offered by Accela, which will allow the City to grow and expand the software without the need to budget for increased licensing costs. The permitting implementation will be performed by a local 3rd party team employed by Geographic Information Services, Inc. (“GISinc”) to assist in a successful transition from Accela.

The Cityworks solution will provide all functionality previously-identified in the scope of the Accela relaunch. The solution will deliver an online portal for application and payment submittals. Automated workflows will be created to maximize efficiencies with processing applications and permits. Reporting functionality will be deployed for different staffing levels. Staff anticipates the Cityworks solution to be a pervasive application that will be tightly integrated across the organization as well as with NBU and Comal County.

The Cityworks software will be purchased from SHI Government Solutions, Inc. via a 3-year agreement, with an annual cost of \$63,158. SHI Government Solutions, Inc. is providing the software to the City via a BuyBoard-approved contract, thereby satisfying competitive procurement requirements.

ADDRESSES A NEED/ISSUE IN A CITY PLAN OR COUNCIL PRIORITY:

Yes	Council Priority:	Maintain an ongoing program to provide exemplary customer service.
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FISCAL IMPACT:

The total annual cost of the agreement is \$63,158. Funding was included in the FY 2017-18 General Fund for Accela software maintenance. Therefore, sufficient funds are available to award the contract as described above.

COMMITTEE RECOMMENDATION:

N/A

STAFF RECOMMENDATION:

Staff recommends approval of a contract with Azteca Systems, LLC for access to their permit software solution, Cityworks; and approval for the purchase of the software from SHI Government Solutions, Inc.