

Legislation Text

File #: 18-439, **Version:** 1

Presenter/Contact

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SUBJECT:

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.

BACKGROUND / RATIONALE:

For the past 10 years, the City has been managing its permits through the Accela software package. This software is designed for large organizations that can dedicate multiple staff and significant Information Technology ("IT") resources. City staff has experienced many challenges, such as the complexity of the software to be developed and maintained, difficulties with the user interface, and insufficient customer support, that have caused multiple failed attempts to successfully deploy the package with the organization. Additionally, there is significant cost to the city when expanding the software to other users as there is a large buy-in fee in addition to increases to the annual support.

Therefore, after considerable discussion and research, staff is recommending the purchase and implementation of Cityworks, a permit software solution offered by Azteca Systems, LLC, due to several factors, including its flexibility to accommodate the workload of small to large organizations.

Cityworks has been a leader in the industry for over 10 years; it was the first map-centric solution and continues to be the leader in geographic information system ("GIS") integration. There are several benefits in the acquisition and implementation of the software. For example, New Braunfels Utilities ("NBU") and Comal County utilize Cityworks so this will allow a free and open exchange of information via the software thereby increasing efficiency and communication.

Transitioning from Accela to Cityworks will allow the City to operate and manage the system with a minimum staffing level and decrease the IT footprint from the Accela solution. The licensing model for 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.