

**CITY COUNCIL AGENDA ITEM**  
CITY OF SHORELINE, WASHINGTON

**AGENDA TITLE:** Motion to Authorize the City Manager to Execute Two Contracts with SunGard Public Sector, Inc. in the Amounts of \$263,885 and \$185,220 for the Procurement of Licenses and Implementation Services for the Computerized Permit and Customer Service System

**DEPARTMENT:** Administrative Services Department

**PRESENTED BY:** Katie Moriarty, Information Technology Manager

**ACTION:**        ☐ Ordinance        ☐ Resolution        ☒ Motion  
                 ☐ Discussion        ☐ Public Hearing

**PROBLEM/ISSUE STATEMENT:**

The current Computerized Permit and Customer Service system no longer meets the City's requirements. In an effort to incorporate greater functionality, such as on-line permit submission, and prepare for the assumption of the wastewater utility, Council funded an assessment and Request for Proposal (RFP) process in the 2015 budget and the City has selected the SunGard product, TRAKiT, as the system that best meets the City's needs. This project is included in the City's Strategic Technology Plan. Staff is recommending implementation of the selected product.

**RESOURCE/FINANCIAL IMPACT:**

The cost for licensing and implementation services for this project is \$449,105. This includes the following costs (all cost items below include tax):

- TRAKiT Software Licenses - \$261,705
- 3<sup>rd</sup> Party Software for Electronic Permit Review Licenses - \$2,180
- Software Implementation - \$185,220

As well, there will be ongoing maintenance expenses that commence after the initial support term of 12 months of \$52,341 including tax, with a maximum scheduled increase of 3% per year. There will also be ongoing maintenance expenses that commence after the initial support term of 12 months for the 3<sup>rd</sup> party software procured for electronic plan review. While this cost is not known at this time, it is estimated to be approximately \$300 per year.

A project cost summary supplement is attached to this staff report as Attachment A. The total project cost is included in the Administrative Services Information Technology budget for 2016.

## **RECOMMENDATION**

Staff recommends that the Council move to authorize the City Manager to execute two contracts with SunGard Public Sector, Inc. to purchase the rights to the software licenses in the amount of \$263,885, and to implement services for the software in the amount of \$185,220.

Approved By:        City Manager ***DT***    City Attorney ***MK***

## **BACKGROUND**

The City's current system used for permitting and customer service, called Hansen, is aging and must be updated or replaced. The Council approved funding for an assessment of a replacement system. A full RFP process was completed in September 2015, and the TRAKiT product from SunGard Public Sector, Inc. was selected as the product that best matched the needs for permitting, code enforcement and customer service.

## **DISCUSSION**

Hansen has not kept pace with the needs of the Planning and Community Development Department. City customers are demanding better and more effective ways to engage with City government electronically, and the Hansen product used by the City could not address those needs. Additionally, Hansen does not conform to the City's technical standards, making it difficult to support and interface to other systems.

This project was identified in the City's Strategic Technology Plan as a system that required replacement. The timing for replacement was based on the timing of the assumption of the Ronald Wastewater District.

To initiate system replacement, a full RFP process was undertaken, and included representatives from the Ronald Wastewater District to ensure that the system selected by the City would encompass the functionality needed to facilitate utility permits. There were six responses received to the RFP and the selection committee conducted software demos and interviews with the top three vendors. All members of the selection committee agreed that the SunGard product, TRAKiT, was the best overall fit for the City.

SunGard Public Sector, Inc. is recommended as both the vendor for licensing and implementation services.

## **RESOURCE/FINANCIAL IMPACT**

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## **RECOMMENDATION**

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## **ATTACHMENTS**

Attachment A - Project Cost Summary Supplement

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**PROJECT COST SUMMARY SUPPLEMENT**


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**A. LICENSING**

<b>Core Suite</b>	\$135,000	30	Users (concurrent)
GeoTRAK			
PermitTRAK			
AEC TRAK			
CodeTRAK			
CRM TRAK			
<b>GIS Engine – Advanced</b>	\$17,500		
<b>Mobility – iTRAKiT Inspect &amp; Code modules</b>	\$20,000		
<b>eCitizen Portal</b>	\$15,000		
<b>Cashiering Suite – Advanced Merchant</b>	\$24,000		
<b>ePlan Review Engine</b>			
Server Engine	\$20,000		
<b>Integrations</b>			
SeeClickFix Standard API Integration	\$7,500		
<b>Sub-total:</b>			<b>\$ 239,000</b>

**B. SERVICES**

<b>Discovery Phase</b>			
Upfront Remote Training	\$1,400	8	Remote Hours
Onsite Meetings	\$10,000	4	Onsite Days
Remote Reviews	\$3,500	20	Remote Hours
<b>Configuration Phase</b>			
Remote Configuration	\$26,250	150	Remote Hours
<b>Testing Phase</b>			
Onsite Training	\$10,000	4	Onsite Days
Onsite Meetings	\$10,000	4	Onsite Days
Remote Configuration	\$14,000	80	Remote Hours
<b>Education Phase</b>			
Onsite End User	\$15,000	6	Onsite Days
Onsite Bluebeam Revu	\$ 5,000	2	Onsite Days
Remote eTRAKiT Admin	\$ 700	4	Remote Hours
Remote Administrator	\$1,500	2	Attendee(s)
Remote Report Writing	\$1,500	2	Attendee(s)
<b>Launch Phase</b>			
Onsite Go Live Assistance	\$10,000	4	Onsite Days
<b>Data Conversion</b>			
Assessor/GIS Connect	\$7,000	40	Remote hours
Hansen Infor System	\$17,500	100	Remote hours
<b>Reports &amp; Forms</b>			
Standard Report Library	Included	100	Reports
Customized Reports	\$2,800	16	Remote Hours
Permit Library	\$3,500	1	Library
Enforcement Library	\$2,500	1	Library
Plan Corrections Library	\$2,500	1	Library
<b>Customizations/Integrations</b>			
Enhancements	\$7,000	40	Remote Hours

Financial System: SunGard	Included	1	Batch Update	
Azteca CityWorks Integration	\$ 17,500	100	Remote Hours	
<b>Sub-total:</b>				<b>\$ 169,150</b>
<b>C. <u>Third Party Products</u></b>				
Bluebeam Revu Standard (License Fee)	\$1,990	10	Licenses	
Sub-total:				<b>\$1,990.00</b>
<b>Total:</b>				<b>\$410,140</b>

**APPLICABLE TAXES ARE NOT INCLUDED IN THE SUMMARY ABOVE, AND, IF APPLICABLE, WILL BE ADDED TO THE AMOUNT IN THE PAYMENT INVOICE(S) BEING SENT SEPARATELY TO CUSTOMER.**