

Council Meeting Staff Report

April 4, 2017

Agenda No.:	B.
Indexes (Council Goals):	2018 Council Goal – Quality Governance – Operational Excellence – Maintain Quality Essential Services and Supporting Infrastructure Including Updated Enterprise Software and Permitting
Presenters:	Paul Andrus
Legislative File:	AGR0492-17

Title

Contract for General Services, Agreement No. AGR 17-939 with Tyler Technologies in the Amount of \$726,261 dollars, plus Applicable Gross Receipts Tax, for Continued Software Subscription and Training on the EnerGov Software for Planning, Permitting, Code Enforcement and Licensing Management.

Recommended Action

I move that Council approve Contract for General Services, Agreement No. AGR 17-939 with Tyler Technologies in the Amount of \$726,261, plus Applicable Gross Receipts Tax, for Continued Software Subscription and Training on the EnerGov Software for Planning, Permitting, Code Enforcement and Licensing Management.

County Manager's Recommendation

The County Manager recommends that Council approve this Contract for General Services as requested.

Body

The Los Alamos County Community Development Department (CDD) is responsible for the County's planning and zoning functions, building permits and inspections, code enforcement, affordable housing programs, business licenses and registrations, historic preservation, and updates to the County's Comprehensive Plan and Development Code.

CDD implemented the Tyler EnerGov Software as a Service (SAAS) product to support its planning, permitting, inspection, and business license processes in 2014 and has been fully operational on the product for about a year. The use of this software, along with internal process improvements, has contributed to more efficient permit review routing, better "real-time" status and performance reporting for building permits, development reviews, Business Licenses and Code Enforcement cases. Permit turn-around times for both residential and commercial permits have been reduced as a result, with continued expected improvements over the foreseeable future. The next primary functionality of the system will be the deployment of the Citizen Self Service Portal (CSS), formally Customer Access Portal, which will provide on-line permit application submission, inspection scheduling and status information, code enforcement complaints and status, and business licensing functions to contractors, residents and other CDD customers. The CSS portal is expected to be implemented in the second quarter of 2017.

Proposed Solution

Staff recommends the procurement of EnerGov 365 Silver, a Tyler Technologies solution delivered as a Software as a Service (SaaS) in the cloud and offered as a monthly subscription.

EnerGov connects processes, including land use planning and project review, regulatory management, inspections, code enforcement, citizen requests, licensing and GIS integration.

The benefits of a SaaS solution include:

1. Cuts costs of upgrading servers and purchasing server and database software licenses
2. Reduces client storage needs
3. Improves citizen and staff accessibility as a Web-based service
4. Enhances collaboration between users leveraging access to a single information point among County stakeholders.

National Joint Powers Alliance

The EnerGov 365 solution will be purchased via Los Alamos County's membership with the National Joint Powers Alliance (NJPA); a public agency that leverages national contract purchasing solutions to offer cooperatively contracted products, equipment and service opportunities to government agencies throughout the country.

Terms

Los Alamos County will subscribe to EnerGov for a term period of five years. Total costs for EnerGov 365 Silver subscription fees in an amount not to exceed \$676,061 dollars, training and travel in an amount not to exceed \$45,200 dollars, and database export services in an amount not to exceed \$5,000 dollars. Total five-year Software as a Service agreement and associated training not exceed \$726,261 dollars.

Alternatives

Conduct a Request for Proposal to Replace Software System.

Fiscal and Staff Impact/Planned Item

Continued subscription for licenses to the EnerGov software is a planned item in the Information Management Budget. All other costs including Training, Travel and database exports is planned in the CDD operational budget.

Attachments

A - Contract for General Services Agreement AGR17-939 Tyler Energov_Final