



Legislation Text

File #: Ordinance 32-2014, **Version:** 2

Agenda Date: 10/07/2014

Subject:

Ordinance on second reading approving a Software Maintenance and Support Agreement between the city and CRW Systems, Inc. for maintenance and support services for permit and code enforcement software

Presented By: Ken C. Price, Information Services Director

POLICY QUESTION:

Does city council support a 60-month Software Maintenance and Support Agreement between the city and CRW Systems, Inc. for maintenance and support services for permit and code enforcement software?

BACKGROUND:

The city is currently using a government software solution called TRAKiT, developed and licensed by CRW Systems, Inc. (CRW) to improve the way it does business. The software solution makes city workflows more agile, streamlined, cost effective, and citizen friendly. TRAKiT allows citizens, contractors, builders, developers, and businesses to conduct business with the city relating to permitting, code enforcement, and land management.

The Software Maintenance and Support Agreement (Agreement) with CRW will ensure that the city will continue to receive support, software updates, and bug fixes from CRW for the next five years. In addition, by approving the agreement, the city will lock in the maintenance and support costs for TRAKiT, which will improve budget forecasting.

STAFF ANALYSIS:

By signing a 60-month agreement with CRW, the city will lock in the costs for maintenance and support services for TRAKiT between March 1, 2015 and February 29, 2020. If the Agreement is not approved, the costs for maintenance and support services could fluctuate, which could lead to higher costs and could make budget forecasting more difficult.

One of the motivations for staff bringing this Agreement to council is the city's goal of "Assuring a financially-sound city" and the subsequent objective of "Delivering innovative, cost-efficient municipal services." As part of its analysis, staff examined the annual costs for maintenance and support services of TRAKiT since the city starting using it in 2005. This analysis was used to determine if the annual costs included in the Agreement's fee schedule would lead to cost savings for the city. Staff determined that the city could realize some cost savings over the five-year timeframe of the Agreement.

FISCAL IMPACTS:

Maintenance and support services for TRAKiT will be provided for a fee and payable per the Fee Schedule below. The fee may be adjusted at the end of the five (5) year term of this Agreement to the then current pricing. Should additions to the number of licensed users or the software occur during the term of this Agreement or any extension thereof, CRW shall adjust the fee to reflect the applicable changes and provide the city with written notice of the fee change.

Fee Schedule

2015

TRAKiT Software \$ 18,450.00

DUE 03/01/2015 TOTAL \$18,450.00

2016

TRAKiT Software \$ 18,911.00

DUE 03/01/2016 TOTAL \$18,911.00

2017

TRAKiT Software \$ 19,384.00

DUE 03/01/2017 TOTAL \$19,384.00

2018

TRAKiT Software \$ 19,869.00

DUE 03/01/2018 TOTAL \$19,869.00

2019

TRAKiT Software \$ 20,366.00

DUE 03/01/2019 TOTAL \$20,366.00

STAFF RECOMMENDATION:

Staff recommends that the ordinance approving the Software Maintenance and Support Agreement between the city and CRW Systems, Inc. for maintenance and support services for permit and code enforcement software be approved on first reading.

PROPOSED MOTION:

Motion that the ordinance approving the Software Maintenance and Support Agreement between the city and

CRW Systems, Inc. for maintenance and support services for permit and code enforcement software be approved on second reading.