



## Agenda Item Summary

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### **Submitted By**

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### **Reviewed By**

LKS

### **Agenda Item Title**

**A Resolution Approving the Renewal of the Annual Software License and Support and Maintenance Agreement dated December 15, 2014 with CityView, a Division of N. Harris Computer Corporation, for the Village's Permitting, Licensing and Inspection Services in an Amount not to Exceed \$82,952.48 and Authorizing its Execution**

### **Overview**

The Village launched the CityView Permitting, Licensing and Inspection software solution on May 9, 2016. The Village enters into Annual Maintenance Agreement with CityView to receive regular software updates and technical support services.

### **Staff Recommendation**

Approve the Resolution.

### **Fiscal Impact**

The FY2017 Budget contains funds in the amount of \$135,000 for CityView maintenance expenses and software configuration issues in line item 1001 46260 101 530667. The Annual Maintenance expenses are \$82,952.48. To date, we have expended \$15,510 on Change Order 17-01 approved on January 17, 2017 and Change Order 17-02 approved on May 8, 2017.

### **Background**

The Village renamed the software VillageView for the general public. The VillageView system allows users to apply for licensing and permits online. Additionally, the system has a mobile inspection component which allows inspectors to enter information into the system in real time. Support staff no longer enters the inspection reports into the system manually. Residents, businesses and contractors are able to view permits and all inspection activities are in real time. Additionally, Development Customer Services, Fire, Public Works and Health Departments share one database which provides for a better customer service experience.

Overall, staff adapted quickly to the new system. We have deployed mobile technology in the field for all inspection reports freeing up staff time from manually entering those reports. The Annual Maintenance Agreement ensures that the Village keeps up with updates to the operating system and has technical support

services and staff training when needed.

### **Alternatives**

Defer action and seek additional information.

### **Previous Board Action**

On December 8, 2014, the Village entered into an agreement with CityView, a Division of N. Harris Computer Corporation, to provide a software solution to improve the permitting, licensing and enforcement activities of the Village and to allow for better coordination between Departments and establish online access to information by residents, contractors and architects.

On May 8, 2015, the Village entered into a licensing agreement with the International Code Council (ICC) to allow the ICC codes to be part of CityView/VillageView System.

On October 5, 2015, the Board approved a contract with BerryDunn to provide support services for the new Chief Building Official Steve Cutaia.

In addition, the Contract Committee of the Village Board held a meeting on March 14, 2016 to review this item.

### **Citizen Advisory Commission Action**

On October 9, 2014, staff presented an overview of the project to the Civic Information Services Commission.

### **Anticipated Future Actions/Commitments**

N/A.

### **Intergovernmental Cooperation Opportunities**

N/A.

### **Performance Management (MAP) Alignment**

A Governance Priority established for Development Customer Services Department - Economic Development Activities and Customer Service Improvement.