Village of Oak Park

Agenda Item Summary

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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, to Include Platinum Maintenance Membership for the Village's Permitting, Licensing and Inspection Services and to Add the Adjudication Workflow in an Amount not to Exceed $167,721.46 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. Additionally, we are adding the Adjudication Code Enforcement process into the CityView system.

Staff Recommendation

Approve the Resolution.

Fiscal Impact

The FY2019 Budget contains funds in the amount of $182,271 for CityView maintenance expenses and software configuration issues in line item 1001 46260 101 530667. The Annual Maintenance expenses are $152,121.46 and the addition of the Adjudication Code Enforcement workflow is $15,600 for total cost of $167,721.46.

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 enter the inspection reports into the system manually. Residents, businesses and contractors are able to view permits and all inspection activities 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 the Village keeps up with updates to the operating system and has technical support services and staff training when needed.

The Village previously had a gold membership but which provided less technical support. When changes were needed we needed to approve change orders to make modifications to the software such as the addition of health inspections to CityView. By increasing our membership to platinum we will have additional flexibility to add these configurations to the system. Additionally, we will be converting to work space which is a new version of the CityView system. The new system will require additional staff support and training. We will be also using the extra hours provided by CityView to establish documentation for new staff onboarding.

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.

On March 14, 2016, the Contract Committee of the Village Board reviewed this item.

On January 17, 2017, the Board approved (RES 17-424) a Change Order to the Contractual Services Agreement between CityView and the Village of Oak Park in the amount of $21,252. The Change Order allowed the Village to establish an online portal for businesses to pay Village Tax Obligations (CO 16-13) and to provide a refresher training to the permitting and plan review staff (CO 17-01).

On May 15, 2017, the Board approved (RES 17-549) a Change Order to the Contractual Services Agreement between CityView and the Village of Oak Park in the amount of $13,200. The Change order allwed the Village to finish configuration changes related to the Permit Fee Ordinance update (CO 17-02).

On June 19, 2017, the Board approved (RES 17-571) the renewal of the Annual Software License and Support and Maintenance agreement dated December 15, 2014. The Village enters into Annual Maintenance Agreeemnt with CityView to receive regular software updates and technical support services.

On November 20, 2017, the Board approved (RES 17-718) authorizing the migration of CityView desktop to workspace a web based system.

On January 16, 2018, the Board approved (RES 18-755) an amendment to the Software License and Support agreement dated December 15, 2014. This Amendment provides a ninety (90) day notice period prior to to

the end of the renewal term if the Village chooses to not renew the software license Agreement.

On May 7, 2018, the Board approved (RES 18-875) 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, to Include Platinum Maintenance Membership for the Village's Permitting, Licensing and Inspection Services in an Amount not to Exceed $146,270.90 andAuthorizing its Execution

Citizen Advisory Commission Action
On October 9, 2014, staff presented an overview of the project to the Civic Information Services Commission. Regular updates are provided during commission meetings.

Anticipated Future Actions/Commitments
NA

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..