



Agenda Item Summary

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Submitted By

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Reviewed By

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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, for the Village's Permitting, Licensing, and Inspection Services in an Amount Not to Exceed \$196,509.44 and Authorizing its Execution

Overview

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

Recommendation

Adopt the Resolution.

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 that allows inspectors to enter information into the system in real-time. Support staff no longer manually enters the inspection reports into the system. 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 which provided less technical support. When changes are needed, we had 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, the Village has additional flexibility to add these important configurations to the system throughout the year.

Fiscal Impact

The 2023 Fiscal Year Budget contains funds in the amount of \$196,510 for CityView maintenance expenses and software configuration issues in line item 1001.46260.101.530667. The annual maintenance expenses are \$193,329.44. Additionally, the Village is required to pay for an annual Bluebeam renewal in the amount of \$3,180, which the Village has already paid. The total expense for CityView Maintenance is \$196,509.44.

DEI Impact

The CityView software allows residents and contractors to submit their plans and documents via the customer portal 24/7. However, for those residents without access to the internet, staff will assist those customers during regular working hours by submitting the documents on their behalf.

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 a part of the 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 for Village Tax Obligations (CO 16-13) and to provide 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 allowed the Village to finish the 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 an Annual Maintenance Agreement 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 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 and Authorizing its Execution.

On March 18, 2019, the Board approved (RES 19-990 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 \$16,721.46 and Authorizing its Execution.

On May 4, 2020, the Board approved (RES 20-122) 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 \$161,268.47 and Authorizing its Execution.

On March 15, 2021, the Board approved (RES 21-82) 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 \$172,348.67 and Authorizing its Execution.

On March 21, 2022, the Board approved (RES 22-63) 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 \$180,346.45 and Authorizing 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

N/A

Intergovernmental Cooperation Opportunities

N/A