City of Naperville

Legislation Details (With Text)

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On agenda:	9/20/2022	**Final action:**		
Title:	Approve the award of Sole Source Procurement 22-257, Naviline Public Administration and Public Safety CAD/RMS Software Maintenance and Support, to CentralSquare Technologies for an amount not to exceed $414,875.31 and for a one-year term			
Sponsors:				
Indexes:				
Code sections:				
Attachments:				

Date	Ver.	Action By	Action	Result
9/20/2022	1	City Council	approved	Pass

CITY COUNCIL AGENDA ITEM

ACTION REQUESTED:

Approve the award of Sole Source Procurement 22-257, Naviline Public Administration and Public Safety CAD/RMS Software Maintenance and Support, to CentralSquare Technologies for an amount not to exceed $414,875.31 and for a one-year term

DEPARTMENT: Information Technology

SUBMITTED BY: Jacqueline Nguyen, Director

BOARD/COMMISSION REVIEW:

N/A

BACKGROUND:

CentralSquare Technologies has served as the provider of the City's primary public administration (Naviline) and public safety (CAD/RMS) software applications for various services and functions since 1994. The City continues to use various separate applications for the following business operations:

Major Naviline applications:
1. Permits, Licensing, Code Enforcement
2. Planning and Zoning
3. Cash Receipts, Accounts Receivable
4. GMBA (Accounting)
5. Purchasing/Inventory
6. Customer Information System (Utility Billing)
7. Work Order/Facility Management

Major CAD/RMS applications:
1. Computer-Aided Dispatching used by Police, Fire, and 911 Dispatch
2. Records Management Incident Reporting and Field Reporting
3. Warrant tracking, Arrest/Booking, Case Management
4. Property and Evidence Management
5. Accident Management
6. Interfaces with other Public Safety applications

Public Safety support also includes application integrations such as:
1. Mobile Application Software
2. Mapping Software
3. Electronic Fingerprinting Systems
4. State of Illinois Law Enforcement Agency Data System

In 2017, the City selected Tyler Technologies to provide a modern Software as a Solution (SaaS) for the public administration capabilities. Staff is making steady progress toward migrating the capabilities from Naviline to the Tyler systems. The building reviews, permitting, and licensing functions will be migrated to Tyler EnerGov in various stages in 2022. The financial, purchasing and budgeting modules are interdependent on other billing/cashiering components in Naviline and cannot be fully discontinued until Utility billing functionality is completely implemented in Tyler Munis. City staff will continue to actively evaluate and discontinue support for functionality in Naviline as appropriate.

Planning for a new CAD/RMS solution for Public Safety has commenced in 2022.

DISCUSSION:
The software maintenance and support agreement provide the City with upgrades to new software releases and the ability for staff to receive 24/7 support for critical software issues. The Information Technology department coordinates the annual renewal of the software maintenance contract for the Public Administration and Public Safety applications.

The maintenance and support cost for the public administration applications is $154,330.86 and the remaining $260,544.45 is for the maintenance and support of the public safety applications.

Information Technology considers this a sole source procurement because CentralSquare Technologies is the developer and owner of the software and the only vendor allowed to provide maintenance and support services. Without the maintenance agreement, the City will not receive future enhancement updates, program fixes, or customer support for the systems.

The contract period is one year from October 1, 2022, through September 30, 2023.

FISCAL IMPACT:

Software support for the City's Public Administration and Public Safety CAD/RMS applications is budgeted in the Software & Hardware maintenance accounts listed below. A combined total of $467,210 is budgeted in the General Fund in 2022 for this service. The requested award of $414,875 is facilitated within budget.

Account Number	Fund Description	Total Budget Amount

15101100-531312	General Fund	$248,554
16101100-531312	General Fund	$2,949,023
21101100-531312	General Fund	$361,110
22101100-531312	General Fund	$305,050