City of Naperville

Legislation Details (With Text)

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On agenda:	7/16/2024	**Final action:**	
Title:	Approve the award of Sole Source Procurement 24-184, Naviline Public Administration and Public Safety CAD/RMS Software Maintenance and Support, to CentralSquare Technologies, for an amount not to exceed $321,155.44 and for a one-year term		
Sponsors:			
Indexes:			
Code sections:			
Attachments:	1. Sole Source Letter		

Date	Ver.	Action By	Action	Result

CITY COUNCIL AGENDA ITEM

ACTION REQUESTED:

Approve the award of Sole Source Procurement 24-184, Naviline Public Administration and Public Safety CAD/RMS Software Maintenance and Support, to CentralSquare Technologies, for an amount not to exceed $321,155.44 and for a one-year term

DEPARTMENT: Information Technology

SUBMITTED BY: Jacqueline Nguyen, Director

BOARD/COMMISSION REVIEW:

N/A

BACKGROUND:

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

Major Naviline applications:
1. Permits, Licensing, and Code Enforcement
2. Planning and Zoning
3. Cash Receipts and 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 ("Tyler") to provide a modern Software as a Solution (SaaS) for the public administration capabilities. Over the past eight years, staff has migrated most of the applications from Naviline to Tyler. Only utility billing is expected to remain in Naviline after 2024.

In 2022, planning for a new CAD/RMS solution for public safety began. In 2023, the City selected Tyler Technologies as the new CAD/RMS solution for public safety. The software implementation began in October 2023 and is currently slated to be completed in early 2025.

DISCUSSION:
The Information Technology (IT) Department coordinates the annual renewal of the software maintenance contract for the CentralSquare public administration and public safety applications. The requested procurement will provide the City with access to software updates and the ability for staff to receive 24/7 support for critical software issues.

The maintenance and support costs are $178,252.18 for the public administration applications and $142,903.26 for the public safety applications.

IT has identified this as a sole source because CentralSquare is the developer and owner of the software and there are no alternative vendors to provide maintenance and support services. A sole source letter from CentralSquare is attached.

The contract period for the public administration applications is from October 1, 2024, through September 30, 2025. We anticipate renewing maintenance and support for these public administration applications annually until a new utility billing software has been implemented.

The contract period for the public safety applications is from October 1, 2024, through March 31, 2025. This period is shortened because in early 2025 the City will convert to a new CAD/RMS system and associated public safety applications provided by Tyler Technologies. After the conversion to the new Tyler Technologies public safety applications, the expense for the CentralSquare public safety applications will cease.

FISCAL IMPACT:
CIP #: N/A

Support and maintenance for the CentralSquare software applications are expensed to the accounts

listed below. A combined total of $444,935 is budgeted for this service in FY2024. The conversion of the public safety portion will result in a total savings of $123,780. The requested award is within the budget.

Account Number	Fund Description	Total Budget Amount
*1100-531312	General Fund	$5,881,775
15101300-531312	Electric Utility Fund	$51,500
15101500-531312	Water Utility Fund	$45,500