



Legislation Text

File #: 20-888, Version: 1

CITY COUNCIL AUTHORITY PROCUREMENT AWARD

ACTION REQUESTED:

Approve the award of Sole Source Procurement 20-320, Naviline Public Administration and Public Safety CAD/RMS Software Maintenance and Support, to CentralSquare Technologies for an amount not to exceed \$374,803 and for a one-year term

DEPARTMENT: Information Technology

SUBMITTED BY: Jacqueline Nguyen, Director

BACKGROUND:

CentralSquare Technologies (formerly Superion) has been 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 uses various separate applications for the following business operations:

Major Naviline applications:

- Permits, Licensing, Code Enforcement
- Planning and Zoning
- Cash Receipts, Accounts Receivable
- GMBA (Accounting)
- Purchasing/Inventory
- Customer Information System (Utility Billing)
- Work Order/Facility Management
- Human Resources
- Payroll/Personnel

Major CAD/RMS applications:

- Computer Aided Dispatching used by Police, Fire and 911 Dispatch
- Records Management Incident Reporting and Field Reporting
- Warrant tracking, Arrest/Booking, Case Management
- Property and Evidence Management
- Accident Management
- Firehouse Incident Reporting

Public Safety support also includes application integrations such as:

- Mobile Application Software
- Mapping Software

- Electronic Fingerprinting Systems
- 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 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.

DISCUSSION:

The software maintenance and support agreement provides 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 and continually reviews the contracts to look for savings.

Information Technology determined CentralSquare Technologies as a sole source for the annual renewal of maintenance and support of the software. CentralSquare Technologies is the developer and owner of the software and the only vendor allowed to provide maintenance 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, 2020 through September 30, 2021.

FISCAL IMPACT:

CIP: N/A

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 \$359,499 is budgeted for this expense in 2020.

Account Number	Fund Description	Total Budget Amount
15101100-531312	General Fund	\$248,209
16101100-531312	General Fund	\$1,624,745
21101100-531312	General Fund	\$227,549
22251100-531312	General Fund	\$107,475

Similarly, a combined total of \$429,724 has been submitted as a part of the 2021 Budget proposal for this service in the accounts below. Pending Council approval, the award is expected to be within budget.

Account Number	Fund Description	Total Budget Amount
15101100-531312	General Fund	\$247,071

16101100-531312	General Fund	\$2,721,517
21101100-531312	General Fund	\$222,820
22101100-531312	General Fund	\$265,200