



## Legislation Text

---

**File #:** 19-942, **Version:** 1

---

### **CITY COUNCIL AGENDA ITEM**

#### **ACTION REQUESTED:**

Approve the award of Sole Source Procurement 19-284, Superion Software Maintenance and Support, to Superion, LLC for an amount not to exceed \$350,511.79 and for a one-year term

**DEPARTMENT:** Information Technology

**SUBMITTED BY:** Jackie Nguyen, Director

#### **BOARD/COMMISSION REVIEW:**

N/A

#### **BACKGROUND:**

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 19 separate modules for Public Administration and 46 modules for Public Safety.

Major Public Administration ("Naviline") applications include:

- 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 Public Safety ("CAD/RMS") applications include:

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

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 SaaS solution for the Public Administration capabilities and has been making steady progress toward migrating the capabilities from Naviline to the Tyler systems. The Financial, Purchasing and Budgeting modules as well as the HR and Payroll/Personnel modules have been successfully migrated to Tyler Munis. As more functionalities are migrated to Tyler systems, staff continuously evaluates the support needs from Superior and discontinues support for migrated modules when possible to reduce costs. For this renewal, the support for Payroll/Personnel and HR modules have been discontinued resulting in a cost savings of \$17,130.49. The Financial, Purchasing and Budgeting modules are interdependent on other billing/cashiering components in Naviline and cannot be fully discontinued until Utility Billing and Water Smart Metering functionality are 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.

For the 2019-2020 term, the cost of the Public Administration annual maintenance and support is \$126,871.81 which is a 5% reduction and includes a cost saving of \$19,159.65 realized by discontinuing support for the Payroll/Personnel and HR modules (\$17,130.49) and cancelling the subscription of the Click2Gov software (\$2,029.16). The 2019-2020 term cost for the Public Safety application is \$223,639.98 which is a 4% increase over 2018. This is a typical annual increase for software support.

IT has determined that Superior is a sole source for the annual renewal of the maintenance and support of the software because Superior LLC is the developer and owner of the software, and they are the only vendor allowed to provide maintenance services. Without this 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, 2019 through September 30, 2020.

**FISCAL IMPACT:**

CIP: N/A

The cost of the Superior Support & Maintenance is budgeted in the Software & Hardware Maintenance accounts listed below. The requested award of \$350,511.79 is within budget.

Account	Fund Description	Total Budget
15101100-531312	General Fund	\$186,157
16101100-531312	General Fund	\$1,930,165

21101100-531312	General Fund	\$195,722
22251100-531312	General Fund	\$106,500