



Legislation Text

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File #: 17-691, Version: 1

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**CITY COUNCIL AGENDA ITEM**

**ACTION REQUESTED:**

Approve the Award of Sole Source Procurement 17-187, SunGard Public Sector Software Maintenance and Support, to Superion (formerly SunGard Public Sector) for the Public Administration and Public Safety modules for a combined amount not to exceed \$348,229.90.

**DEPARTMENT:** Information Technology

**SUBMITTED BY:** Jeff Anderson, Director

**BOARD/COMMISSION REVIEW:**

N/A

**BACKGROUND:**

Superion is the provider of the City's primary Public Administration ("Naviline") and Public Safety ("CAD/RMS") software applications.

Major Public Administration ("Naviline") applications include:

- Building Permits
- Cash Receipts
- Continuing Property Records
- Fixed Assets
- GMBA (Accounting)
- Land/Parcel Management
- Accounts Receivable
- Occupational Licenses (used by the City Clerk's Office for issuing licenses for electrical contractors
- scavenger services, etc.)
- Payroll/Personnel
- Purchasing/Inventory
- Customer Information System (Utility Billing)
- Smart Metering
- Real Time Pricing
- Work Order/Facility Management
- Code Enforcement
- Planning and Zoning
- Global Financials
- Human Resources

- Document Management
- Click2Gov on-line Building Permit modules
- Enterprise query tools.

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
- 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

There are over 20 separate modules that are used in the records management system from warrant tracking to case management to arrest and booking that are critical for law enforcement operations.

Per the conditions of the software maintenance contract, the City is provided with upgrades to the software and staff is able to call Superior 24 hours per day, seven days per week, to resolve any software issues. Without this maintenance agreement, the City will not receive future enhancement updates, program fixes, or customer support. Superior is the developer and owner of the software, and they are the only vendor that provides maintenance services.

**DISCUSSION:**

The Information Technology Department coordinates the annual renewal of the software maintenance contract with Superior for the Public Administration and Public Safety applications. The cost of the annual maintenance and support is \$133,782.42 for the Public Administration application and \$214,447.48 for the Public Safety application. The City expects to see a decrease in the annual maintenance and support costs for the Public Administration application as functionality within the new ERP (Tyler Munis & EnerGov) is implemented over the next three years, which will result in turning off those functions within the Superior Public Administration application. The contract period is October 1, 2017 through September 30, 2018.

**FISCAL IMPACT:**

CIP #: N/A

SunGard Public Sector software maintenance and support is expensed to the support services accounts below. A total of \$349,800 has been budgeted for this application’s maintenance and support in CY2017.

Account Number	Fund Description	Budget Amount
010-1510-415.30-29	General Fund	\$178,657
010-1611-581.30-29	General Fund	\$1,004,500
010-2110-421.30-29	General Fund	\$124,600

010-2220-422.30-29	General Fund	\$105,795
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