



Legislation Text

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File #: 18-845, Version: 1

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**CITY COUNCIL AGENDA ITEM**

**ACTION REQUESTED:**

Approve the award of Sole Source Procurement 18-224, SunGard Public Sector Software Maintenance and Support, to CentralSquare Technologies (formerly CentralSquare Technologies and SunGard Public Sector) for an amount not to exceed \$336,450.14 and a one-year term

**DEPARTMENT:** Information Technology

**SUBMITTED BY:** Jeff Anderson, Director

**BOARD/COMMISSION REVIEW:**

N/A

**BACKGROUND:**

CentralSquare Technologies 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 CentralSquare Technologies 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. CentralSquare Technologies 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 CentralSquare Technologies 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.

City staff reviews the Naviline and CAD/RMS contract annually to look for cost reductions. Although certain modules of the new ERP (Tyler Munis) are in production, City staff agrees that there is no functionality within Naviline that can be turned off at this point. City staff anticipates a decrease in the annual maintenance and support costs for the Naviline application as functionality within the new ERP (Tyler Munis and EnerGov) is implemented over the next three years.

The contract period is October 1, 2018 through September 30, 2019.

#### **FISCAL IMPACT:**

CIP: N/A

SunGard support and maintenance is expensed to the software and hardware maintenance accounts listed below. A total of \$338,000 is budgeted for support and maintenance in 2018. The remainder of the contract will be budgeted appropriately in 2019.

<b>Account</b>	<b>Fund Description</b>	<b>Total Budget</b>
15101100-531312	General Fund	\$181,157
16101100-531312	General Fund	\$1,786,575
21101100-531312	General Fund	\$126,290
22251100-531312	General Fund	\$105,795