



# City of Hudson, Ohio

## Staff Report With Text

**File #:** 17-9      **Version:** 1      **Name:**

**Type:** Resolution      **Status:** Passed

**File created:** 1/11/2017      **In control:** City Council

**On agenda:** 1/17/2017      **Final action:** 1/17/2017

**Title:** A RESOLUTION AUTHORIZING THE CITY MANAGER TO ENTER INTO A CONTRACT WITH VIEWPOINT FOR SOFTWARE AND PROFESSIONAL SERVICES PERTAINING TO PERMITTING AND CASE MANAGEMENT FUNCTIONS IN THE COMMUNITY DEVELOPMENT DEPARTMENT; AND DECLARING AN EMERGENCY.  
Executive Summary: Following an official Kaisen event conducted in November of 2016, a list of fundamental weaknesses were identified with how our existing software solution allows residents to apply for permits. After discussions with our existing software provider on how they plan to resolve these weaknesses, it became apparent that we needed to find another software solution to meet the requirements of the new processes and procedures defined in the Kaisen event. After an extensive research and review process conducted by staff from various City departments we have selected Viewpoint as the new CD permit and case management software provider.

**Sponsors:** David A. Basil

**Indexes:** Community Development, Innovation & Technology

**Code sections:**

**Attachments:** 1. Resolution No. 17-9

Date	Ver.	Action By	Action	Result
1/17/2017	1	City Council	approved on the consent agenda	Pass

A RESOLUTION AUTHORIZING THE CITY MANAGER TO ENTER INTO A CONTRACT WITH VIEWPOINT FOR SOFTWARE AND PROFESSIONAL SERVICES PERTAINING TO PERMITTING AND CASE MANAGEMENT FUNCTIONS IN THE COMMUNITY DEVELOPMENT DEPARTMENT; AND DECLARING AN EMERGENCY.

**Executive Summary:** Following an official Kaisen event conducted in November of 2016, a list of fundamental weaknesses were identified with how our existing software solution allows residents to apply for permits. After discussions with our existing software provider on how they plan to resolve these weaknesses, it became apparent that we needed to find another software solution to meet the requirements of the new processes and procedures defined in the Kaisen event. After an extensive research and review process conducted by staff from various City departments we have selected Viewpoint as the new CD permit and case management software provider.

### Legislative History

None.

### Purpose & Explanation

Members of the CD Software Selection team (CD Director, City Planner, City Engineer, IS Manager, IS Network Systems Administrator, Engineering Office Manager and the CD staff) attended online presentations by all software companies. Each company presented their software and demonstrated how residents and City Staff would use their respective software. The team asked various questions to clarify which software solution

best met the requirements of the City's new processes and procedures.

Software Solutions Reviewed:

- ViewPoint
- Accela - Land Management
- Sungard - Trakit Software
- BS&A - Access MyGov
- CitizenServe

A consensus opinion was established after these presentations and ViewPoint was selected. Here is a list of features ViewPoint contains that exceeds the other solutions reviewed:

- Intuitive customer interface
- Designed for online submittal allowing city to transition to a fully paperless system
- Customer portal allowing applicants to manage multiple submittal and track current status
- Ability to communicate with applicants within the software
- Integrated credit card payment

The City Administration is requesting City Council approval to authorize the City Manager to award and enter into a contract with ViewPoint for the purchase of their Community Development permit and case management solution. Here are all the costs associated with the purchase and implementation of the ViewPoint Software.

Annual subscription costs:	\$9,300.00
Start-up costs:	\$10,000.00
Larger monitors to assist staff in digital plan review (9x\$170)	\$1,530.00
Tablets for field inspectors (4x\$230)	\$920.00
<b>Total Cost:</b>	<b><u>\$21,750.00</u></b>

Timing Considerations

Upon authorization to proceed by the City Council, the administration will award and enter into a contract with ViewPoint for the above amounts. Delays may impact the project completion timeline as projected below.

- City Council contract approval anticipated on January 17, 2017
- Contract finalized no later than January 18, 2017
- Selected firm begins work January 18, 2017
- Project completion date March 17, 2017

Fiscal Impact

- ☒ Currently Budgeted
- ☐ Supplemental Appropriation Required
- ☐ Appropriation Not Required.

Suggested Action

Staff recommends that City Council approve this Resolution authorizing the City Manager to award and enter into a contract with ViewPoint and we are requesting an emergency clause be added to this legislation in order to maintain the requested timeline for completion.

Submitted by,

Jane Howington, City Manager

Mark Richardson, Community Development Director

Paul Leedham, Information Systems Manager