

Agenda Report

TO: CITY COUNCIL **DATE:** June 25, 2001
FROM: CITY MANAGER
SUBJECT: Authorization to Extend Contract No. 16,935 with Tidemark for Planning and Permitting Department Software Maintenance Services

RECOMMENDATION

It is recommended that the City Council:

- 1) Authorize the City Manager to extend Contract number 16,935 with Tidemark in an amount not to exceed \$33,742.00 for software maintenance and support services for fiscal year 2002. Competitive bidding is not required pursuant to City Charter Section 1002(F) professional or unique services.
- 2) Authorize the City Manager to approve subsequent annual extensions of Contract number 16,935 in amounts specified by Tidemark for annual software maintenance and support services.
- 3) It is further recommended that the City Council grant the proposed contract extensions an exemption from the Affirmative Action in Contracting Ordinance pursuant to P.M.C. 4.09, Section 4.090.060(B)(1), contracts for labor, materials, supplies or services available from a sole source.

BACKGROUND

In July 2001, the Planning and Permitting Department implemented a new software package called Tidemark, which replaced a previously existing system called Sierra. Tidemark allows Permit Center applications and other parcel- and address-related processes to be tracked on a centralized, accessible database, using a Windows-based interface. [In May 2001, Tidemark became a subsidiary of a company called Accela, Inc. However, this did not change the existing contractual arrangement between Tidemark and the City, and maintenance contract customers will be serviced and invoiced by Tidemark as a separate business entity.]

Upon implementation of Tidemark, the City purchased licenses which allow use of selected Tidemark products. The source code for the applications currently used by Planning and Permitting, without which no software modifications are possible, is

proprietary and owned by Tidemark. The Tidemark software vendor, then, is the only qualified source for customized Tidemark client support.

Annual maintenance contract renewal through Accela provides the City: 1) telephone access to vendor representatives for reporting problems and requesting assistance; 2) logon security to an online Tidemark community and an invitation to periodic user conferences, which promote sharing and communication among fellow users; and 3) full cost coverage for all non-major product releases for each of the City's currently installed applications, as follows:

- Advantage (for access by staff end users)
- Administrator and Designer (customization tools for power users)
- Cashier (allows recording and balancing of payments at the Permit Center)
- IVR API (link to Interactive Voice Response system)
- eConnect and ePay (link to web site for online information lookups and application processing)


FISCAL IMPACT

Tidemark software maintenance costs are an annual expense. Payment is made yearly upon renewal of the maintenance contract, which is at the City's discretion. Funding for the FY2002 maintenance contract in the amount of \$33,742.00 is provided from Planning and Permitting's budget account # 8117-204-447100. Future funding will be requested in the appropriate years' budgets.

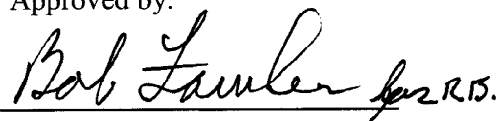
Respectfully submitted,


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