

Agenda Report

November 4, 2013

TO: Honorable Mayor and City Council

FROM: Department of Information Technology

SUBJECT: AUTHORIZATION TO ENTER INTO A PURCHASE ORDER CONTRACT WITH SOFTRESOURCES, LLC TO PERFORM A REQUIREMENTS ASSESSMENT FOR A LAND MANAGEMENT AND PERMITTING SYSTEM

RECOMMENDATION:

It is recommended that the City Council:

1. Find that the proposed contract is exempt from the California Environmental Quality Act ("CEQA") pursuant to State CEQA Guidelines Section 15061(b) (3); and
2. Authorize the City Manager to enter into a purchase order contract with SoftResources, LLC to perform a requirements assessment for a Land Management and Permitting System (LMS) in an amount not to exceed \$110,558. Competitive bidding is not required pursuant to City Charter Article X Section 1002(F), Contracts for professional or unique services.

BACKGROUND:

Since 2000, the City uses Accela's Tidemark Land Management System (LMS) to issue building, filming, event, temporary use, and other related permits, manage code compliance complaints, assign addresses, track property parcels (both land and air parcels), and schedule building, fire, health and other inspections. The system is deeply integrated with many of the City's other enterprise applications, including the Geographic Information Systems (GIS), Questys Archiving System, MBIA business license software, and the City's Interactive Voice Response (IVR) telephone and online systems.

The Tidemark LMS system is at the end of its lifecycle and needs to be replaced with a contemporary system that can deliver new services, such as 24/7 online web and mobile access to permit, land and inspection records, self-service customer

transactions, including online appointment scheduling and payment functions, and tools for multiple City departments to streamline and automate various steps in the development, permitting, and inspection processes. A requirements assessment is the first step to finding the best system to replace Tidemark to meet the new functionality requirements and service expectations.

On August 27, 2013 a Request for Proposals (RFP) for professional services to provide for a requirements assessment was issued and posted on the City's website. The scope of work outlined in the RFP requires the successful vendor to review the City's existing systems, resources, business procedures, activities relating to the land management and permitting systems, and to develop a comprehensive requirements assessment for the City. The vendor will also identify potential LMS software vendors, gather representative costs, and prepare a RFP to replace the existing Tidemark system. The vendor will also create demonstration scripts, review responses to the RFP, and develop a "shortlist" of qualified vendors.

On September 19, 2013, the City received a total of four proposals in response to the RFP. Proposals were evaluated based on the six criteria outlined in the RFP: staff qualifications, experience and references, proposed methodology, cost proposal, acceptance of purchase order and services contract language, local Pasadena business, and small or micro-business designation. A panel of three reviewers from the Department of Information Technology (DoIT) and the Planning and Community Development Department ranked the proposals as follows:

Rank	Vendor	Headquarters	Points
1	SoftResources, LLC	Kirkland, WA	80
2	NexLevel	Carmichael, CA	79
3	ThirdWave	Los Angeles, CA	62
4	Sage	Hazlet, NJ	47

Based on the scoring above, staff is recommending authorization for the City Manager to enter into a contract with SoftResources, LLC for an amount not to exceed \$110,558. The primary factors for selecting Soft Resources is their demonstrated experience in LMS requirements assessments for municipal agencies similar to Pasadena, their structured, logical methodology, and their prior experience and knowledge of the City after developing the comprehensive needs assessment and RFP for the Enterprise Resource Planning project. This cost includes all direct costs associated with printing, travel and other incidentals. The proposed contract will be set up as follows:

Base Project Fees and Expenses	\$105,293
Contingency Allowance (5%)	<u>\$ 5,265</u>
Contract "Not to Exceed" Amount	\$110,558

Staff anticipates that the requirements assessment and the RFP phase of the LMS replacement project will take approximately 8 months from the time the engagement begins.

COUNCIL POLICY CONSIDERATION:

This contract with SoftResources, LLC supports the City Council's three year goal to improve, maintain and enhance public facilities infrastructure; to provide a high quality of public service, which adds to the quality of life in the City and increases its attractiveness through more efficient management of resources.

ENVIRONMENTAL ANALYSIS:

The proposed contract is exempt from CEQA per section 15061(b) (3), the General Rule. The General Rule can be applied when it can be seen with certainty that the activity will not have a significant effect on the environment. The proposed action is for requirements assessment document and will not result in any new development or physical changes.

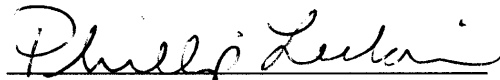
FISCAL IMPACT:

The cost of this action will be \$110,558. Funding for this action will be addressed by the utilization of existing budgeted appropriations in the capital improvement project 71152, Land Management System Replacement. It is anticipated that the entire contract amount will be spent during the current fiscal year. There are no anticipated impacts to other operational programs or capital projects as a result of this action.

The following table represents a contract summary.

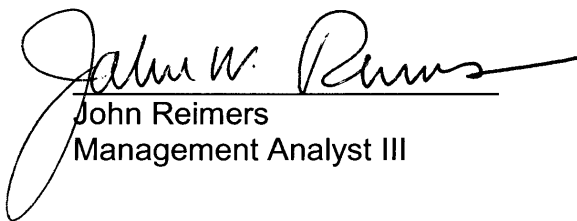
Base Fee and Expenses	\$	105,293
Contingency	\$	5,265
Total Fiscal Impact	\$	110,558

Respectfully submitted,



PHILLIP LECLAIR
Chief Information Officer
Department of Information Technology

Prepared by:



John Reimers
Management Analyst III

Approved by:



MICHAEL J. BECK
City Manager

EXHIBIT "E"
Disclosure Pursuant to the
City of Pasadena Taxpayer Protection Amendment
Pasadena City Charter, Article XVII

Contractor/Organization hereby discloses its trustees, directors, partners, officers, and those with more than 10% equity, participation, or revenue interest in Contractor/Organization, as follows:

(If printing, please print legibly. Use additional sheets as necessary.)

1. Contractor/Organization Name: Soft+Resources LLC

2. Type of Entity:
 Non-Government Nonprofit 501(c)(3), (4), or (6)

3. Name(s) of trustees, directors, partners, officers of Contractor/Organization:

<u>Elaine Watson</u>
<u>Spencer Arnesen</u>

4. Names of those with more than a 10% equity, participation or revenue interest in Contractor/Organization:

<u>Elaine Watson</u>
<u>Spencer Arnesen</u>

Prepared by: Christine Panian
Title: Business Development Manager
Phone: 425-516-4030
Date: 9/17/13

Rev.07.10.2007