

Agenda Report

September 11, 2023

TO: Honorable Mayor and City Council

FROM: Department of Information Technology

SUBJECT: AUTHORIZATION TO ENTER INTO CONTRACT WITH TYLER TECHNOLOGIES, INC. TO FURNISH AND DELIVER AN ENTERPRISE ENVIRONMENTAL HEALTH MODULE AS PART OF THE ENERGOV LAND MANAGEMENT SYSTEM

RECOMMENDATION:

It is recommended that the City Council:

1. Find that this action is exempt from the California Environmental Quality Act ("CEQA") pursuant to State CEQA Guidelines per Section 15061 (b) (3), the "common sense" provision that CEQA only applies to projects that may have an effect on the environment;
2. Authorize the City Manager to enter into a contract without competitive bidding pursuant to City Charter section 1002(C), contracts for labor, material, supplies, or services available from only one vendor, with Tyler Technologies, Inc. to provide software licenses, and implementation and support services for an enterprise Environmental Health module as part of the existing EnerGov Land Management System (LMS) in an amount not to exceed \$290,649, which includes a ten percent contingency on the base implementation cost only; and
3. Grant the proposed contract an exemption from the Competitive Selection process pursuant to Pasadena Municipal Code Section 4.08.049(B), contracts for which the City's best interests are served.

BACKGROUND:

On July 27, 2015, City Council approved a contract with Tyler Technologies, Inc. (Tyler) to furnish and deliver an enterprise Land Management System (LMS). This contract was awarded through a competitive selection process. The new enterprise system, EnerGov, which went "live" in June 2020, is now utilized by multiple departments, most notably, Planning and Community Development, Public Works, Fire, and Parks, Recreation and Community Services. These departments utilize the system to issue

various permits like residential building, occupancy, fire and filming, schedule inspections, track and update land and air parcel information, and manage code compliance complaints, citations, and follow-up activities. In the last twelve months, over 18,500 of these items have been processed through the system, and over \$32 million in revenue has been billed and collected.

To protect consumer safety, the Environmental Health Division of the Public Health Department (PPHD) conducts inspections of regulated businesses including restaurants, markets, pools, body art facilities, massage establishments, and cannabis retailers. Department staff complete inspection reports in the field and email the report to operators before leaving the facility. Specialized software is needed to support an environmental health program including serving as a database for all health permit records and related attachments, supporting field-based inspection reports, tracking enforcement actions, and maintaining workflows for permit issuance, billing, plan review, and complaint investigation.

PPHD has used the Accela Envision Connect software application for the last decade to perform all the environmental health tasks outlined above. However, recently, Accela announced its intention to discontinue the Envision Connect software and no longer offer direct customer support for its use. When considering replacement solutions, newer software from Accela and Tyler, the current enterprise LMS solution provider, were reviewed. After careful evaluation, the environmental health module for the EnerGov LMS was identified as the solution best suited to meet the operational needs of the program and is expected to provide several benefits over the other options considered.

Due to its use by other City departments, EnerGov will support information sharing, eliminate the need for multiple payment systems, and streamline the billing process. Further, EnerGov can support the unique enforcement activities and workflows of the PPHD including automating notices and emails, which is expected to save staff time and reduce errors. The software also includes robust reporting and customizable role-specific dashboards. The customer-facing online portal will enable businesses to apply for, and renew health permits online, make payments, and search for and track their inspection results. The system is also available through a mobile device, which will allow field staff to access information and service requests without having to return to the office. In summary, the EnerGov environmental health module offers several advantages that are expected to improve efficiency in operations, enhance customer service, and increase transparency.

Tyler is the sole vendor and provider of the EnerGov software, and implementation of any additional modules is performed exclusively by their authorized personnel. Ongoing upgrades to the software are included as part of the annual maintenance and support, so the system will be kept current with the latest features and functionality.

Therefore, staff recommends authorization to enter into a contract with Tyler Technologies, Inc. for the implementation of an Environmental Health module in an amount not to exceed \$290,649. A breakdown of the contract is as follows:

Base Implementation Amount	\$249,499
Annual Maintenance & Support (Year 1)	\$ 16,200
Contingency Allowance (10%)	<u>\$ 24,950</u>
Contract "Not To Exceed" Amount	\$290,649

The contract with Tyler will include software licenses, professional services to perform data conversion, configuration, custom forms and reports, training, project management, and annual maintenance and support for one year. Implementation is expected to last seven to ten months.

There are multiple active contracts with Tyler Technologies, Inc. including annual maintenance and support for existing Tyler software, electronic payment services, and for miscellaneous professional services.

COUNCIL POLICY CONSIDERATION:

The proposed contract supports the City Council's strategic goal to improve, maintain and enhance public facilities infrastructure; to provide a high quality of public service, which add to the quality of life in the City and increases its attractiveness through more efficient management of resources.

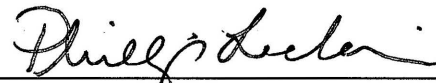
ENVIRONMENTAL ANALYSIS:

The proposed contract is exempt from the CEQA pursuant to State CEQA Guidelines Section 15061 (b)(3), the "common sense" provision of CEQA (formerly the general rule), which applies to projects which may have the potential for causing a significant effect on the environment. The proposed action will not result in any new development or physical changes.

FISCAL IMPACT:

The maximum cost of the proposed contract is \$290,649. Funding for this action will be addressed by the utilization of existing budgeted appropriations in account 20323010-811400 in the Public Health Department. Annual ongoing maintenance and support costs after the first year will be addressed by future budgeted appropriations in the Department of Information Technology operating budget beginning in FY 2025. It is anticipated that the entire amount will be spent in FY 2024. The anticipated impact to other operational programs or capital projects as a result of this contract award will be minimal.

Respectfully submitted,



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Prepared by:



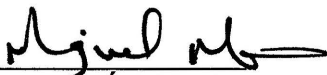
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