Agenda Report

DATE: April 5, 1999

TO: City Council

FROM: City Manager

SUBJECT: Land Management System Contract

RECOMMENDATION:

It is recommended that the City Council approve the purchase of a new Land Management System (LMS) by taking the following actions:

1. Authorize the City Manager to execute a contract with Tidemark Computer Systems, Incorporated for acquisition and installation of a replacement land management system. Competitive bidding was not required pursuant to the Pasadena Municipal Code (P.M.C.), Subsection 1002 (F) (professional services). The contract total shall not exceed $507,115.

2. Authorize the Purchasing Administrator to execute a purchase order contract with Oracle, as a sole source vendor, pursuant to P.M.C. 4.09.060 (B), for the acquisition of software licensing, installation and maintenance contract services for Oracle database software, at an amount not to exceed $37,240.

3. Authorize the Purchasing Administrator to execute a purchase order contract with Informix, as a sole source vendor, pursuant to P.M.C. 4.09.060 (B), for acquisition of consultant services for conversion of data from the existing system, at an amount not to exceed $60,000.

4. Approve a journal voucher appropriating $604,355 from the Building Services Fund balance to Capital Project Account 301-71893.

BACKGROUND :

The City of Pasadena's Planning and Permitting Department supports a full service Permit Center, which coordinates and tracks development projects from conception through finalization, including record archiving upon approved occupancy. The key technology for the Permit Center in providing these services is the Land Management System (LMS).

While the existing LMS software has been brought to Year 2000 compliance, the vendor has suspended any future modifications or new functionalities. In addition, the current system's database platform is no longer supported. Lastly, it is not Windows-based, which causes incompatibility problems with other City departments and external agencies.

Also as the City positions itself for the twenty first century, staff and the Permit Center focus groups have identified future customer service needs and the technologies that should be used to address those needs. The City has used the existing system since 1994 and consistent with the shelf life of such technologies, the system needs to be replaced to resolve existing problems and address focus group priorities for business processes.

An important part of the LMS replacement, approximately $33,000 of the recommended contract, is allocated toward providing an interface with the Windows-based systems and citywide applications listed below. These interfaces would position the Planning & Permitting Department for future citywide technology investment. Implementation of these applications will be considered as separate projects to be prioritized as resources and funding are identified.

- GIS (Geographic Information System): Maximizing mapping capabilities by creating a real time link between textual and graphical database information.
- IVR (Integrated Voice Response): Providing customer 24 hour 7 day access to inspection request processing and plan check status information.
- Questys (current Imaging system): Streamlining access to archived documents.
- Website (Internet): Providing online access to LMS information, extending customer services hours beyond normal working hours.

Staff developed a Request for Proposal (RFP), sought out responses from the existing vendor and other vendors in the market.

The selection process

Through the competitive selection process, a RFP was issued to 11 vendors on March 30, 1998. A pre-bid conference, attended by five vendor representatives, was held on April 7, 1998 to resolve any questions regarding the RFP and Affirmative Action requirements.

Five vendors submitted proposals in response to the RFP. The current vendor, Sierra, did not respond. The Planning & Permitting Department LMS Committee evaluated the proposals based on the criteria stated in the RFP. (See Attachment) Three finalists were selected to conduct on-site demonstrations of their product, and undergo reference checks. Selection was narrowed down to two vendors for additional product demonstrations, and visits to user sites. The LMS Committee decided that Tidemark's system functionality and performance capability best satisfied the specifications outlined in the RFP, and Tidemark Computer Systems, Inc. received the highest system evaluation.

The system

Implementation will require external consultant expenditures for system customization, data conversion, and interface programming, as well as the purchase of Oracle database software and LMS (Tidemark) application software.

If approved, the Tidemark system would be implemented in 18 months following the signing of a contract, with a not to exceed completion date of December 2000. Prior to the new system's live date, software installation, table design, form design, report design, and conversion of existing data must be accomplished. In addition, staff will receive extensive training on the new system.

Additional estimated timelines are:

1. IVR interface shall be in place within 6 months of LMS implementation. Prior to completion of this phase, a Citywide IVR vendor must be selected and approved, and interface programming created in accordance with Tidemark's interface specifications.

2. Imaging interface shall be in place by LMS implementation. Prior to completion of this phase, the City's current imaging vendor, Decision Management Company, must create interface programming, with assistance from Tidemark.

3. Web interface shall be in place by LMS implementation. This software module is already available through Tidemark. Initial use will allow retrieval and display of property and permit information.

4. Geographic Information System (GIS) interface shall be implemented upon completion of the initial phase of the Citywide GIS project, coordinated by the Planning & Permitting Department.
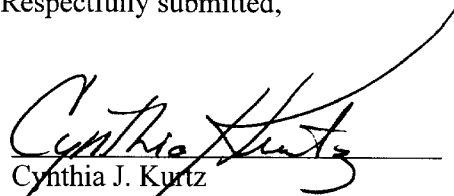
When the Tidemark implementation has been finalized, the Land Management System will be compatible with both the City's existing infrastructure and anticipated technology enhancements, thereby permitting the new LMS to satisfy both current and future business needs while maximizing existing technology.

FISCAL IMPACT:

This action will reduce the Building Services Fund Balance and increase appropriations to Capital Project Account 301-71893 by $604,355.

An additional $44,000 will be incurred for support from Information Technology Services Division's as part of the FY 2000 Capital Budget.
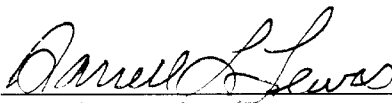
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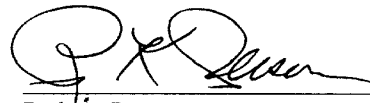
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Attachment: 1998 LMS Proposal Ratings