



AGENDA REPORT

Information Technology

DATE:	December 19, 2023
TO:	Mayor Martinez and Members of the City Council
FROM:	Sue Hartman, Director of Information Technology Sandi Wong, Information Technology Manager Randall Narron, Senior Programmer/Analyst
Subject:	Intuitive Municipal Solutions (iMS Contract for Enterprise Community Development Land Management System
FINANCIAL IMPACT:	Funding in the amount of \$1,758,596 is allocated from the Information Technology operating budget over five years (account 01262417-400502)
PREVIOUS COUNCIL ACTION:	N/A
STATEMENT OF THE ISSUE:	The IT Department is seeking authority to procure a cloud-based Enterprise Community Development and Land Management System (ECDLMS) to replace the 19-year-old ECDLMS that is beyond end of life.
RECOMMENDED ACTION:	ADOPT a resolution authorizing a contract with Intuitive Municipal Solutions (iMS) for an Enterprise Community Development and Land Management System; and APPROVE a five-year contract with iMS to acquire, install, implement, and receive ongoing technical support for the iMS Suite Software as a Service (SaaS), ePermitHub, Selectron, and CORE Business Technologies, in the amount of \$1,529,213.17, plus an approximate fifteen percent contingency of \$229,382.83 to pay for integrations with the Enterprise Resource Planning System, for a total amount not to exceed

	\$1,758,596 - Information Technology Department (Sue Hartman 510-620-6874/Sandi Wong 510-620-6745).
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BACKGROUND:

The Department of Information Technology (IT), in collaboration with other City departments, are recommending acquisition of iMS Suite, an Enterprise Community Development and Land Management Software (ECDLMS) that will allow for interdepartmental, online permitting, business licenses, rent program permits, online payments, and concurrent electronic plan review. This new software meets the City’s goals of achieving more sustainable, customer friendly, efficient, and cost-effective city processes.

On October 18, 2022, the City executed an agreement with the Government Finance Officers Association (GFOA), a consulting firm, to help assess the City’s needs and prepare a Request for Proposals (RFP) establishing the requirements for development and implementation of a comprehensive community development and land management system. On March 16, 2023, an RFP was issued to solicit bids for a land management and community development related software to replace TRAKiT with a modern robust solution.

The City received seven responses to the RFP from which the selection team compiled a list of 3 vendors to take into the demonstration phase of the project. The short list of vendors included: 3Di – 3Di Engage, Speridian – Clariti, and iMS – iMS Suite.

The selection team evaluated demonstrations from the three vendors and conducted extensive research by contacting several other municipalities to inquire about their current systems, implementation processes, and their overall satisfaction with both software and customer support. Thereafter, iMS was selected as the best choice to meet the needs of the City.

In August 2023, under the existing contract with the City, GFOA began negotiating financial and other agreement terms with iMS that are now under review by the selection committee and the City Attorney’s Office.

DISCUSSION:

In today's fast-paced interconnected world, the efficient management of land-related processes is paramount to ensure sustainable growth and development within our community. As we move forward in the 21st century, the need for a cohesive and integrated approach to land management has become increasingly evident. Entering a partnership with iMS, ePermitHub, Selectron, and payment processor will improve the way we thoughtfully handle critical functions across multiple departments. This system will not only streamline operations, but also improve service delivery to our residents

and stakeholders. The ECDLMS will have a positive impact the broader Richmond community, and various City divisions and departments including, but not limited to Building, Code Enforcement, Engineering, Finance, Business License, Fire, Planning, Public Works and Rent Program.

Benefits for Building and Code Enforcement:

The Building and Code Enforcement divisions play a pivotal role in ensuring that our community adheres to building codes and safety regulations. An ECDLMS will significantly enhance their efficiency by providing a centralized database for permit tracking, inspections, and code enforcement activities. This will lead to quicker response times, improved data accuracy, and better communication with applicants. Additionally, an ECDLMS can automate compliance monitoring, reducing the burden of manual inspections and freeing up resources for more strategic tasks.

Benefits for Planning, Engineering, Finance and Business License:

For Planning, Engineering, Finance, and Business License, an ECDLMS offers the advantage of streamlined project management and financial tracking. Project data can be easily shared among departments/divisions, ensuring that financial records are up-to-date and accurate. Moreover, business license applications and renewals can be integrated into the system, simplifying the process for businesses, and improving revenue collection.

Benefits for the Fire Department:

The Fire Department can leverage an ECDLMS to enhance fire safety compliance by integrating building data with fire code regulations and mitigate the risks of wildfire to life and property.

Benefits for Rent Control:

An ECDLMS provides a platform for Rent Control to monitor rent increases and ensure compliance with rent control ordinances, offering greater transparency to tenants and landlords alike.

Benefits for the Community:

The community will benefit from improved access to information and services, with online portals for applications and inquiries, ultimately enhancing resident satisfaction and engagement.

The implementation of an ECDLMS is a strategic investment that will yield substantial benefits for multiple City departments and the community at large. By streamlining operations, enhancing data accuracy, and fostering interdepartmental collaboration, an ECDLMS will not only improve efficiency but also elevate the quality of services provided to our residents and stakeholders. City staff recommends that the City Council approve the acquisition of an ECDLMS as a priority to ensure our City remains at the forefront of efficient community development land management practices in the years to come.

PROJECT BUDGET:

The project budget of \$1,758,596 includes the cost to purchase the iMS Suite, ePermitHub, and Selectron and the services related to set-up, testing, integrations, and training users to ensure the successful implementation at the Go Live state. The project budget also includes a fifteen percent contingency amount to cover any additional cost that may be incurred to integrate to the City’s Enterprise Resource Planning System (ERP) or any other unforeseen costs.

FISCAL IMPACT:

Funding for this project has been budgeted in the General Fund Department of Information Technology.

Pricing Guide							
		Year 1	Year 2	Year 3	Year 4	Year 5	5 Year Total
iMS							
	Licensing	\$ 246,250.00					
	Professional Services	\$ 423,688.00					
	Annual Hosting Fee	\$ 82,250.00	\$ 86,362.50	\$ 90,680.63	\$ 95,214.66	\$ 99,975.39	
		\$ 752,188.00	\$ 86,362.50	\$ 90,680.63	\$ 95,214.66	\$ 99,975.39	
Selectron							
	Professional Services	\$ 61,950.00					
	Annual SAAS/Hosting Fee	\$ 30,550.00	\$ 31,015.00	\$ 31,500.00	\$ 12,010.00	\$ 12,545.00	
		\$ 92,500.00	\$ 31,015.00	\$ 31,500.00	\$ 12,010.00	\$ 12,545.00	
ePermitHub							
	Professional Services	\$ 49,000.00					
	Annual SAAS/Hosting Fee	\$ 33,000.00	\$ 33,990.00	\$ 35,000.00	\$ 36,050.00	\$ 37,132.00	
		\$ 82,000.00	\$ 33,990.00	\$ 35,000.00	\$ 36,050.00	\$ 37,132.00	
CORE Business Technologies							
	Card Readers	\$ 1,050.00					
		\$ 1,050.00	\$ -	\$ -	\$ -	\$ -	
Annual Totals		\$ 927,738.00	\$ 151,367.50	\$ 157,180.63	\$ 143,274.66	\$ 149,652.39	\$ 1,529,213.17

PROJECT SCHEDULE:

The project will commence when the agreement has been executed. Below are milestones with estimated weeks of completion.

Week(s)	Task(s) / Milestones for Entire Project by Responsible Party	
0	(Team) REMOTE Agreement executed and project begins	
1	(iMS) Install Server	
2	(City) Upload GIS tabular data to be imported (City) Provide GIS URLs and credentials (City) Upload backup of TRAKIT database (City) Provide technical details of desired integrations	<div style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> ■ IMS Tasks ■ City of Richmond ■ Team Tasks (Both) </div>
3	(iMS) REMOTE Review supplied information and prepare questions	
4	(Team) ON-SITE (TBD after Project Kick Off) Process Review and Configuration Meetings	
5	(City) Prepare follow-up items from Process Review and Configuration Meetings (iMS) Begin Integration	
6	(City) Provide all follow-up items	
7 - 13	(iMS) Configure Applications, Create Data Conversion(s), Create Documents (SSRS and Word)	
14	(City) Upload updated data sources (iMS) REMOTE install configured system	
15	(Team) ON-SITE (TBD after Project Kick Off) Review Initial Delivery/Administrator Training	
16 - 19	(City) Begin thoroughly testing <u>Applications, Conversion, Interfaces and Documents</u>	
20	(City) Provide list of any <u>Application, Interfaces and Conversion</u> changes (iMS) REMOTE install <u>Reports</u>	
21-23	(iMS) REMOTE Update <u>Applications, Conversion, and Interfaces</u> (City) Thoroughly evaluate <u>Documents and Reports</u>	
24	(iMS) REMOTE Updated <u>Applications, Conversion, and Interfaces</u> provided (City) Provide list of any <u>Document and Report</u> changes	
25	(Team) ON-SITE (TBD after Project Kick Off) Workflow meetings by department	
27-30	(iMS) REMOTE configure <u>Workflows</u> (City) Final testing for <u>Applications, Interfaces, Conversion, Documents and Reports</u>	
31	(iMS) REMOTE deliver revised <u>Workflows</u> (City) Provide final issues for <u>Applications, Interfaces, Conversion, Documents, & Reports</u>	
32-34	(City) Testing of <u>Workflows</u> (iMS) REMOTE make final changes to <u>Applications, Interfaces, Conversion, Documents and Reports</u>	
35	(iMS) REMOTE deliver final <u>Applications, Interfaces, Conversion, Documents and Reports</u> (City) Provide final list of <u>any</u> changes needed prior to go-live	
36-37	(iMS) REMOTE any final adjustments	
38	(City) Upload updated data sources (iMS) REMOTE install completed system	
39	(Team) ON-SITE (TBD after Project Kick Off) End User Training	
40	(Team) ON-SITE (TBD after Project Kick Off) Go Live and Transition to iMS Support	

NEXT STEPS:

City staff recommend entering into a five-year contract to acquire, install, implement, and receive ongoing technical support for the iMS Suite, ePermitHub Selectron, and Core BT, Software as a Service (SaaS), with an annual service charge for \$1,529,213.17, with a fifteen percent contingency fee for a total not to exceed contract amount of \$1,758,596.

DOCUMENTS ATTACHED:

Attachment 1 – Authorize an Agreement with iMS Resolution

Attachment 2 – iMS Richmond Master Agreement

Attachment 3 – iMS Richmond Exhibit A Statement of Work and Payment Schedule

Attachment 4 – iMS Richmond Exhibit B Selectron EULA

Attachment 5 – iMS Richmond Exhibit C Functional Requirements

Attachment 6 – iMS Richmond Exhibit CA Payment Processing Agreement Application and Fee Schedule

Attachment 7 – iMS Richmond Exhibit D Vendor Response to City RFP 2023-03

Attachment 8 – iMS Richmond Exhibit E City RFP 2023-03

Attachment 9 – iMS Richmond Exhibit F Sanctuary City Compliance Statement