



AGENDA REPORT

Information Technology

DATE:	May 7, 2024
TO:	Mayor Martinez and Members of the City Council
FROM:	Sue Hartman, Director of Information Technology
Subject:	Sole-Source Contract with Superior, LLC for the Continued Licensed Use of the TRAKiT System
FINANCIAL IMPACT:	Total funding for one additional year in the amount of \$56,609.22 is included in the approved fiscal year 2023-2024 budget. Included in this total is funding for the Information Technology operating budget of \$45,371.57 (account 01262417-400502). Funding for the five additional licensees and maintenance for \$2,546.78 is included in the approved fiscal year 2023-2024 Rent Control operating budget (11850065-400220), and funding for the IVR module subscription fees totaling \$8,690.87 are included in approved fiscal year 2023-2024 budget for the Planning and Building Regulations operating budget (15063619-400502).
PREVIOUS COUNCIL ACTION:	Contract - March 23, 2015 1st Amendment - March 20, 2018 2 nd Amendment – March 21, 2023
STATEMENT OF THE ISSUE:	The Agreement with TRAKiT administrative software for permitting, business licensing, code enforcement, and Citizen Response Management (CRM) expired on March 31, 2024. City Council approval of a new sole-source contract for one year must be obtained to allow the City to continue using this service while the City implements the replacement software.

RECOMMENDED ACTION:	APPROVE a one-year sole-source contract with Superior, LLC for the continued licensed use of the TRAKiT permitting, business licensing, code enforcement, and Citizen Response Management (CRM), for the term from April 1, 2024, through March 31, 2025, for the contract payment limit of \$56,609.22 – Information Technology Department (Sue Hartman 510-620-6874).
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DISCUSSION:

The City of Richmond is in the initial phase of implementing the new software system iMS to replace the legacy Superior, LLC, TRAKiT system. This replacement is anticipated to take twelve months with a go-live date of February 28, 2025. It is essential for Superior, LLC, TRAKiT to be operational until iMS is live.

The second contract amendment for the TRAKiT permitting, business licensing, code enforcement, and Citizen Response Management (CRM) system expired March 31, 2024, and a new sole-source contract is essential for the continued use, and technical support, for the existing components of TRAKiT.

The proposed new contract with Superior, LLC is for the continued licensed use of the TRAKiT permitting, business licensing, code enforcement, and Citizen Response Management (CRM), for the term from April 1, 2024, through March 31, 2025. The new contract includes the subscription for an interactive voice response module (IVR) for contractors and property owners to be able to schedule building inspections by phone. Continuing this capability is more convenient for customers and saves staff time. The new contract also includes the licensing and maintenance of five additional user licenses for the Rent Control department to use the TRAKiT system for the administration and reporting required by the Just Cause and Rent Stabilization ordinance.

NEXT STEPS:

Staff recommends approval of the proposed new contract for the term of twelve months. It is essential that the City continues to utilize Superior LLC, TRAKiT, while the City implements the replacement software system. Total funding for one additional year in the amount of \$56,609.22 is included in the approved fiscal year 2023-2024 budget.

DOCUMENTS ATTACHED:

- Attachment 1 – Contract
- Attachment 2 – Sole-Source Justification