



AGENDA REPORT

Information Technology

DATE:	May 20, 2025
TO:	Mayor Martinez and Members of the City Council
FROM:	Sue Hartman, Director of IT
Subject:	Contract with Superion, LLC, for Continued Support of TRAKiT
FINANCIAL IMPACT:	<p>The proposed expenditure of \$60,925.70 will be billed in 6-month increments until the complete successful implementation of iMS or until March 31, 2026.</p> <p>Account Strings:</p> <ul style="list-style-type: none">• 01262417-400502 (General Fund) \$48,831.17• 15063619-400502 (Community Development) \$9,353.55• 11850065-400220 (Rent Program) \$2,740.97
PREVIOUS COUNCIL ACTION:	<p>March 23, 2015</p> <p>March 20, 2018</p> <p>April 1, 2024</p>
STATEMENT OF THE ISSUE:	<p>The contract with Superion for the TRAKiT system expired on March 31, 2025. City Council approval is needed to secure a new contract and the necessary funding to ensure the City can continue using TRAKiT without interruption.</p>
RECOMMENDED ACTION:	<p>APPROVE a contract with Superion, LLC for the continued use, support and maintenance of TRAKiT, with a term beginning April 1, 2025, through March 31, 2026, and a total payment limit of \$60,925.70 - Information Technology (Sue Hartman 510-620-6874).</p>

DISCUSSION:

The City's licensing agreement with Superior, LLC for the TRAKiT permitting system, business licensing, code enforcement, and Citizen Response Management (CRM) expired on March 31, 2025. To ensure uninterrupted access to these services until the successful implementation of Intuitive Municipal Solutions (iMS), a new agreement is required. The contract will extend services through March 31, 2026, with a total payment of \$60,925.70.

TRAKiT, implemented April 6, 2004, is a comprehensive land management system used by the City to streamline and support various departments in managing permits, applications, licenses, and work orders. It serves multiple departments, including Community Development (Planning, Building, and Code Enforcement), Public Works (Transportation, Facilities, Maintenance, Engineering, and Wastewater Resources), the Rent Program, Fire Prevention, and the Business License Tax Division. TRAKiT allows these departments and divisions to efficiently process and manage a wide range of services, including issuing permits, processing applications, tracking licenses, and completing work orders, all aimed at improving service delivery and operational efficiency for the community.

DOCUMENTS ATTACHED:

Attachment 1 – (Proposed) Contract with Superior, LLC.

Attachment 2 – Sole Source with Cost Allocation Ver 3