AM No. 10-115

TO: Mayor Marchione and City Council

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DATE: June 1, 2010

SUBJECT: STAFF REPORT: PERMIT SYSTEM REPLACEMENT PROJECT:

ENERGOV ENTERPRISE LAND MANAGEMENT SOLUTION

OVERVIEW

This staff report is to inform the Council of the upcoming permit system replacement which will greatly enhance our ability to process permits in a timely fashion, increase customer service and enable electronic plan review.

On May 6, 2010, the permit system replacement project was presented to the Planning and Public Works Committee. The presentation provided a brief overview of the project.

BACKGROUND

In April 2009 the IT Strategic Plan identified the need to replace the existing permitting system. The current system is aging and does not provide any of the web-enabled functionalities that the City would like to fully implement such as on-line permits and electronic plan submittal and review. Additionally, the vendor, Accela is no longer enhancing the current Permits Plus system which makes it difficult and costly for Redmond to make enhancements.

In an effort to replace our permitting system, Redmond was provided the opportunity to join a consortium of five other cities (Bothell, Sammamish, Renton, Issaquah and Kirkland) each planning to replace their current permitting systems. Several of the cities were dissatisfied with their current vendor or, like Redmond, at a point where it was time to upgrade the technology. The benefits of a group effort were to save staff time and money, enhance negotiating power with vendors, and contribute to the regionalism goal of the IT strategic plan. By joining the consortium, it provided an opportunity for the City to start this project ahead of schedule.

The original five cities had selected the consulting firm Soft Resources to help gather requirements and develop a consolidated Request for Proposal (RFP). Soft Resources conducted several meetings with many different departments in Redmond to gather Redmond's requirements; they then consolidated all the requirements for the six cities into a joint RFP.

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The final RFP was issued in October 2009 and the response to the RFP was excellent. Out of the 14 vendors that responded, five were short-listed. All five short-listed vendors came to the area to present their software according to a pre-scripted demo. Redmond staff (including Fire, Public Works, Planning, Building, Code Enforcement, Business License, IS, GIS and Finance) attended all five software demos and when the review was complete, all six cities unanimously selected the same two finalist vendors, EnerGov and CRW.

Both finalists were invited back in early February 2010. This provided an opportunity to learn more about the two companies as well as to have specific questions answered. In the end, five of the six cities chose EnerGov's Enterprise Land Management system as their preferred solution.

EnerGov is located in Atlanta, Georgia, with regional offices in Kansas City, Florida, and California, and they are in the process of moving a project manager to this area given the number of implementations that will occur here. Additionally, they have over 150 agencies using their software, with 28 implementations completed in the last 12 months. They re-invest 30 percent of their revenue back into their technology annually, are a privately-owned firm and have a 100 percent customer retention rate.

SOFTWARE FEATURES

EnerGov is considered an innovative leader in this industry. Their technology has been built from the ground up using the most current technologies. The strength of this software lays in its tight integration with GIS data. It provides cross-department visibility of land use planning, permitting, business licensing, code enforcement and inspections. Virtually all activities occurring on a property are available through the system, and can be viewed from a map. Most importantly, the EnerGov solution eliminates silos of information currently housed in different systems.

EnerGov has a strong implementation methodology which leads the customer through a predefined series of phases. The City received excellent reviews about EnerGov's implementation methods when conducting reference checks.

Another important feature of the EnerGov software is the web-based Citizen Portal. The Citizen Portal provides a single point of online entry to obtain permits, submit code enforcement complaints, submit plans electronically, renew business licenses as well as other online services, and meets the objectives of the IT Strategic Plan to enhance the City's website and support public access to the City via the internet. This project will replace a number of custom-developed online services such as Simple Over the counter Permit Applications and payments (SOPA), online inspection scheduling, real-time building inspections results, and access to current permit status (OPRAH).

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COST

The estimated budget range for a new permitting system established by the IT Strategic Plan was between \$465,000 and \$775,000. The cost of the new system includes one-time software licensing and implementation services at \$583,000 with an on-going annual maintenance of \$73,500 (\$15,000 less than what we now pay annually to maintain several systems). Purchase of the system would be funded through the Tech Fund which has sufficient revenue for this purchase.

CLOSING

On Tuesday, May 11, 2010, the vendor returned to Redmond to provide a demo of the software. This demonstration was extremely well attended. The demo has generated a lot of enthusiasm and excitement about the project. It has also stimulated discussion and generated new ideas about how the software can be used to enhance Redmond's ability to provide outstanding customer service, create more efficient processes, and provide its constituents with more visibility and transparency through the use of this software solution. The contract and scope of work are currently under negotiation. The City of Kirkland has recently signed their contract with EnerGov and gained their City Council's approval to proceed with their project and Redmond is next in line.

At your June 1, 2010, Council meeting staff will be present to answer any questions. In the meantime, please contact Carole Stewart with any questions you may have regarding the permit system replacement proposal.

NEXT STEPS

IS management is reviewing the contract and will coordinate a legal review of the document. Note: This is the same document recently signed by the City of Kirkland, and reviewed by our SoftResources consultant.

Staff will be returning to Council later in June requesting authorization to proceed with the purchasing contract and if you approve, move forward with the system implementation.