

City Council – Action Request Form

Date: December 14, 2020

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Ben Rowe, Assistant City Manager
Thomas Kureczka, Chief Information Officer

Council Action Requested:

Resolution Approving the Renewal of a Contract with System Innovators for Software Licenses, Maintenance, and Support Services

Strategic Focus Area: Service Excellence

Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness

Strategic Plan Action Item: No

Key Work Item: No



Summary of Information:

In 2002 the City replaced the entire suite of financial business systems on the Unisys Mainframe platform with client-server and web-based solutions. One key system that was replaced was the Cashiering and Revenue Collections system. As a result of a Request for Proposals process the solution provided by System Innovators was recommended and implemented. The City continues to use the System Innovators platform, with multiple additions over the years to accommodate new business needs and technology advances.

The System Innovators system is critical for supporting in-person over the counter payments, payments made over the telephone, and drop box payments by citizens and businesses. In addition to supporting these various types of payment transactions, software has been provided to support multiple interfaces and integrations with other City business systems. These interfaces serve the following business and operational needs:

Committee Action:

Committee	<u>Finance 12/14/2020</u>	Action	<u>Approval</u>
For	<u>Unanimous</u>	Against	<u></u>

Remarks:

- Utilities Water Billing and Management
- Stormwater Billing
- Accounts Receivable and General Ledger interface
- Mortgage Loans and Utilities Assessments payments
- Inspections Permits and Bond Escrow invoicing
- Parking ticket payments
- Recreation and Parks reservations and fees
- Yard Cart payments
- Other miscellaneous payments collected and deposited by City departments

System Innovators has provided a quote for the annual renewal of the City’s licenses, maintenance, and support contract with a total cost of \$96,185.63. The contract will provide license renewals, product upgrades and security patches, and technical support for problem resolution and consulting assistance regarding product features. The proposed licenses and support are for the annual period of January 1, 2021 through December 31, 2021. This annual renewal is not available from resellers and must be completed exclusively through System Innovators. Per the City’s purchasing policy, any sole-sourced request over \$30,000 requires approval by City Council.

The costs for the licenses and maintenance agreements for the last five years are shown in the following table:

Contract Year	Time Period	Cost **	Percentage of Change
1	1/1/16 to 12/31/16	\$65,665.00	-----
2	1/1/17 to 12/31/17	\$71,863.45	9.4%
3	1/1/18 to 12/31/18	\$78,178.00	8.8%
4	1/1/19 to 12/31/19	\$83,650.46	7%
5	1/1/20 to 12/31/20	\$89,506.00	7%
Total	1/1/16 to 12/31/20	\$388,862.91	32.2%

** Note that the cost increases included the City adding additional software components to the platform to expand its capabilities. Examples of additional software components are interfaces to support new business systems for online Permit applications, online reservations of Recreation and Parks facilities, and the online purchase and renewal of Yard Cart Stickers. Funds for all of the annual renewals were approved by City Council during the annual operations budgeting process.

Approval is requested to renew the annual license and maintenance agreement with System Innovators. Funding is allocated in the FY 20-21 Information Systems budget. It is further requested that authorization be provided to renew for three additional consecutive years.

Exhibit A includes workforce demographics for System Innovators.