



Commerce City

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Council Communication

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In Control: City Council

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RESOLUTION AUTHORIZING AWARD OF CONTRACT FOR LICENSING, LAND USE AND PERMITTING ENTERPRISE MANAGEMENT SOFTWARE SOLUTION TO CENTRALSQUARE TECHNOLOGIES, LLC

Summary and Background Information:

The City of Commerce City is currently using the Hansen software and various other technology tools including Excel and Access to manage Land Use, Licensing and Permitting cases. The current solution does not include an online portal for the public and the software is nearing end of life. City Council approved a 2020 budget request to implement a new software system for Licensing, Land Use and Permitting. This is a multi-year project that is anticipated to wrap up in 2022. The goal of this project is to implement a single solution for all land use, planning, permitting, code compliance and business licensing that will meet the current organizational needs and provide capabilities for future growth. The solution will provide a single system for Building, Licensing, Land Use and Permitting including a public portal where the public can pay fees and access permit, licensing, code and inspection information.

The City has conducted an RFP process in accordance with the City's procurement policy.

The following shows the schedule of events pertaining to the RFP process:

Publication and distribution of RFP: July 17, 2020
Pre-submission Phone Conference: August 3, 2020
Question submittal deadline: August 14, 2020
RFP response deadline: August 21, 2020
Review period: September 4, 2020
Notification to short list finalists: September 11, 2020
Presentations/References: October 5 - November 20, 2020
Vendor Finalist Selected: December 29, 2020

Selection Process:

The City received five responses to the RFP. A multi phased evaluation approach was used to evaluate the vendors consisting of the following:

1. The team conducted market research to identify leading community development software technology companies.
2. The team evaluated each of the written responses based on the following criteria:
 - a. Respondent's ability to meet RFP requirements

- b. Technology vision, platform and architecture
 - c. Proven ability to deliver on similar projects
 - d. Cost One-time and On-Going
3. Respondent's presentations were conducted allowing department representatives to further evaluate each solution based on the evaluation criteria.
4. Reference meetings were held with multiple Cities to investigate their experiences with identified vendors.
5. The project team conducted a post presentation meeting and developed the following rankings based on the selection criteria:

Solution Ranking Score (Lowest is the Top Score)

CentralSquare	#1	30
Tyler EnerGov	#2	35
S_Cube / Accela	#3	55
TruePoint Hansen	#4	64
MaintStar	#5	84

CentralSquare was the lowest cost solution while still meeting the City requirements of the platform. Reference calls with other cities provided very positive feedback on the experience with CentralSquare's Licensing, Land-Use and Permitting software particularly in the areas of implementation and support. The selected platform would also not require the large dedicated support staff that some of the other platforms required. Target completion date of this project is April 29, 2022.

Staff Responsible (Department Head): Justin Bingham, Director of IT

Staff Member Presenting: Justin Bingham, Director of IT

Financial Impact: \$450,000

Funding Source: IT Project Fund - Hansen Replacement Project

Staff Recommendation: Staff recommends moving forward with approving the Agreement with CentralSquare for software and professional services subject to finalization of the contract and executed by the City Manager.

Suggested Motion: Approve Resolution 2021-010, authorizing the award of contract to CentralSquare LLC for the Licensing, Land-Use and Permitting Enterprise Software Solution and Services.