

PERMITTING SYSTEM REPLACEMENT

January 3, 2017

Background

- 2014 – Board direction to migrate away from mainframe technology
- October 2015 – Request for Proposals (RFP) for electronic permitting system
- Winter 2016 – Product demonstrations, evaluations, and “sandbox” testing
- February 2016 – Board awards RFP to SunGard Public Sector and authorizes the negotiation of an agreement for TRAKiT permitting software solution

Project Objectives



- Eliminate mainframe usage
 - ▣ Reduced hardware costs
 - ▣ Better utilizes Information Technology resources

- Achieve operating efficiencies
 - ▣ Redesign business processes
 - ▣ Automatic workflows and mobile devices
 - ▣ Project status and dashboard information available to Board, customers, management, and staff
 - ▣ Eliminate shadow systems and customized solutions

Project Objectives

- Improve Customer Service
 - ▣ Online customer portal
 - Apply for permits
 - Pay fees
 - Submit plans and supporting documents
 - Receive notification of status updates
 - Manage inspection schedules
 - ▣ Cost and time savings resulting from online submittals and fewer trips to County campus

Project Costs

Item	Amount
One-Time Expenses	
System Licenses	\$ 182,000
Implementation Services	309,880
Contracted Project Management	100,000
Subtotal	\$ 591,880
Ongoing Expenses	
Annual Maintenance & Hosting	\$ ~ 88,000
Optional Licenses & Services	up to \$122,000

Project Implementation

- Several Phases Over 12-18 Months
 - Project initiation
 - Dedicated project manager
 - Detailed project work plan
 - Project review and system installation
 - Review business processes and workflows
 - Provide guidance on best practices

Project Implementation

- Several Phases Over 12-18 Months (con't.)
 - ▣ Configuration, integration, and data conversion
 - Configure processes for all permit and project types
 - Integrate with ArcGIS, property system, CA Contractors License Board, and financial system
 - Map data from legacy systems
 - ▣ System testing and initial training of key staff
 - ▣ Final onsite testing and Go Live

Recommendation



- Approve the proposed agreement, to be funded by solid waste franchise fees, permit revenue, and technology fees