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Title: Community Development Services, Administration and Finance Division, recommending the Board approve and authorize the Chair to sign the First Amendment to Agreement for Services 472-S1611 with SunGard Public Sector LLC, assigning and delegating the Agreement to Superior, LLC, which acquired SunGard, with no change in rates or term of the Agreement, to provide for the installation, integration, and training of TRAKiT software, a planning, permitting, and parcel management software solution.

FUNDING: Solid Waste Franchise Fees, Building Permit Fees, and Technology Fees.

Sponsors:

Indexes:

Code sections:

Attachments: 1. 3A - Approved CRS 6-6-17, 2. 3B - Amend 1 Superior Assignment 6-6-17, 3. Executed Amd. 1 to Agreement 472-S1611, 4. 2A - Approved CRS 1-3-17, 5. 2B - Draft SunGard Agrmt 472-S1611 1-3-17.pdf, 6. 2C - Permitting System Replacement 1-3-17, 7. A - RFP No. 16-208-019 2-23-16, 8. Executed SunGard Agreement 1-3-17

Date	Ver.	Action By	Action	Result
6/6/2017	3	Board of Supervisors	Approved	Pass
1/3/2017	2	Board of Supervisors	Approved	Pass
2/23/2016	1	Board of Supervisors	Approved	Pass

Community Development Services, Administration and Finance Division, recommending the Board approve and authorize the Chair to sign the First Amendment to Agreement for Services 472-S1611 with SunGard Public Sector LLC, assigning and delegating the Agreement to Superior, LLC, which acquired SunGard, with no change in rates or term of the Agreement, to provide for the installation, integration, and training of TRAKiT software, a planning, permitting, and parcel management software solution.

FUNDING: Solid Waste Franchise Fees, Building Permit Fees, and Technology Fees.

DEPARTMENT RECOMMENDATION

Community Development Services (CDS), Administration and Finance Division, recommending the Board approve and authorize the Chair to sign the First Amendment (Amendment 1) to Agreement for Services 472-S1611 (Agreement) with SunGard Public Sector LLC (SunGard), assigning and delegating the Agreement to Superior, LLC (Superior), with no change in rates or term of the Agreement, to provide for the installation, integration, and training of TRAKiT software, a planning, permitting, and parcel management software solution.

On February 1, 2017, SunGard was acquired by Superior. This Amendment 1 will provide for the seamless transition of the Agreement to Superior and provide for other necessary administrative updates (addresses, contract administrator, etc). Without approval of the SunGard assignment and

delegation to Superior, the County will not be able to move forward with payments or the remaining TRAKiT implementation task work and maintenance services authorized under the Agreement.

DISCUSSION / BACKGROUND

The County's Land Management Information System (LMIS) is the foundation for many revenue-generating and/or recovering of County services and systems. The current LMIS is a collection of databases and application platforms that link together key processes such as planning, permitting, inspections, addressing, mapping, and parcel assessments. This system does not include the capability to accept, review, and process plans, permits, or fees electronically.

The current LMIS was constructed over time, largely in-house. It has developed organically to support legacy processes (out of date processes) and business rules, some of which originated before modern technology and automation. As a result, the current LMIS system is a collection of independently-developed modules and functions that are made to communicate in sometimes non-standard ways. As a whole, LMIS does not conform to any modern IT architectural standard and cannot be centrally administered or maintained. While the system has served the County well, it is time to replace LMIS with a modern system that expands functionality and improves the customer experience.

In recognition of the inherent limitations of the LMIS system, the Board awarded a Request for Proposals for an electronic permit system to SunGard and authorized CDS, formerly the Community Development Agency, to negotiate the associated contract for TRAKiT implementation and maintenance services on February 23, 2016 (Item 41).

Purchase and implementation of an electronic permit system is a key part of CDS's effort to improve development processing. In addition to service improvements realized by the CDS Ombudsman Program and the new queueing system in the Building C Permit Center, the TRAKiT system will allow for the processing and issuance of online building permits, the utilization of electronic field devices by inspectors, and electronic submittal, plan checking, and processing of building and civil improvement plans.

Implementation of the new TRAKiT permit system will result in several improvements:

Elimination of mainframe usage will,

- Result in a reduction in associated hardware, software, system, and labor costs
- Allow redirection of Information Technology resources from legacy programming languages to new state-of-the-art technologies
- Enable departments and agencies to improve services by leveraging new technology
- Comply with Board direction to migrate from existing mainframe technology

Operating efficiencies will be achieved,

- Through redesigned operations, tighter integration of business processes and data, and new capabilities such as workflows and mobile devices
- Through the availability of project status/reports in dashboard and snapshot views to the Board, management, staff, and customers
- When specialized resources are no longer needed to develop customized solutions (i.e., shadow systems, excel spreadsheets, etc.) for emergency and one-time use projects and reports

Customer service will be improved with,

- The implementation of a 24x7 customer-facing portal that allows: online permit application

and fee payment; online submission of plans and supporting documents; automated e-notification of permit and project status; and online management of inspections schedules

- Cost savings from elimination of printing and paper costs incurred with the submission of numerous paper plan copies and documents
- Cost and time savings from a reduction in trips to submit/resubmit applications and plans

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ALTERNATIVES

Per the County Strategic Plan directive presented by David Russell, Director of Information Technology, on February 11, 2014 (Item 36), to vacate the mainframe within five years, there is no alternative other than procuring a new or separate system to meet this directive.

OTHER DEPARTMENT / AGENCY INVOLVEMENT

The Project Sponsors participating from project inception include Karl Weiland, County Assessor, Rich Briner, County Surveyor, and David Russell, Information Technology Director.

CAO RECOMMENDATION

It is recommended that the Board approve this item.

FINANCIAL IMPACT

The adopted Fiscal Year (FY) 2016-17 budget includes \$900,000 appropriated for the electronic permit system purchase and implementation, funded by Solid Waste Franchise Fees. This budget is more than sufficient for all licensing fees, initial hosting fees, and anticipated implementation services delivered within the fiscal year. Appropriations not expended in FY 2016-17 will be proposed for inclusion in the subsequent year's budget.

Annual hosting and maintenance costs in future years are proposed to be funded by a combination of building permit revenue and technology fees assessed on building permits. As LMIS is replaced by TRAKiT, these costs are anticipated to be offset in part by a reduction in Information Technology expenses distributed through cost plan allocation for mainframe support.

CLERK OF THE BOARD FOLLOW UP ACTIONS

- 1) The Clerk of the Board will secure the Chair's signature on two (2) original copies of Amendment 1.
- 2) The Clerk of the Board to return one (1) fully executed original copy of Amendment 1 to the Community Development Services, Contracts and Procurement Unit, for transmittal to the Consultant.

STRATEGIC PLAN COMPONENT

Infrastructure, Good Governance

CONTACT

Creighton Avila, Deputy Chief Administrative Officer