

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Planning and Building	(2) MEETING DATE 3/15/2016	(3) CONTACT/PHONE Wes Drysdale, Administrative Services Manager / (805) 781-5610	
(4) SUBJECT Request to approve a FY 2015-16 through FY 2020-21 contract with Tyler Technologies in the amount of \$1,026,866 for software and services to replace the Planning and Building Department's permit tracking system. All Districts.			
(5) RECOMMENDED ACTION It is recommended that the Board of Supervisors approve a contract with Tyler Technologies in the amount of \$1,026,866 for software and services to replace the Planning and Building Department's permit tracking system and instruct the Chairperson to sign said contract.			
(6) FUNDING SOURCE(S) FC 266 / Countywide Automation	(7) CURRENT YEAR FINANCIAL IMPACT \$1,026,866	(8) ANNUAL FINANCIAL IMPACT \$98,774	(9) BUDGETED? Yes
(10) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. ___) <input type="checkbox"/> Board Business (Time Est. ___)			
(11) EXECUTED DOCUMENTS <input type="checkbox"/> Resolutions <input checked="" type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input type="checkbox"/> N/A			
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) 19001618		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: <input type="checkbox"/> 4/5 Vote Required <input checked="" type="checkbox"/> N/A	
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? No	(16) AGENDA ITEM HISTORY <input checked="" type="checkbox"/> N/A Date: _____	
(17) ADMINISTRATIVE OFFICE REVIEW Lisa M. Howe			
(18) SUPERVISOR DISTRICT(S) All Districts			

County of San Luis Obispo



TO: Board of Supervisors

FROM: Planning and Building / Wes Drysdale, Administrative Services Manager

VIA: Trevor Keith, Deputy Director / Policies & Programs

DATE: 3/15/2016

SUBJECT: Request to approve a FY 2015-16 through FY 2020-21 contract with Tyler Technologies in the amount of \$1,026,866 for software and services to replace the Planning and Building Department's permit tracking system. All Districts.

RECOMMENDATION

It is recommended that the Board of Supervisors approve a contract with Tyler Technologies in the amount of \$1,026,866 for software and services to replace the Planning and Building Department's permit tracking system and instruct the Chairperson to sign said contract.

DISCUSSION

The Planning and Building Department's permit tracking system is a mission-critical application that is relied upon by several County departments, property owners, developers, contractors, realtors, and the general public.

The Department's current permit tracking system (Tidemark Advantage) was purchased in 1997 and implemented over a five-year period. The application was written for the Windows 98 operating system, the support of which was officially discontinued by Microsoft in 2006. Planning and Building Department staff has written custom software to extend the useful lifespan of the application, but this solution has reached its technical limit - operating systems and database servers can no longer be upgraded without breaking the application.

Information systems staff from Planning and Building worked closely with the ITD project manager to develop a request for proposal (RFP) that included a comprehensive set of requirements for a new permit tracking system. These requirements were then shared with and refined by additional Planning and Building department staff, as well as staff from several other departments that regularly interface with Planning and Building, including Agriculture, Assessor, Auditor-Controller/Treasurer/Tax Collector/Public Administrator, Cal Fire, Health Agency, Information Technology, and Public Works. After carefully reviewing the vendor responses received through the RFP process, the selection team (comprised of key Planning and Building staff) selected Tyler Technologies' EnerGov platform - specifically, the permitting and land management module. This selection was based on a thorough analysis of the vendor's responses to the comprehensive set of requirements, the proposed migration and implementation strategy, a live demonstration according to a detailed script prepared by Planning and Building staff, and overall project cost.

The EnerGov platform provides the following benefits over the existing Tidemark Advantage system:

- **Modern Technology:** the platform is built on modern technology, including current versions of Windows Server and SQL Server.
- **“Evergreen” Licensing:** the platform includes perpetual software updates and enhancements for the life of the maintenance agreement.
- **GIS Integration:** the platform will integrate with the County’s enterprise geographic information system (GIS), and projects, permits, and cases are treated as first-class geographic objects.
- **Workflow Engine:** the platform features a workflow engine that can be configured to reflect both current and future business processes.
- **Document Management System:** the platform includes a true document management system to store, organize, and access electronic documents, plans, and images.
- **Mobile Ready:** the platform includes a mobile application that can be used by field staff utilizing “store and forward” technology to ensure usability in areas without network connectivity.
- **Public Internet Portal:** the platform includes a configurable public Internet portal that features a decision engine to assist users in finding the information they need.
- **API:** the platform includes a robust application program interface (API), allowing for industry-standard integration with third-party data and applications.

OTHER AGENCY INVOLVEMENT/IMPACT

County Counsel has reviewed the contract as to form and legal effect and Central Services staff has negotiated a fair price on behalf of the County. As stated above, several other County departments that regularly interface with Planning and Building were included in the process of requirements scoping for the new permit tracking system. In addition to the permitting and land management module that will be utilized by primarily by the Planning and Building Department, the EnerGov platform includes modules for licensing and regulatory management and public maintenance management. Other County departments, such as Agriculture or Public Works could purchase these modules in the future and plug into the EnerGov platform, thereby seamlessly connecting crucial processes between departments. The EnerGov platform can also be integrated with third-party data and applications through a robust application program interface (API) – this is the industry-standard way of connecting disparate systems and services when a single, monolithic system is either unavailable or infeasible.

FINANCIAL CONSIDERATIONS

The total cost of the contract is \$1,026,866. Two separate appropriations have been made to the Countywide Automation Replacement Fund reserves (Fund Center 266) as part of the annual budget process. In FY 2015-16, \$1,513,605 was appropriated for a vendor contract (\$1,030,774) including associated professional services, software, and training costs and the remainder appropriated for 6.05 limited-term backfill positions in the Planning and Building Department (\$281,750), Project Management and IT Staff Time (\$156,056) and computer software (\$14,400), computer hardware (\$15,000) and professional services for change management (\$15,625). The limited-term backfill positions will free existing staff who will be working on the project for approximately twelve months. The requested FY 2016-17 budget includes \$312,805 in staffing costs for the Planning and Building Department and \$236,505 for the first year of maintenance for the new permit tracking system, professional services, training costs, Project Management and IT staff from the Countywide Automation Replacement Fund. Total project costs will be:

FY 2015-16	\$1,513,605
FY 2016-17	\$ 549,310
Total	\$2,062,915

Thereafter, annual maintenance costs will be funded in the Planning and Building Department's budget, beginning in FY 2018-19. Annual maintenance costs are approximately \$98,774. The total cost of the contract with annual maintenance costs through Year 5 is estimated to be \$1,305,468.

RESULTS

The proposed contract with Tyler Technologies will provide the Planning and Building Department with a modern, configurable, web-based permit tracking system that is designed to leverage the County's enterprise geographic information system (GIS). All users of the Department's permit tracking system (both internal and external) will benefit from expanded access to information and services and increased staff efficiency. The system will be easier for staff to maintain, modify, and integrate with other systems and services. The system will allow many department processes to be streamlined by consolidating several existing stand-alone applications and through automation of workflows, making it easier to track, report on, and analyze all manner of data.

ATTACHMENTS

1. Attachment 1 - Contract with Tyler Technologies