



Legislation Text

File #: ID 16-0539, **Version:** 1

Resolution Authorizing a Change Order in the Amount of \$65,000 to Enhance the Building Inspections Software System

Department: Information Technology
Council District: n/a

Public Hearing: n/a
Advertising Date/By: n/a

Contact 1 and Phone: Jane Nickles, IT, 2314
Contact 2 and Phone: Aimee Walker, IT, 2016

PURPOSE:

There is an existing contract (#2016-5088) with DataMasters, an MWBE certified company, for \$60,000, executed on 5/16/2016 for the purpose of upgrading 3 modules of the Building Inspections (BI) custom software suite to supported technology. The purpose of change order, in the amount of \$65,000, is for the enhancement of these same 3 BI modules.

BACKGROUND:

The Application Services division of the Information Technology department has been providing support and development of the BI system for over 25 years. Yearly, the system issues 20,000 permits, tracks 64,000 inspections, and generates 2.5 million dollars in revenue according to FY 2015 numbers.

The BI system is comprehensive and is comprised of 16 different modules. It is utilized by Development Services, Engineering & Inspections, Planning, Water Resources, Fire, Accounting, and Information Technology. The system has integration points with other City systems including Geographical Information Systems (GIS), Plan Review, Lawson, and the BI automated telephone system.

Key aspects of the system are:

- Detailed tracking of permits, inspections, approvals, and financials
- Issuing certificates of occupancy and permits
- Online permit payments
- Online inspection requests by contractors
- Permit and inspection lookup by citizens and contractors
- Monthly billing of contractor accounts

The expanded scope will address outstanding Development Services requests that need timely attention including accommodating changed business processes, building other efficiencies into the software workflow processes and addressing the recommendations of TESKA Associates, Inc., an independent consulting firm. This change order incorporates approximately 29 enhancements into 3 of the 16 BI modules that have the highest visibility including: BI Internal (for internal office staff), BI Scheduler (for building and trade contractors), and BI Field Unit (for field inspectors).

Key enhancements included are:

- Connecting to the latest automated parcel information from Guilford County
- Providing contractors with additional permit information including correction items, comments, and expired permits
- Providing contractors with a tool for estimating building permit costs
- Ability for staff to hold certificates of occupancy until all work is final
- Address verification when trade permits are tied to building permits
- Cross browser compatibility

Based on the need for a quick turnaround, a dedicated resource, and someone with existing system knowledge, a change order with DataMasters, an MWBE company, was determined to be the best option to meet the City's Development Services BI software enhancement needs. There are two primary alternatives for enhancing these modules. One is using Application Services staff. The other is moving to a 3rd party system. With current staff, budget, and priority constraints neither of the alternatives are feasible at this time.

BUDGET IMPACT:

The total amount of the change order is \$65,000 and expenses will be as follows:

DEPARTMENT	ACCT #	AMOUNT
Engineering FY16-17	101-6012-01.5413	\$50,000
IT FY 16-17	682-0750-01.5413	\$15,000

RECOMMENDATION / ACTION REQUESTED:

It is requested the City Council approve a Resolution authorizing a contract change order in an amount up to \$65,0000 for BI enhancements.