City of Smyrna

Issue Sheet

File Number: 2021-098

City of Smyrna
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Agenda Date: 3/15/2021   **Version:** 1   **Status:** Consent Agenda

In Control: City Council   **File Type:** Authorization

Agenda Number: D.

WARD / COUNCILMEMBER: City-wide

$ IMPACT: $149,202.00 (Cost of Installation & First Year of Service)

Agenda Title:
Authorization to enter into a contract with OpenGov for an all in-one online citizen service platform for permitting, licensing, plan review and inspections in the amount of $149,202.00, to be funded out of the CIP Fund Balance.

ISSUE AND BACKGROUND:
Community Development requests authorization to enter into a contract with OpenGov for an all in-one citizen service platform for permitting, licensing, plan review and inspections. This system will assist with the management of the permitting process from application submittals to plan reviews to inspections and will facilitate the migration of permitting from a paper-based process to an online digital process. Residents and customers will be able to submit permit applications, track plan review statuses, schedule inspections and get inspection results from the comfort of there home or offices. The requested system will provide efficiencies for both customers and staff.

The City requested proposals for the CIP project in September 2020 for an online permitting system for use by Community Development, the Fire Marshal's Office, Public Works and City Engineering (RFP-21-009). The city received 17 responses to RFP-21-009 and short listed the six best vendors for interviews and cost proposals. All the proposals came in over the budgeted $217,000 for the CIP project and were rejected.

OpenGov reached out to the city for an opportunity to present their product. They currently hold a State of Georgia contract for software (99999-SPD-0000060-003) through SHI. The review committee reviewed the software and is recommending approval to enter entering into a contract with OpenGov for its services. The software meets the needs of the city, as well as within budget for the CIP project. The review committee consists of the purchasing manager, Community Development Director,Chief Building Official, Public Works Director, City Engineer, IT Director, GIS Coordinator, Chief Fire Marshal & Deputy Fire Marshal.

The Purchasing Agent's Recommendation and OpenGov pricing documents are attached.

RECOMMENDATION / REQUESTED ACTION: The Online Permitting System Committee recommends entering into a contract with OpenGov for the all in-one online citizen service platform in the amount of $149,202.00.