

City of Sacramento

Legislation Text

File #: 2018-01449, **Version:** 1

Title:

Agreement: Subscription, Citizen Access, Maintenance, and Support Services of CitizenServe

File ID: 2018-01449

Location: Citywide

Recommendation:

Pass a Motion authorizing the City Manager or City Manager's designee to execute a professional services agreement with Online Solutions, LLC for a subscription to CitizenServe, including Citizen Access, and maintenance and support for a three-year period, in an amount not-to-exceed \$288,300.

Contact: Don Cook, IT Supervisor, (916) 808-5630, Information Technology Department

Presenter: None

Attachments:

- 1-Description/Analysis
- 2-Online Solutions LLC Agreement
- 3-Non-Competitive Bid Justification

Description/Analysis

Issue Detail: The Community Development Department (CDD) has an ongoing need for electronic case management to track Code Enforcement, Housing and Dangerous Buildings (HDB) and Rental Housing Inspection (RHIP) complaints... The current agreement is set to expire on November 30, 2018. This report requests suspension of competitive bidding and approval of a three-year Professional Services Agreement with Online Solutions, LLC to continue subscription, consulting services, and maintenance and support services of CitizenServe, with a not to exceed amount of \$288,300 for the entirety of the contract.

Policy Considerations: The recommendations in this report are consistent with Sacramento City Code Section 3.64 - Contracts for Professional Services, and AP-4102 - Procurement of Professional Services. The continued contracting with Online Solutions, LLC allows CDD to continue to monitor

and manage Code Enforcement, HDB and RHIP cases electronically without interruptions that could occur with a new system.

Economic Impacts: Not applicable

Environmental Considerations: The Environmental Planning Services Manager has determined that this action is not a Project per Section 15061(b)(3) of the California Environmental Quality Act (CEQA). The activity is covered by the general rule that CEQA applies only to projects which have the potential for causing a significant effect on the environment. Where it can be seen with certainty that there is no possibility that the activity in question may have a significant effect on the environment, the activity is not subject to CEQA.

Sustainability: Not applicable

Commission/Committee Action: Not applicable

Rationale for Recommendation: Online Solutions, LLC is the current, primary software provider of the Code Enforcement, HDB and RHIP electronic case management system for the City. This case management system is utilized when a property is not in compliance with City Code and for public safety or nuisance reasons, the property has to be monitored until the violation(s) is resolved. It is critical that this monitoring service be continued to address the nuisances and unsafe conditions created when properties are not in compliance with Sacramento City codes and standards as well as other related laws. The request to continue to contract with Online Solutions, LLC on a sole source basis, without conducting a formal solicitation process, is due in part to the design and setup for the City's Rental Housing Inspection Program (RHIP). Citizenserve allows CDD to streamline and operate the RHIP in a specific manner and has unique capabilities that other applications do not. These capabilities include barcode generation and recognition, batch scheduling of inspections with parameters, ability to edit and customize letters, batch letter generation process, and generate fees to import into the revenue system.

Financial Considerations: Funding for this contract will be provided by the operating budget of this department. There is sufficient funding available in the operating budget to support the projected expenditures for Fiscal Year 2018/2019; other fiscal years will be budgeted based on available funding. The three-year contract will be billed annually and the number of users will be revisited and changes will be reflected in that year's annual expenditure.

Local Business Enterprise (LBE): Online Solutions LLC is not an LBE qualified company. The minimum LBE participation requirement was waived by the Director of Community Development as staff has determined the waiver is in the City's best interest because of the limited number of local suppliers and subcontractors that are impractical and not financially beneficial to the City.

