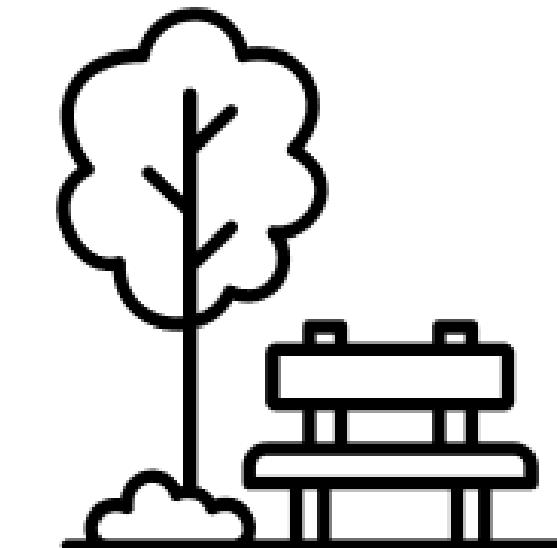
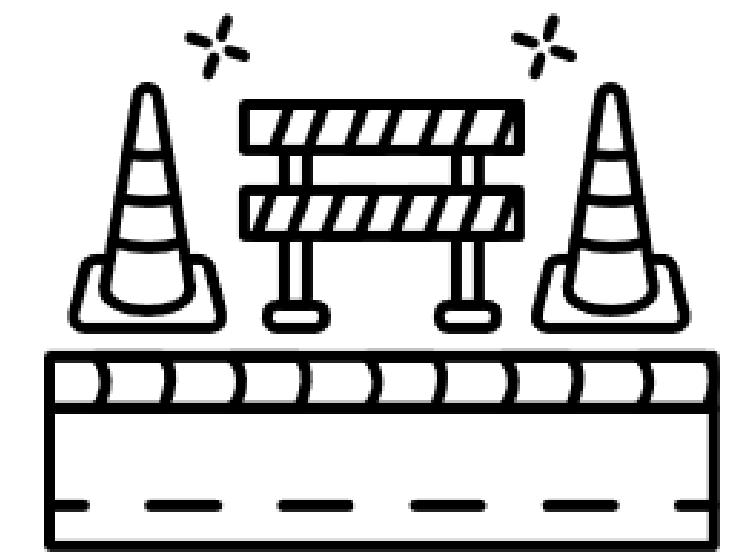


CIVICPLUS SEECLICKFIX



Background

- In 2022, the City entered into a five-year contract with Salesforce and Accenture to implement and support the City's 311 service request platform.
- The system was intended to centralize resident service requests, improve transparency, and streamline departmental workflows.
- Over time, the implementation challenges, high customization requirements, and ongoing consulting costs have impacted efficiency and increased overall cost of ownership.
- System modifications and improvements have been significantly impacted due to the level of customization required.

Background Cont.

- As part of BTX-IT's continuous improvement efforts, staff evaluated alternative solutions to strengthen the City's 311 operations.
- SeeClickFix was identified as a stronger platform due to its purpose-built municipal design and ease of use.
- Offers native integrations with the City's work order and permitting systems, improving internal workflows.
- Provides unlimited user licensing, allowing true citywide adoption without added cost.
- Delivers faster implementation, reduced reliance on consultants, and minimal customization needs.

Financial Comparison

Category	Salesforce / Accenture	SeeClickFix (CivicPlus)
Total 5-Year Cost	\$766,491.60	\$163,333.34
Annual Cost	\$153,298.32	Year 1: \$23,333.34 Years 2–5: \$35,000.00
Remaining Contract Cost (2 Years)	\$306,596.64	N/A
Licensing Model	20 Licenses	Unlimited users citywide
Integration Requirements	Heavy customization; costly	Native interfaces with work order + permitting systems

Why SeeClickFix

- Purpose-Built for Municipal 311
 - Designed specifically for cities, reducing complexity and improving usability for staff and residents.
- Native System Integrations
 - Connects directly to the City's existing work order and permitting systems, improving workflow efficiency and reducing manual steps.
- Unlimited User Licensing
 - Enables full citywide adoption without additional per-user fees.
- Significantly Lower Cost
 - Five-year total cost of \$163,333.34, compared to \$766,491.60 for Salesforce/Accenture.
- Faster Implementation & Reduced Complexity
 - Minimal customization required—allowing for quicker deployment and simplified long-term maintenance.

Transition Plan

- Contract Termination
 - Remaining Salesforce/Accenture contract will be formally closed out as part of the transition strategy.
- Implementation & Configuration
 - BTX-IT will configure SeeClickFix using native integrations with the City's work order and permitting systems for a seamless rollout.
- Department Onboarding
 - All departments will receive training and onboarding under the unlimited user model, enabling full citywide adoption.
- Public Outreach & Resident Education
 - A communication campaign will introduce residents to the new platform, including how to report issues and track requests.

Transition Plan

JANUARY FEBRUARY MARCH APRIL MAY JUNE JULY AUGUST SEPTEMBER

COMMITTEE & COUNCIL
PRESENTATION

*CONTRACT SIGN OFF

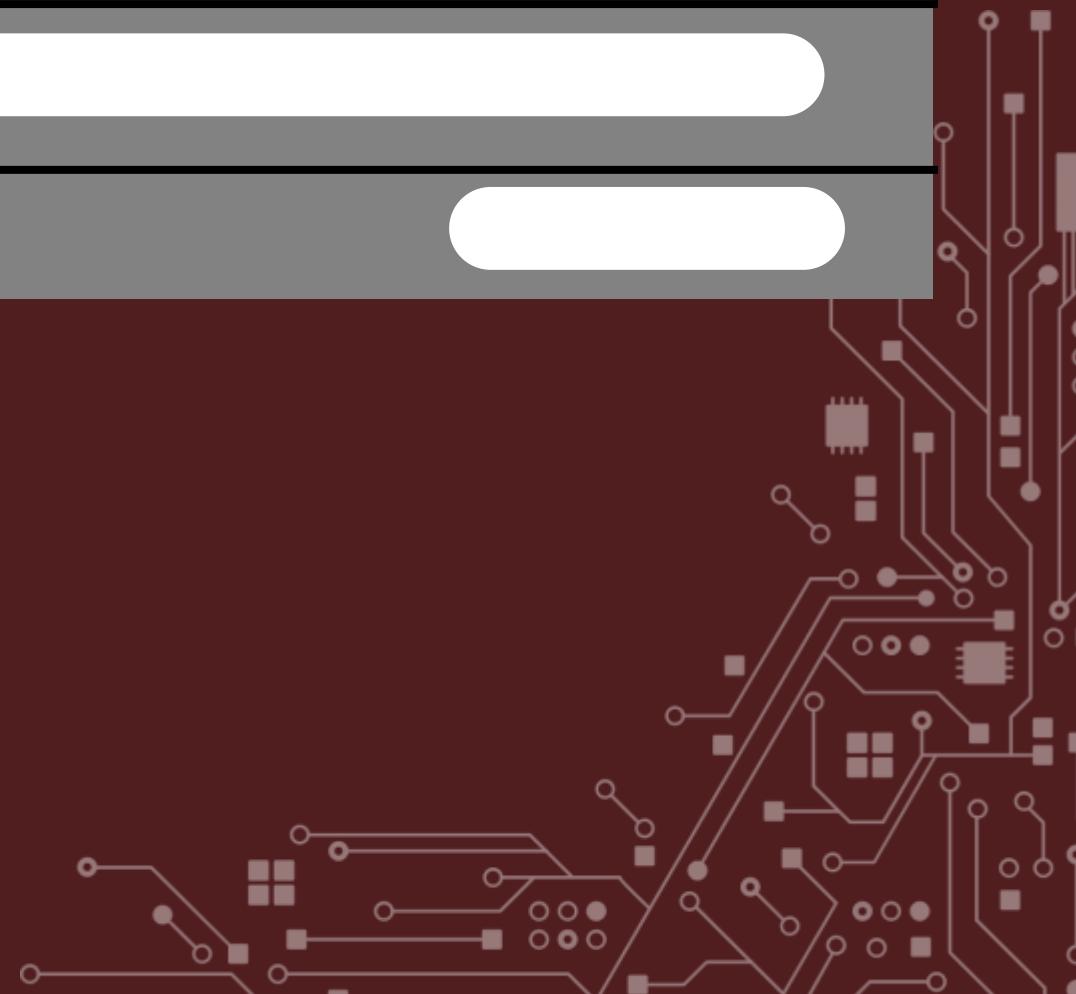
*TERMINATION NOTICE &
CANCELLATION OF
CONTRACT

SEECLICKFIX
IMPLEMENTATION

PUBLIC OUTREACH

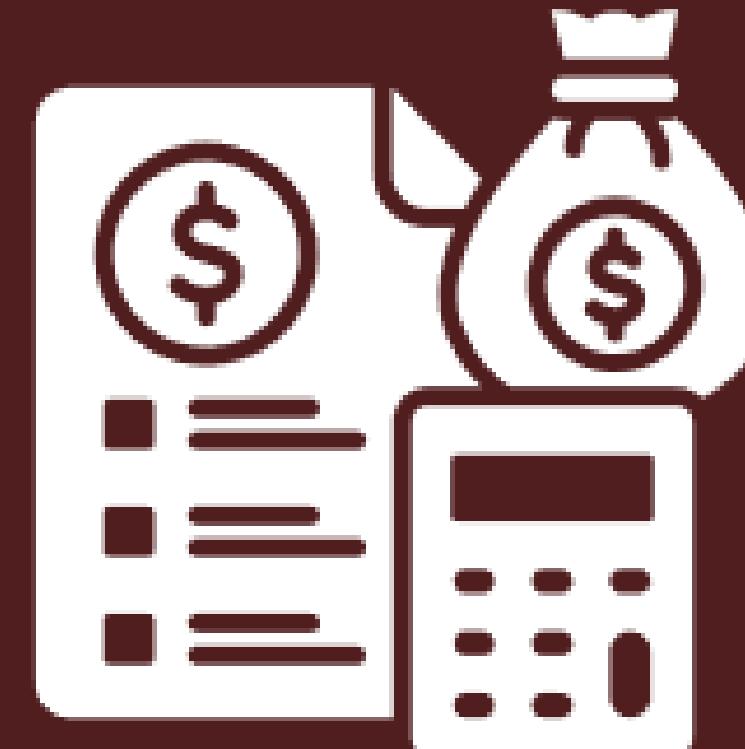
GO-LIVE

*SUBJECT TO COUNCIL APPROVAL



Procurement & Budget

- Cooperative Purchasing Compliance
 - SeeClickFix will be procured through the TIPS cooperative contract, ensuring competitive pricing and compliance with City purchasing requirements.
- Cost Coverage
 - All implementation and subscription costs will be fully covered under the current budget allocation for Salesforce, requiring no additional funding.



Recommendation

Approval of a five-year contract with CivicPlus to purchase their SeeClickFix software through a cooperative purchase agreement with TIPS in the amount of \$163,333.34.

