
Community & Intergovernmental Relations

DEPARTMENT: Information Technology


FROM: Hugo Rodriguez, Deputy Chief Technology Officer

MEETING: January 21, 2026

SUBJECT:

Receive a report, hold a discussion and provide recommendations to the city council on 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. *(Staff Contact: Hugo Rodriguez, Deputy Chief Technology Officer)*

STRATEGIC PRIORITY AND GOAL(S):

Strategic Focus Area 1	Strategic Goal
 <p>High Performing City Organization Providing Exceptional, People Focused Services</p>	1.2 Continue to improve the efficiency and productivity of operations

SUMMARY:

The transition from Salesforce/Incapsulate to CivicPlus SeeClickFix is recommended due to substantial financial, operational, and service-delivery benefits. The City's current Salesforce contract totals \$766,491.60 over five years and carries a remaining cost obligation of \$306,596.64 for the final two years. SeeClickFix, by comparison, provides the same service-request and customer-engagement capabilities at a total five-year cost of \$163,333.34, resulting in significant long-term savings.

In addition to the financial advantage, SeeClickFix is a purpose-built municipal service request platform widely adopted by cities across the country. The system offers simplified workflows, improved routing of service tickets, mobile-friendly reporting tools, real-time map visualizations, and automated communication updates for residents, improving operational efficiency and enhancing customer satisfaction.

SeeClickFix also includes native interfaces into the City's existing work order and permitting systems, reducing development time and enabling seamless integration across departments.

The platform includes unlimited user licensing, allowing for true citywide adoption without additional per-user costs.

Operationally, SeeClickFix provides a streamlined configuration process and a significantly faster implementation timeline compared to the complexities of customizing Salesforce. This reduces staff burden, eliminates reliance on extensive consulting work, and accelerates adoption across all departments.

The transition will include the termination of the current Salesforce contract as part of the project plan, along with public outreach efforts to ensure residents are aware of the new platform, its features, and how to report issues or request services.

Procurement through the TIPS cooperative contract provides compliant, competitive pricing and expedites the acquisition process, aligning with the City's purchasing guidelines. The cost of the SeeClickFix implementation will be fully covered under the current budget amount allocated for Salesforce and will remain under budget.

PROCUREMENT METHOD:

This purchase is being made through the Interlocal Purchasing System (TIPS), contract number #220105, in accordance with Texas Local Government Code Chapter 271, Subchapter F. Cooperative contracts are competitively solicited on behalf of multiple governmental entities, and the City may utilize these contracts to achieve cost savings and efficiency. Staff has confirmed that the cooperative contract was procured in compliance with applicable requirements. In addition, staff compared against available DIR contracts for CRM solutions (DIR-CPO-5687) and existing rates charged by the current vendor, and concluded that the recommended vendor offers the most competitive pricing available to the City.

RECOMMENDATION:

Staff recommends approval as presented.

PRIOR ACTION/INPUT (Council, Boards, Citizens):

N/A

FISCAL IMPACT:

Proposed Expenditure/Revenue: \$163,333.34
Fund: Support Services Fund
Account Number(s): 6108001-63506
Account Description: Computer Software M & R

STAFF CONTACT:

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