

Staff Report

Subject: Approval of Quote 38016294 and Proposal from OpenGov for a Permitting & Licensing System

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Department: Development Services

Meeting Date: March 21, 2023

Item Description: Quote 38016294 and Proposal from OpenGov for a Permitting & Licensing System

Summary Recommendation: Staff requests approval of Quote 38016294 and Proposal from OpenGov for a Permitting & Licensing System for the Development Services Department

Executive Summary/Background:

- The Development Services Department is requesting approval of the Proposal from OpenGov for a Permitting and Licensing System. Currently, all services through Dev.Services are being done through ADG which has limited capabilities. Applicants can email their applications or they are hand-delivered, and staff are manually inputting those into ADG. There is not an online option available.
- Here are some of the benefits of moving to the OpenGov system:
 - Building Inspectors will be able to use tablets in the field which will allow them to update inspection results onsite and in real time for contractors and permit holders to obtain.
 - Code Enforcement Officers will receive notifications through the software of new complaints automatically.
 - Citizens and contractors will be able to apply for permits online and check status updates. This will apply to zoning applications, building applications, business license applications, and code enforcement complaints. Because all of these actions will occur through the system, this will help streamline the process and save time in correspondence via phone and email between the applicant and staff.
- The quote provided for the program is broken into three years, the first being April 1, 2023 through June 30, 2023. A majority of the training for staff on the program will occur in Year 2. We will not be billed for training hours that are not needed by staff. OpenGov was also able to give us a 37% discount on the software subscription.
 - Year 1 Total: \$46,216.67
 - Year 2 Total: \$121,598.52
 - Year 3 Total: \$61,968.62

- The Software Services Agreement has been reviewed and approved to form by the County Attorney.

Alternatives for Commission to Consider

1. Approval of Quote 38016294 and Proposal from OpenGov for a Permitting & Licensing System for the Development Services Department
2. Take no action

Recommended Alternative: 1

Other Alternatives: 2

Department Review: County Manager, Finance, Purchasing

Funding Source: Dept. 272 operating budget- a budget amendment will be necessary

Attachments:

1. Carahsoft/OpenGov Quote 38016294
2. Effingham County Investment Summary
3. Statement of Work
4. Project Plan Letter
5. Software Services Agreement
6. NASPO/Carahsoft/GaDOAS Participating Addendum