REQUEST FOR COUNCIL ACTION

Title: Request for Council Action – Reviewing and Approving the
                        Contract for OpenGov Services

Preferred Agenda: October 24, 2023

Submitted By: Kelcey Young, City Manager

Reviewed By: Kelcey Young, City Manager

Type of Action: Resolution _____ Motion _____   Roll Call __X__   Other _____

Towards Council Goal: Increasing Revenue Opportunities

Attachments: OpenGov Contract

Purpose of this RCA:
Reviewing and determining whether to approve an agreement with the OpenGov providing improved transparency and tracking services.

Background/Context:
Staff then began evaluating possible software solutions that could meet these requirements. Several different types of software and software vendors were evaluated from enterprise resource planning (ERP) software, to customer relationship management (CRM), as well as existing in-house systems. Staff had several meetings and participated in initial, high level demonstrations with several vendors, including OpenGov, iWorQ, Municode, and looked at the current system of 311.
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The Challenge/Problem:
In order to improve customer service, and transparency, staff has been working on finding a solution to provide an automation system that would improve efficiencies and processes not only for residents and business, but also internal staff. Specific areas for improvement were identified throughout the City, especially in the area of citizen services, such as code enforcement, work orders, asset management, citizen engagement and reporting.

Several features were identified as needed to successfully improve services, they are as follows:

- Process automation – Ability to design workflows to improve processes to electronically intake data and assign tasks.
- Code Enforcement – Easy online violation submissions, and a centralized case management location.
- Online Payment Collection – Ability for collecting fees for the various modules and tools managed by the software.

- Public Portal – Includes a public portal for residents and businesses with single login and have access to all tools and status to improve transparency.
- Intuitive User Experience – Software must be easy to use and understand for residents and internal staff.
- Asset Management – Ability to build an asset inventory, such as roads, water pipes, fire hydrants, etc. to track, capture work history, inspections, and report within a GIS infrastructure.
- ArcGIS integration – Access existing GIS data as well as update and input new information into the existing maps.
- Work Order Management – Create, assign, and track all work orders and repairs that need to be completed throughout the City.

After reviewing multiple systems, it was determined that OpenGov will best meet the City needs, and will provide all of the services listed. OpenGov provided a deep discount for the City of Sweet Home, and is on the state cooperative.

Stakeholders:
- *City Residents*. Residents should have easy and efficient ways to make code enforcement reports, and report items for work orders. They invest taxes and trust us to operate our local government as efficiently as possible.
- *City Councilors*. Council members are the voice of the citizens we serve. Each member of this group is interested in providing the best service possible. They must balance leadership with representation.
- *Executive Management Team*. Comprised of six department heads, each with a responsibility to the citizens and City Manager to run their day-to-day operations as efficiently as possible. There needs to be communication tracking that is available to easily collaborate and work together.
- *Business Community/Chamber of Commerce*. Business owners need to have easy City processes to review and see progress.

Issues and Financial Impacts:
1. This contract will cost $65,650 the first year, 37536 the second year, and $39,413 the third year.
2. This program will replace 311, ClearGov, Text my Gov and Monday.com.

Elements of a Stable Solution:
Agreement with OpenGov to provide the aforementioned services.

Options:
1. Do nothing.
2. Approve the contract as presented. By approving the contract, staff can move forward with implementation.
3. Renegotiate the contract. Council could attempt to direct staff to renegotiate and change terms of the contract. Council would need to give staff direction as to which specific terms of the agreement they'd like to see changed.

Recommendation:

Staff recommends option #2. *Approve the contract as presented*