



Legislation Text

File #: 17-0198, **Version:** 1

Resolution Determining BasicGov Systems, Inc. to be the Only Source Practically Available From Which to Procure Permitting, Inspection, and Salesforce 311 systems for the City of Hampton

PURPOSE/BACKGROUND:

Five years ago, the City solicited proposals for a new permitting, inspection, and 311 system. BasicGov was chosen based on cost, flexibility, and fit with the City's operations and features. Since then, the City has made a significant investment to customize the system to meet our specific business process and integrate with other City systems to create efficiencies. Other department applications are integrated with BasicGov to streamline operations and provide speedier service to citizens including Public Works, the Office of the Assessor of Real Estate, and Parks, Recreation, and Leisure Services. The City has also integrated its Geographic Information System (GIS) with BasicGov so that all departments utilizing the system can rely on the official GIS addresses, reducing errors in data entry. In addition, a citizen portal is in place for citizens to complete permitting applications online. The service also includes all hardware and software to manage the system which reduces the need for IT capital expenditures to support the system.

Discussion:

The software providing this functionality has been customized to the City's requirements. This customization took several years and new features are constantly being developed to meet the City's needs. The customizations of the software can only be obtained from the current vendor. A sole source procurement is required to maintain the current functionality.

The City has evaluated services offered by other vendors that are comparable to its current vendor. The system costs for maintenance are comparable or higher than our current vendor products, and many of the vendors require the City to provide all the server and networks to run the system. This would require additional IT staffing and equipment to support these systems at the same level of capacity and availability as provided by the current vendor. This is not practical or optimal for the City. Another system will have a higher total cost of ownership.

Transitioning to another vendor is likely to cause service disruption and would require significant retraining of staff on use of a new program. Converting data and customizing another system to meet our unique business processes would be impractical. The City would lose productivity and possibly functionality by moving to another system. The City could also experience errors in a system conversion in inspections and permits which would be detrimental to serving the public. In addition, since the implementation of BasicGov, the City's IT department has not planned for additional servers or storage for these systems. Other vendors may require the City to purchase and install servers, storage, and networks to support their products. IT staffing and support is not available to implement and install additional network infrastructure of this size and with the availability provided by the current vendor.

Impact:

\$149,427.28 for annual licenses and support. The contract is for one year with four, one-year renewable terms. It is expected that the City will need to continue with this arrangement for the next 3-5 years. Over time it is anticipated that technology and the market may change and provide alternative solutions, and the City will evaluate those solutions over the next contract term.

Recommendation:

Approve the Resolution

WHEREAS, the City of Hampton, through competitive negotiation, previously entered into a contract with BasicGov Systems, Inc. for permitting, inspection, and Salesforce 311 systems;

WHEREAS, the City of Hampton has made a significant investment to customize its BasicGov software to meet the City's requirements, including continuous, customized updates to adjust to the City's needs;

WHEREAS, multiple City of Hampton departments and agencies utilize BasicGov to streamline operations and provide speedier service to citizens;

WHEREAS, transitioning to another vendor would result in a higher total cost of ownership, significant retraining of staff, loss of productivity and functionality, possible errors as a result of system conversion that would be detrimental to the City of Hampton's services to the public, and additional expenditure to accommodate a new vendor through additional staffing and support; and

WHEREAS, BasicGov Systems, Inc. is the only source practicably available from which the City of Hampton may continue to procure its customized inspection, permitting, and Salesforce 311 systems.

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Hampton, Virginia as follows:

1. That the contract between the City of Hampton and BasicGov Systems, Inc. may be negotiated and renewed as the "sole source" without competitive sealed bidding or competitive negotiation as set forth in Code of Virginia §2.2-4303(E);
2. That the City Manager or her authorized designee is hereby authorized to negotiate and execute as purchase contract with BasicGov Systems, Inc.; and
3. That the notice awarding the contract to BasicGov Systems, Inc. shall be posted in a public place pursuant to Code of Virginia §2.2-4303(E).