



Ocala

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Item Details

File Number: 2023-1578

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Type: Agenda Item

Status: Passed

Version: 1

Placement: 8

In Control: City Council

File Created: 08/02/2023

Presented By: :

Final Action: 08/15/2023

Item Title: Approve a five-year contract with CentralSquare Technologies, LLC, to upgrade and migrate to the cloud, permitting software (Community Development, formerly known as TRAKiT) with an estimated expenditure amount of \$954,792

Internal Notes:

Target Meeting: 08/15/2023

Agenda Number: 8f.

Sponsors:

Enactment Date:

Attachments: FOR COUNCIL - City of Ocala - Solutions Agreement - CentralSquare, CentralSquare Community Development Quote 7.31, FULLY EXECUTED - CRW Associates - TRAKiT Software, 2-26-2003 Council Report - TRAKiT Community Development

Enactment Number:

Recommendation:

Hearing Date: 08/15/2023

Entered by: tchighizola@ocalafl.org

Effective Date:

Approval History

| Version | Seq # | Action Date | Approver | Action | Due Date |
|--|-------|-------------|-------------------|-----------|-----------|
| 1 | 1 | 8/4/2023 | Holly Lang | Approve | 8/7/2023 |
| 1 | 2 | 8/4/2023 | Jeff Shrum | Delegated | |
| 1 | 3 | 8/7/2023 | Christopher Ramos | Approve | 8/8/2023 |
| 1 | 4 | 8/7/2023 | Winsome Jacobs | Approve | 8/9/2023 |
| 1 | 5 | 8/8/2023 | Jeff Shrum | Approve | 8/9/2023 |
| 1 | 6 | 8/8/2023 | Tye Chighizola | Approve | 8/10/2023 |
| 1 | 7 | 8/8/2023 | Jeannine Robbins | Approve | 8/10/2023 |
| 1 | 8 | 8/8/2023 | Tammi Haslam | Delegated | |
| Notes: Delegated: Out Of Office | | | | | |
| 1 | 9 | 8/8/2023 | Cindy Krepps | Approve | 8/10/2023 |
| 1 | 10 | 8/8/2023 | Shay Roberts | Approve | 8/10/2023 |
| 1 | 11 | 8/8/2023 | Patricia Lewis | Approve | 8/10/2023 |
| 1 | 12 | 8/9/2023 | Daphne Robinson | Approve | 8/10/2023 |
| Notes: Attached original agreement and Council Report. Minimal updates to Council Report. | | | | | |
| 1 | 13 | 8/9/2023 | Chris Watt | Approve | 8/11/2023 |
| 1 | 14 | 8/9/2023 | Peter Lee | Approve | 8/11/2023 |

History of Legislative File

| Ver- sion: | Acting Body: | Date: | Action: | Sent To: | Due Date: | Return Date: | Result: |
|---|--------------|------------|----------|----------|-----------|-----------------|---------|
| 1 | City Council | 08/15/2023 | Approved | | | | Pass |
| Action Text: Notes: City Projects Director Tye Chighizola confirmed the City has not received any complaints from the public with Council Member Mansfield. He noted the new software version will mimic the old version. There being no further discussion the motion carried by roll call vote. Aye: 5 Pro Tem Mansfield, Council Member Bethea Sr, Council Member Dreyer, Council Member Musleh, and Council President Hilty Sr | | | | | | | |

Text of Legislative File 2023-1578

Approve a five-year contract with CentralSquare Technologies, LLC, to upgrade and migrate to the cloud, permitting software (Community Development, formerly known as TRAKiT) with an estimated expenditure amount of \$954,792

BACKGROUND:

CentralSquare Technologies provides software to 8,000 public sector agencies, including a public administration software package called Community Development, formerly known as TRAKiT Community Development Software (TRAKiT). Community Development is a comprehensive suite of software solutions designed to streamline and manage various community development processes. The software is used by local government agencies responsible for permitting, planning, code enforcement, licensing, and other related tasks. Community Development aims to simplify these complex workflows and enhance overall efficiency by providing a centralized system for tracking and managing the lifecycle of permits and projects.

In 2003, Council approved the original agreement with CRW Associates d/b/a CRW Systems, Inc. (a CentralSquare Technologies company) for the installation and use of its TRAKiT software to streamline permitting/inspections, code enforcement, planning, and licensing processes. The software includes a public-facing portal (eTRAKiT) for online permitting/inspections. The City's subscription for annual maintenance and support services for the TRAKiT software has been renewed continuously on an annual basis since 2003 with the current renewal term expiring on November 30, 2023.

In December 2017, the City approved five-year contracts with GovSense and NetSuite to develop new modules to replace TRAKiT. Between 2018-2023, the City transitioned to GovSense hosted on the NetSuite cloud platform for code enforcement, planning, parking, and licensing, but not the permitting module. The five-year contracts with GovSense and NetSuite expired on December 31, 2022, without the online portal for the permitting module being ready. On January 3, 2023, the City approved one-year contracts with GovSense and NetSuite to provide additional time to implement the permitting module and portal.

On July 5, 2023, GovSense demonstrated the most recent version of the portal. After testing the portal internally and reviewing available options, the Growth Management and IT Departments recommend staying with Community Development for permitting and migrating the code enforcement, planning, and licensing modules from GovSense back to Community Development. The new updated versions for all modules will be cloud-based and consistent with the security standards identified by the IT Department.

The priority is to switch the permitting module from our current version to the new cloud version by December 31, 2023, and migrate the other modules from GovSense and NetSuite to Community Development by June 30, 2024. The City will need to secure new short-term (December 31, 2023, to June 30, 2024) contracts with both GovSense and NetSuite during the implementation process with CentralSquare.

FINDINGS AND CONCLUSIONS:

Multiple local governments in Florida have upgraded from the older TRAKiT versions to the cloud-based Community Development modules. The updated software will be familiar to staff and the public and will have many of the same analytics that GovSense provides. The coordination between the modules will be a significant improvement over the current system and the older TRAKiT modules. The City has had no significant issues with the TRAKiT software or vendor support. As part of the contract, CentralSquare will provide data conversion, training, regular upgrades to functionality, and constant support. In the meantime, CentralSquare will continue to support the existing TRAKiT module until the conversion is completed.

FISCAL IMPACT:

Staff is recommending a five-contract at an estimated total of \$954,792. The first year will include a cost of \$336,139 (\$136,700 for the software and \$199,439 for implementation). Staff is submitting an accompanying budget resolution on the consent portion of this agenda to appropriate funds from the building reserve which has a fund balance of \$3,504,020.

Presentation By: Tye Chighizola