



Legislation Text

File #: 19-0056, **Version:** 1

Resolution to Approve a 3-year Renewal of Agreement (FY2019-FY2021) for Software Support and Maintenance with SeeClickFix, Inc for the City's Mobile Service Request System (A2 Fix It) and Approve Amendment No. 1 of this Agreement (\$40,250.00)

The attached resolution seeks approval of a 3-year Renewal (FY2019-FY2021) for Software Support and Maintenance with SeeClickFix, Inc for the City's Mobile Service Request System (A2 Fix It) as well as approval for Amendment No. 1 of this Agreement in the amount of \$40,250.00 on behalf of the Information Technology Service Unit. This renewal is presently needed because the first 3-year renewal of the Agreement, which was approved by City Council on 2/16/2016 pursuant to 16-0094, is set to expire.

Budget/Fiscal Impact: This expenditure is planned and budgeted in the approved FY2019 Information Technology Services Unit budget and will be budgeted for in the FY2020 and FY2021 Information Technology Services Fund Budgets. There are no additional funds being requested.

The SeeClickFix application is the platform upon which A2 Fix It is built and has been instrumental in providing a unified location for citizens to report issues and find information. The system also integrates into the City's asset management software (Cityworks) which allows for seamless workflow routing of issues. It is imperative to maintain the agreement with SeeClickFix, Inc. to receive application updates, and maintain support.

SeeClickFix, Inc. complies with the requirements of the City's Non-discrimination and Living Wage Ordinances.

Prepared by: Joshua Baron, Applications Delivery Manager, ITSU

Reviewed by: Tom Shewchuk, Director, ITSU

Reviewed by: Craig Hupy, Public Services Area Administrator

Approved by: Howard S. Lazarus, City Administrator

Whereas, SeeClickFix, Inc. is the provider of SeeClickFix software support and maintenance, software updates and upgrades and it is necessary to enter into an agreement for annual support and maintenance with SeeClickFix, Inc. to receive application updates and maintain customer support;

Whereas, SeeClickFix, Inc. complies with the requirements of the City's Non-discrimination and Living Wage Ordinances; and

Whereas, Sufficient funding for the 3-year software support and maintenance fee for the City's Mobile Service Request System is available in the FY2019 Information Technology Services Unit budget;

RESOLVED, That City Council approve the attached Amendment No. 1 to the Agreement with SeeClickFix for three years in the amount of \$40,250.00 and the related purchase order to pay such amount in full;

RESOLVED, That the Mayor and City Clerk be authorized and directed to execute said Amendment after approval as to substance by the City Administrator and approval as to form by the City Attorney; and

RESOLVED, That the City Administrator be authorized to take all necessary actions to implement this Resolution regardless of fiscal year.