



## Legislation Text

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**File #:** 16-0094, **Version:** 1

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Resolution to Approve a Purchase Order with SeeClickFix, Inc. for 3-year Software Support and Maintenance Agreement of the City's Mobile Service Request System (A2 Fix It) FY2016-FY2018 (\$36,000.00)

Attached for your review and action is a resolution authorizing the creation of a purchase order to SeeClickFix, Inc. in the amount of \$36,000.00 for 3 years of software support and maintenance for the City's mobile service request software (A2 Fix It), used to enable citizens to submit service requests from both Web and Mobile devices, for FY2016-FY2018.

**Budget/Fiscal Impact:** This expenditure is planned and budgeted in the approved FY2016 Information Technology Services Unit budget and will be budgeted for in the FY2017 and FY2018 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: Tom Crawford, Interim 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 FY2016 Information Technology Services Unit budget and will be budgeted in subsequent fiscal years;

RESOLVED, That City Council approve a purchase order with SeeClickFix, Inc. for the annual support and maintenance of the SeeClickFix application in the amount of \$36,000.00; and

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