INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Jason Brown; County Administrator

FROM: Scott McAdam; Building Official

THROUGH: Roland Deblois; Community Development Director

DATE: September 4, 2019

SUBJECT: **Request to Waive Bid Process for Community Development Software**

It is requested that the data herein presented be given formal consideration by the Board of County Commissioners at its regular meeting of September 17, 2019.

DESCRIPTION & CONDITIONS

For the past 7+ years, the Community Development Department as a whole, and more specifically the Building Division, has been using two different permitting software programs. One software, CD Plus (our legacy software) is used to issue permits, and the other software, Clear Village, Inc, is used for inspections. These two software programs often conflict with each other and require staff to spend hours, sometimes on a daily basis, correcting multiple synchronization & other types of issues.

Data for these software programs reside on a local file server computer, which is susceptible to occasional downtime and temporary loss of data. Each individual software lacks the features of the two combined; therefore, the need for both. Each software lacks key features for the processes they handle individually; features that are standard on more current software programs.

These matters led staff to begin exploring multiple other software options early in 2018. As of now, staff has explored and seen presentations on six of the most popular software programs available, and has singled out a program called My Government Online (MGO) as the most viable option to serve the Community Development Department, other County departments, and public needs.

ANALYSIS

MGO is a software created by a Louisiana Economic Development District (EDD) established in 1978 under Federal and State Law. In the wake of Hurricane Katrina in 2005, EDD member jurisdictions regionalized the permitting process with the South Central Planning and Development Commission (SCPDC), creating an automated suite of software applications. The member jurisdictions were so pleased with the results of the software that they passed a resolution authorizing the creation of a national software partnership program that only fellow government jurisdictions can join.

This unique partnership program between governmental entities has provided a way for government jurisdictions in many states to achieve their evolving goals at a low cost with no upfront fees, which are benefits not typical to the conventional bid process.

MGO is comparable in features to much higher priced software options. MGO is a robust and feature filled cloud-based software that anyone can access from anywhere, anytime by using any web browser. Building permits can be issued locally or online. It includes a document management system that is cloud-based. MGO includes a powerful inspection scheduling application developed for Tablets, Smartphones, and similar electronic devices. MGO also has a robust Public Portal where contractors and the general public can schedule inspections, obtain online permits, apply for permits, renew contractor licensing, report Code Enforcement violations, and many other public use capabilities.

In terms of pricing, the MGO document management proposal contains multiple modules as outlined below. No payment is due until each individual module goes "live".
- Building Permits
- Planning & Zoning
- Code Enforcement
- Fire Department

In addition to these modules, MGO can also provide or customize other modules (e.g., for utility services availability requests, document management, Public Works asset management), which County Utilities and Public Works have explored and intend to implement under future separate contract(s). In any event, transition to the MGO software will occur on an overlap basis with existing legacy software (CD Plus, Clear Village) to avoid/minimize disruption to software needs.

FUNDING

The Building Division has budgeted one hundred and six thousand eight hundred and twenty-one dollars ($106,821.00) for fiscal year 2019/2020 for first (1st) year implementation and maintenance from account #44123324-035120. Second year costs after all modules included in the contract are implemented are estimated to be $88,600. This amount is comparable to the current 2 permitting systems annual maintenance fees (FY 2018/2019 $79,362).

RECOMMENDATION

Staff recommends that the Board of County Commissioners waive the bid process and approve the attached MGO Community Development Software agreement.

Attachment:

1. MGO web-based Community Development Software Agreement