



# City of San Antonio

## Legislation Details (With Text)

**File #:** 19-3935  
**Type:** Purchase of Services  
**In control:** City Council A Session  
**On agenda:** 6/6/2019  
**Title:** Ordinance approving a contract with PermitRocket Software, LLC dba ePermitHub for a total cost of \$1,153,737.84 for the delivery of an Electronic Plan Review Software solution and for services required to integrate the solution funded through the FY 2019-2024 Capital Budget. [Ben Gorzell, Chief Financial Officer; Troy Elliott, Deputy Chief Financial Officer, Finance]

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. Initial Score Matrix On-Premise Solution, 2. Initial Score Matrix Off-Premise Solution, 3. Initial Score Matrix Hybrid Solution, 4. Final Score Matrix Hybrid Solution, 5. Contracts Disclosure Form, 6. 61-11235 PermitRocket Software LLC (dba ePermitHub), 7. RFCSP 6100011235 Electronic Plan Review Software Final, 8. Attachment A - ERP SOW Version 1.0 Final\_EPH\_Signed, 9. Attachment D - City of SA Software Subscription Service Agreement\_EPH\_Signed, 10. COSA EPR Agreement, 11. Draft Ordinance, 12. Ordinance 2019-06-06-0449

Date	Ver.	Action By	Action	Result
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**DEPARTMENT:** Finance

**DEPARTMENT HEAD:** Troy Elliott

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Electronic Plan Review Software

**SUMMARY:**

This ordinance authorizes a contract with PermitRocket Software LLC dba ePermitHub for the delivery of an Electronic Plan Review Software solution, as well as implementation services, for a total contract amount of \$1,153,737.84. Implementation services of \$229,810.50 and Year 1 costs for licenses, operation and maintenance costs in the amount of \$307,975.78 will be funded by the FY 2019-2024 Capital Budget as amended through Council Action on January 10, 2019. Funding for future year maintenance costs, anticipated to begin in FY 2022, is estimated to be \$615,951.56 over two years and will be subject to future appropriation in the Development Services Fund as part of the annual budget process.

## BACKGROUND INFORMATION:

Submitted for Council consideration and action is a proposal submitted by PermitRocket Software LLC dba ePermitHub to deliver an Electronic Plan Review (EPR) Software solution as well as services required to implement and integrate the EPR solution to an existing City-owned software specific to the Building Development and Code Enforcement Divisions of the Development Services Department. Development Services is responsible for assisting customers through the development process and enforcing municipal codes, ordinances and regulations regarding the protection of health, safety and welfare of the citizens of San Antonio. In order to streamline and improve the development process and code enforcement activities, Development Services sought to modernize its antiquated, standalone software systems.

On June 18, 2015, City Council approved an ordinance authorizing the Development Services Department to purchase the software licenses and implementation of a comprehensive Land Development, Permit, Inspection, Licensing and Compliance Management software system through Accela, Inc. (BuildSA). After experiencing several delays, the agreement with Accela, Inc. as the implementation vendor was terminated. On June 15, 2017, City Council approved an ordinance with GCOM Software, LLC for the continued implementation services of BuildSA.

This first phase of the implementation, known as Release 1, was successfully launched on October 1, 2018. An integrated Electronic Plan Review software solution was not part of this launch. In order to complete the remaining phased release for BuildSA (Release 2), the City issued a Request for Competitive Sealed Proposal (RFCSP) on April 6, 2018. On January 10, 2019, City Council approved a contract with GCOM Software, LLC (Ordinance 2019-01-10-0002) to complete the implementation of Release 2.

At the time of contract award for the implementation of Release 2, the Development Services and Information Technology Services Departments informed City Council that a contract for an integrated and comprehensive Electronic Plan Review solution would be presented for City Council consideration later this fiscal year. Council Action on January 10, 2019 also appropriated funds for the Electronic Plan Review solution pending the outcome of the procurement process.

On February 13, 2019, the City issued a Request for Competitive Sealed Proposal (RFCSP 19-051, 6100011235) for the procurement of the EPR Software solution. On March 15, 2019, the City received a total of eight proposed solutions from five respondents as follows:

On Premise Solution (Two Proposed Solutions) - allows the City to utilize the functionality of the software and host and maintain the data and configurations, on site, on City servers.

Off-Premise Solution (Four Proposed Solutions) - allows the City to utilize the functionality of the software while all data and configurations are hosted and maintained at an offsite facility, not owned by the City.

Hybrid Solution (Two Proposed Solutions) - allows the City to utilize the functionality of the software while using a mix of City-owned and offsite vendor resources to host and maintain data and configurations. This method was preferred for this solution because of the ability to control cost while also controlling the security and integrity of data.

The evaluation committee consisted of representatives from the Development Services, Parks and the Information Technology Services Departments. The Finance Department, Purchasing Division assisted by

ensuring compliance with City procurement policies and procedures. The evaluation of each proposal response was based on a total of 100 points; 30 points allotted for experience, background, qualifications; 50 points allotted for proposed plan; and 20 points allotted for respondent's price schedule. Additional categories of consideration included references and financial qualifications.

The evaluation committee met on March 26, 2019 to discuss the responsive proposals received. During this initial evaluation meeting, the selection committee reviewed and scored responses for each of the proposed solutions independently. Upon completion of the initial scoring process, a decision was made by the selection committee that the Hybrid Solution was most advantageous to the City.

The two (2) respondents that submitted hybrid solutions were asked to participate in interviews and provide a demonstration of their proposed solution. Interviews and demonstrations were held on April 5 and April 10, 2019. On April 10, 2019, the evaluation committee met to discuss the proposals and score the proposals. Once individual scores were submitted and finalized, aggregate scores for each respondent were then presented. PermitRocket Software LLC dba ePermitHub received the highest ranking and was recommended for award by the evaluation committee.

The initial term of the agreement shall begin upon the effective date of the ordinance awarding this contract and shall terminate on April 30, 2021. One additional one-year renewal at the City's option shall also be authorized by this ordinance.

#### **ISSUE:**

This contract will provide the City of San Antonio Development Services Department with a comprehensive Electronic Plan Review (EPR) Software solution. The EPR solution will fully integrate with the City's existing BuildSA software. PermitRocket Software LLC dba ePermitHub will work closely with GCOM, LLC to ensure continuity and seamless configuration.

The Small Business Economic Development Advocacy (SBEDA) Ordinance requirements were waived due to the lack of small, minority, and/or women businesses available to provide these goods and services.

This contract is an exception to the Local Preference Program.

The Veteran-Owned Small Business (VOSB) Preference Program does not apply to non-professional service contracts, so no preference was applied to this contract.

#### **ALTERNATIVES:**

Should this contract not be approved, the City of San Antonio Development Services Department would not be able to effectively perform electronic plan reviews, which will cause delays to the permitting process.

#### **FISCAL IMPACT:**

This ordinance authorizes a contract with PermitRocket Software LLC dba ePermitHub for the delivery of an Electronic Plan Review Software solution as well as services required to integrate the solution for the total contract amount of \$1,153,737.84. Of this amount, \$229,810.50 for implementation services and Year 1 (FY 2021) costs for licenses, operation and maintenance costs in the amount of \$307,975.78 will be funded by the

FY 2019-2024 Capital Budget as amended through Council Action on January 10, 2019. Funding for future year maintenance costs, anticipated to begin in FY 2022, is estimated to be \$615,951.56 over two years and will be subject to future appropriation in the Development Services Fund as part of the annual budget process.

**RECOMMENDATION:**

Staff recommends the approval of this contract with PermitRocket Software LLC dba ePermitHub in the amount of \$1,153,737.84 and the appropriation of additional funds in the amount of \$ 189,706.78 to complete the BuildSA project.

This contract is procured by means of Request for Competitive Sealed Proposals and a Contracts Disclosure Form is required.