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## CITY COUNCIL REGULAR MEETING

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**DATE:** January 7, 2025

**SUBJECT:** Consideration of Approval of CitizenServe Software Expansion Project Related to Discontinuance of SafeBuilt Permitting and Inspection Services

**PRESENTED BY:** Chris Bragg, Information Technology Director

### *ITEM DESCRIPTION*

As a component of bringing the City of Evans building permitting and inspection processes back “in-house” with the approval and hiring of two new building inspector positions, the City has an urgent need to implement a replacement software management platform for the CommunityCore software system currently provided by SafeBuilt as a requirement of using their contracted inspection services.

The City of Evans previously utilized the CitizenServe platform to manage its building permitting and inspection services until 2020, at which time SafeBuilt required their clients to use only their company developed software (CommunityCore) to perform those functions. This change required the City of Evans to migrate existing data from CitizenServe into the SafeBuilt CommunityCore software system. From 2020 to present, the only CitizenServe features still in use by the City were for Code Enforcement functions and for three end-user licenses, carrying an annual cost of \$7,200.

The need to promptly reengage permitting, inspection, and business licensing functions within CitizenServe stems from the City’s current recruitment to hire its own inspection personnel. This moving of inspection services “in-house” and away from SafeBuilt will require 20 additional user licenses to accommodate all personnel involved in the permitting, inspections, and business licensing workflow processes. Since the City had previously managed these functions with the CitizenServe platform, and since the research, planning, evaluation, selection, approval, and funding of a total City-wide **Enterprise Resource Planning (ERP)** solution is fiscally unlikely over the next several budget cycles, staff feel it is prudent to reengage and expand the services and software provided by CitizenServe as opposed to going to RFP and significantly delaying the ability for internal permitting and inspection services to begin, until such time as a complete ERP software deployment can be realized.

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### *FINANCIAL SUMMARY*

At present, the IT Department budget pays for use of the CitizenServe Code Enforcement module and 3 named user licenses at an annual cost of \$7,200. The 2025 supplies and services budget for the Community Development department was increased by \$50,000 to assist with software costs for in-house building inspection services. Any additional funding necessary in 2025 for this purpose will be identified in savings of other programs or general fund departments.

The total additional CitizenServe costs for adding annual licensing for another 20 named user licenses, all vendor implementation, training, and project management costs, data migration, and the necessary integrations with other City software products and services (BlueBeam, Esri ArcGIS, Xpress Bill Pay, and Laserfiche) has been quoted by CitizenServe at \$64,000 for FY 2025.

The expected CitizenServe annual renewal costs for FY 2026 and beyond for all provided services has been quoted at \$36,000. (Please see attached order forms for details)

### *RECOMMENDATION*

Staff recommends that the City Council approve the quote order forms provided by CitizenServe and allow staff to move forward with getting this reengagement and expansion project underway.

### *SUGGESTED MOTIONS*

*“I move to approve the CitizenServe order forms as presented to allow City staff to reengage with CitizenServe and expand permitting, inspection, and business licensing capabilities as needed to support bringing these vital services back “in-house” after discontinuing the use of SafeBuilt’s services and proprietary software.”*

### *ATTACHMENTS*

- Citizenserve Order Form 1 - Evans CO 12-20-24.pdf
- Citizenserve Order Form 2 - Evans CO 12-20-24.pdf