Land & License Management Software

OCTOBER 12, 2020

The Challenge

The Village wants to improve Building Department customer service by giving customers:

◦ More information in a more timely manner any time of day

◦ Greater access to Building Department services online

◦ Streamlined Village operations that create operating efficiency

Existing software modules for permitting, planning, code enforcement and licensing has limited functionality and will not be upgraded

The COVID-19 pandemic has underscored this need

The Solution

In lieu of upgrades to the existing software, the Village must look elsewhere for solutions

Village Staff, in consultation with ClientFirst, issued an RFP for new software outside the ERP system

- ◦ 8 vendors responded
- ◦ 2 finalists were selected & provided demonstrations
- ◦ Staff unanimously recommended Davenport's LAMA solution

The Solution – Davenport LAMA

Modules include:

◦ Planning

◦ Permitting

◦ Inspections

◦ Licensing

◦ Code Enforcement

Integration with the Village's GIS database and Laserfiche electronic records management system

Planning

Online submission of zoning entitlement applications

Improve workflow

Centralize document retention for future reference

Permitting

Online submission of permit applications and plans

Electronic mark-up of plans and management of the correction and resubmittal process

Associate contractors with a permit and auto-verify the status of licenses, insurance, etc. to prevent the use of unlicensed contractors

Streamline internal processes

Customer access to permit submittal requirements, status, review comments

Online fee payment

Inspections

Online inspection scheduling & reminders

Enforcement of inspection sequencing

Online fee payment

Detailed notes in the field

Online/email access to inspection reports

Real-time access to permit data, inspection history and key information in the field for inspectors

Licensing

Apply and renew licenses online including contractor and business licenses

Track licensing applications, inspections, and reviews

Record and track license related requirements (e.g. bonds, certifications, insurance certificates)

Improve internal workflow

Online fee payment

Code Enforcement

Streamline case tracking and inspection schedules

Track & manage cases from complaint to resolution

Real-time access to property data and key information in the field for inspectors

Adjudicate cases

Online fine payment

Financial Impact

FY 21 CIP budget is $335,000

- Hardware, software and licensing ($90,000)
- Consulting ($75,000)
- Implementation services ($170,000)

Contract award: $103,508

- One-time expenses ($83,664)
- Annual subscription costs for year one ($19,844)
- Annual subscription costs after initial one-year term may by CPI (0-3%)

Recommendation

Award a contract in the amount of $103,508 to Davenport Group USA, Ltd. for the acquisition of the right to use Davenport's LAMA Software and professional implementation services for the configuration of and training on the LAMA software.