

PUBLIC SECTOR SERVICES MANAGEMENT SYSTEM - CONTRACT EXTENSION



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BOTTOM LINE UP FRONT








Council Action Request	Amend contract to extend and increase maximum spending authority
Vendor	Infor Public Sector, Inc.
Purpose	Streamline citizen services including utility customer service for water billing, various licenses, permits, and inspections. Request to extend the contract for additional license acquisition
Spending Authority Requested	Original \$14,795,359.71 + \$9,596,508.09 = \$24,391,867.80
Term	Original Term – May 28 th , 2017 – May 27 th , 2024 New Term – May 28 th , 2024 – May 27 th , 2029
MWBE Goal	24%
Primary Department Users	ARA, DON, HFD, HPW

Public Sector Services Management System – Vendor Software Overview

Software is used by a variety of industries as well as federal, state, and local governments to streamline business and citizen services. The Community Development and Regulation software (CDR) include the following modules:

- Licensing - Issue, renew, and collect fees
- Permitting - Applications, reviews, hearings, inspections, and fees
- Billing - Invoices, notices, payments, fees, and delinquencies
- Public portal - Application submittal, fee collection, and project status visibility
- Mobile inspections - Mobile Field Inspector App to process inspections and citations

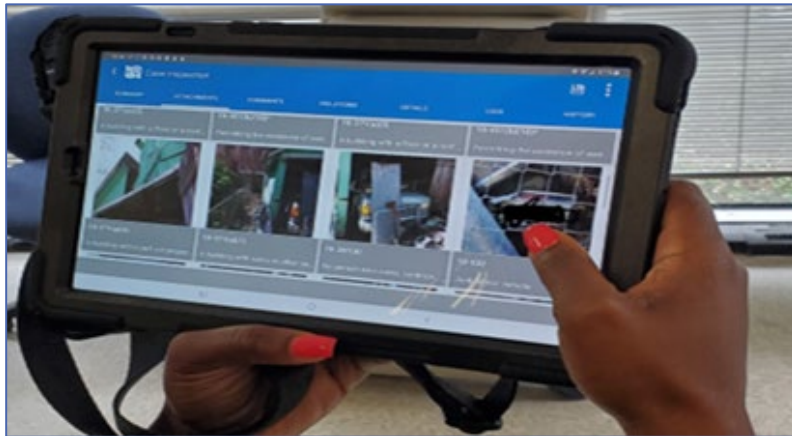
Public Sector Services Management System – Usage Overview

 Department of Neighborhoods				
<ul style="list-style-type: none"> • Case management • Mobile neighborhood inspections • Tracking of commercial dangerous building hearings • Current FY 23, 32,297 cases created; 53,521 inspections completed 	<ul style="list-style-type: none"> • Utility billing services for Customer Account Services (CAS) • Houston Water Assets 	<ul style="list-style-type: none"> • Commercial permits • Business licenses • Vehicle for hire permits • Current FY 23, 11,757 permits issued; 8,231 inspections completed 	<ul style="list-style-type: none"> • Fire protection and fire alarm permits • Code enforcement recurring inspections • False fire alarm incident processing • Current FY 23, 8,762 permits issued; 21,710 inspections completed 	<ul style="list-style-type: none"> • (In progress) replacement of the current permitting system (ILMS) to provide a single, scalable, and automated platform to streamline the permitting and inspection process

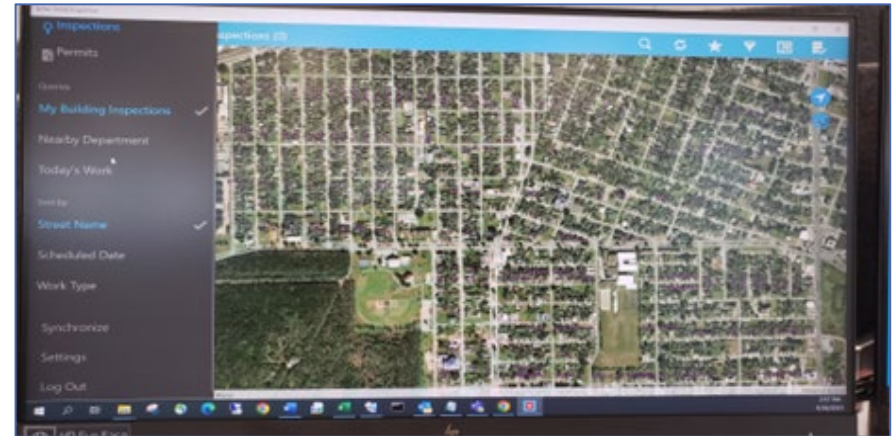
PUBLIC SECTOR SERVICES MANAGEMENT SYSTEM USAGE HIGHLIGHTS



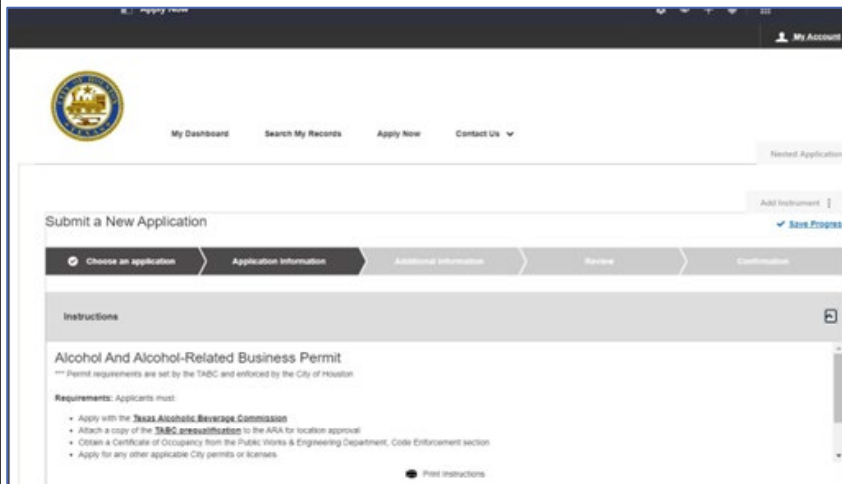
DON Mobile Inspection



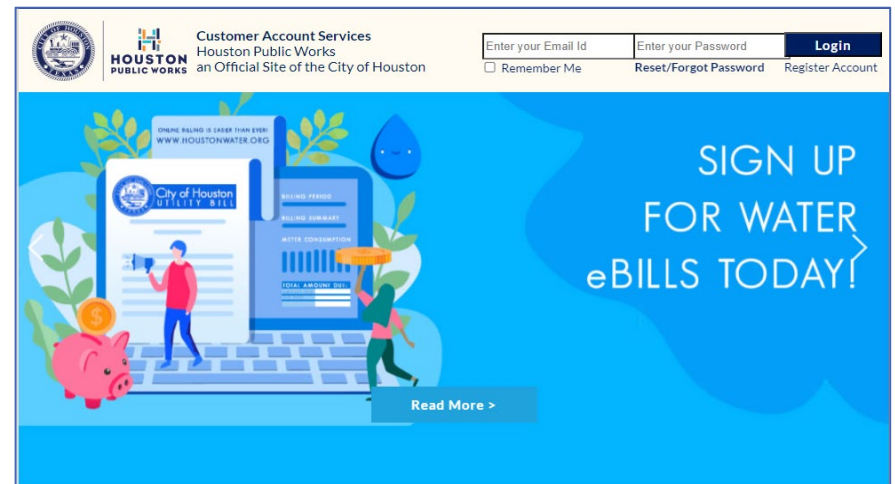
HFD Field Inspection



ARA Permit Application



HPW Water Billing



Financial Forecast

	Year 1	Year 2	Year 3	Year 4	Year 5	Total
HITS Maintenance	\$ 573,551.27	\$ 596,493.32	\$ 620,353.05	\$ 645,167.17	\$ 670,973.86	\$ 3,106,538.67
HITS Subscription	\$ 105,908.50	\$ 110,144.84	\$ 114,550.64	\$ 119,132.66	\$ 123,897.97	\$ 573,634.61
HPW Maintenance	\$ 562,258.65	\$ 584,748.99	\$ 608,138.95	\$ 632,464.51	\$ 657,763.09	\$ 3,045,374.19
HPW Subscription	\$ 30,902.26	\$ 32,138.35	\$ 33,423.88	\$ 34,760.84	\$ 36,151.27	\$ 167,376.60
Planned Growth	\$ 379,523.34	\$ 564,705.10	\$ 575,293.30	\$ 586,305.04	\$ 597,757.24	\$ 2,703,584.02
Total	\$ 1,652,144.02	\$ 1,888,230.60	\$ 1,951,759.82	\$ 2,017,830.22	\$ 2,086,543.43	\$ 9,596,508.09



Q&A

