

TO : President and Village Board of Trustees

FROM : Carl Goldsmith, Director of Public Works

DATE : November 12, 2024 Agenda Date: December 19, 2024

TITLE : Asset Management Software, OpenGov/Cartegraph and 311 System,
SeeClickfix Contract Extension

SUBMITTED BY: Jovana Dacic, Asset Management Administrator

RESULTS:

Date Bids Were Published	<u> N/A </u>	Bidding Closed	<u> N/A </u>
Total Number of Bids Received	<u> N/A </u>		
Total Number of Bidders Meeting Specifications	<u> </u>		
Bid Security Required	<u> </u>	Yes	<u> </u> No
Performance Bond Required	<u> </u>	Yes	<u> </u> No
Were Any Bids Withdrawn	<u> </u>	Yes	<u> </u> No
Explanation:			
Waiver of Bids Requested?	<u> </u>	X Yes	<u> </u> No
If yes, explain:	This purchase is a three year contract renewal for currently utilized software.		
Award Recommended to Lowest	<u> </u>	X Yes	<u> </u> No
Responsible Bidder?			
If no, explain:			

FISCAL IMPACT:

Annual Budget Estimate (Year 2025):	<u>\$72,335.21</u>
Additional CivicPlus Licenses (2025)	<u>\$4,000.00</u>
Total Cost for 2025	<u>\$76,335.21</u>
Annual Budget Estimate (Year 2026):	<u>\$75,951.97</u>
Annual Budget Estimate (Year 2027):	<u>\$79,749.57</u>
Total Amount of Award (Three years):	<u>\$228,036.80</u>

BACKGROUND/RECOMMENDATION:

See attached memo.

Has Recommended Bidder Worked for Village Previously	<u>X</u> Yes	<u> </u> No
If yes, was quality of work acceptable	<u>X</u> Yes	<u> </u> No
Was item bid in accordance with Public Act 85-1295?	<u> </u> Yes	<u>X</u> No
Waiver of bids - Public Act 85-1295 does not apply	<u>X</u> Yes	

REVIEW (as needed):

Village Attorney XX	Date
Finance Director XX	Date
Village Manager XX	Date

NOTE: All materials must be submitted to and approved by the Village Manager's Office by 12:00 noon, Wednesday, prior to the Board Agenda distribution.



To: Scott Niehaus, Village Manager
Through: Carl Goldsmith, Director of Public Works
From: Jovana Dacic, Asset Management Administrator
Date: December 19, 2024
Subject: Asset Management OpenGov/Cartegraph and 311 SeeClickFix (Citizen Request Software)

BACKGROUND

Since going live with Cartegraph in June 2016, the Department has created approximately 283,000 records on nearly 170,000 infrastructure assets, 20,000 requests, internal and by citizens, over 3,000 work orders, 370,000 tasks and inspections. Cartegraph has enabled us to calculate true cost of our hardworking labor, assess condition of our infrastructure, calculate risk assessments – all in efforts to collect & preserve data, capture true value of our work and utilize it for future project planning and budgeting.

Cartegraph and GIS remain fully integrated with each other which allows the Department to visualize Cartegraph data using GIS tools and dashboards.

Since our last three-year agreement, Cartegraph was officially acquired by OpenGov in late 2022, a software company known for its cloud services geared toward State & Local Governments, Cartegraph being an asset management addition to their various other modules (that include permitting, code enforcement, finances etc.)

SeeClickFix is now powered by CivicPlus known for being a major player in web developing world that powers Government websites, web accessibility, recreation management, social media, codifications, agendas, citizen request systems, etc.

SeeClickFix allows residents to submit requests using any mobile device or desktop computer via SeeClickFix's mobile application, web browsers or Meta (previously Facebook). Residents can include pictures, videos and descriptions of the issue which can be valuable information needed to get the job done quickly and efficiently.

By pairing the SeeClickFix and Cartegraph systems together, field crews can now see and respond to requests in record time, automatically notifying citizens every step of the way. Back at the office, Department staff will leverage powerful dashboards and reporting tools to identify hot spots, increase productivity, prioritize projects, and spend tax dollars smarter. The combination of these systems is essential to an efficient and timely response to natural disasters as well as every day requests.

This partnership not only allows residents to report problems, but also to view, comment on, and vote to fix problems submitted by their neighbors. Residents can even create their own "watch areas" to receive notifications about all the issues reported in their community, enabling them to follow the progress of all service requests, not just the ones they report.

SeeClickFix is not only utilized by Public Works and Cartegraph. We also have staff in Code Enforcement and Community Development Departments using SeeClickFix for issues related to those Departments, and these issues are fully integrated into CitizenServe from which they are addressed and closed out. In 2024, Community Development requested an additional purchase of 5 SeeClickFix/CivicPlus Licenses to be utilized among the staff. That cost is \$4,000 for additional 5 users per year.

RECOMMENDATION

Department staff recommends extending the three-year subscription of OpenGov/Cartegraph Asset Management System with a fully integrated 311 system, SeeClickFix. The three-Year Schedule is as it follows:

Year 2025 - \$72,335.21

(Additional SCF/CivicsPlus Licenses (5) - \$4,000)

Year 2026 - \$75,951.97

Year 2027 - \$79,749.57

Attachments:

OpenGov Three-Year Cost Schedule

CivicPlus 5 License Purchase Quote



OpenGov Inc.
660 3rd Street, Suite 100
San Francisco, CA 94107
United States

Order Form Number: Q00IL9214
Created On: 11/25/2024
Order Form Expiration: 1/14/2025
Subscription Start Date: 1/15/2025
Subscription End Date: 1/14/2028

Prepared By: Marguerite Kuntz
Email: renewals@opengov.com
Contract Term: 36 Months

Customer Information			
Customer:	Village of Lombard, IL	Contact Name:	Jovana Dacic
Bill To/Ship To:	255 E Wilson Ave Lombard, Illinois 60148 United States	Email:	ddacic@villagelombard.org

Order Details	
Billing Frequency:	Annually in Advance
Payment Terms:	Net Thirty (30) Days

SOFTWARE SERVICES:			
Product / Service	Start Date	End Date	Annual Fee
Asset Management Unlimited Users, Facilities Domain, Flood Protection Domain, Parks & Recreation Domain, Sanitary Sewer Domain, Signal Domain, Stormwater Domain, Transportation Domain, Walkability Domain, Water Distribution Domain	1/15/2025	1/14/2026	\$59,358.26
SeeClickFix (Full)	1/15/2025	1/14/2026	\$11,139.45
SCF Integrations	1/15/2025	1/14/2026	\$1,837.50
Asset Management Unlimited Users, Facilities Domain, Flood Protection Domain, Parks & Recreation Domain, Sanitary Sewer Domain, Signal Domain, Stormwater Domain, Transportation Domain, Walkability Domain, Water Distribution Domain	1/15/2026	1/14/2027	\$62,326.17
SeeClickFix (Full)	1/15/2026	1/14/2027	\$11,696.42
SCF Integrations	1/15/2026	1/14/2027	\$1,929.38
Asset Management Unlimited Users, Facilities Domain, Flood Protection Domain, Parks & Recreation Domain, Sanitary Sewer Domain, Signal Domain, Stormwater Domain, Transportation Domain, Walkability Domain, Water Distribution Domain	1/15/2027	1/14/2028	\$65,442.48
SeeClickFix (Full)	1/15/2027	1/14/2028	\$12,281.24
SCF Integrations	1/15/2027	1/14/2028	\$2,025.84

Service Terms			Annual Subscription Total:	See Service Terms
Service Date:	Amount:			
January 15, 2025	\$72,335.21	(Annual Software Fee)		
January 15, 2026	\$75,951.97	(Annual Software Fee)		
January 15, 2027	\$79,749.57	(Annual Software Fee)		

Order Form Legal Terms
This Order Form incorporates the OpenGov Master Services Agreement ("MSA") attached here or available at <https://opengov.com/terms-of-service/master-services-agreement/>.

The "Agreement" between OpenGov and the entity identified above ("Customer") consists of the Order Form, MSA, and, if Professional Services are purchased, the Statement of Work. Unless otherwise specified above, fees for the Software Services and Professional Services shall be due and payable, in advance, 30 days from receipt of the invoice.

By signing this Agreement, Customer acknowledges that it has reviewed, and agrees to be legally bound by the Agreement. Each party's acceptance of this Agreement is conditional upon the other's acceptance of the Agreement to the exclusion of all other terms.

Village of Lombard, IL

Signature: _____

Name: _____

Title: _____

Date: _____

OpenGov, Inc.

Signature: _____

Name: _____

Title: _____

Date: _____

**CivicPlus**

302 South 4th St. Suite 500
Manhattan, KS 66502
US

Quote #:
Date:
Expires On:

Statement of Work
Q-86235-1
10/22/2024 11:17 AM
11/29/2024

Client:
Village of Lombard, IL

Bill To:
LOMBARD VILLAGE, ILLINOIS

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
David Gilchrist		david.gilchrist@civicplus.com		Net 30

Discount(s)

QTY	PRODUCT NAME	DESCRIPTION
1.00	SeeClickFix Year 1 Annual Fee Discount	Year 1 Annual Fee Discount

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION
1.00	SeeClickFix Annual – 5 Users	SeeClickFix Annual Fee – 5 Users

List Price - Initial Term Total	USD 1,148.40
Total Investment - Initial Term	USD 0.00
Annual Recurring Services (Subject to Uplift)	USD 4,000.00

Initial Term	12 Months
Initial Term Invoice Schedule	100% Invoiced upon Signature Date

Renewal Procedure	Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date
Annual Uplift	3% to be applied in year 2

This Statement of Work ("SOW") shall be subject to the terms and conditions of the CivicPlus Master Services Agreement and the applicable Solution and Services terms and conditions located at <https://www.civicplus.help/hc/en-us/p/legal-stuff> (collectively, the "Binding Terms"). By signing this SOW, Client expressly agrees to the terms and conditions of the Binding Terms throughout the term of this SOW.

Acceptance

The undersigned has read and agrees to the following Binding Terms, which are incorporated into this SOW, and have caused this SOW to be executed as of the date signed by the Customer which will be the Effective Date:

For CivicPlus Billing Information, please visit <https://www.civicplus.com/verify/>

Authorized Client Signature

CivicPlus

By (please sign):

By (please sign):

Printed Name:

Printed Name:

Title:

Title:

Date:

Date:

Organization Legal Name:

Billing Contact:

Title:

Billing Phone Number:

Billing Email:

Billing Address:

Mailing Address: (If different from above)

PO Number: (Info needed on Invoice (PO or Job#) if required)