



TO: Mayor Tom Ross
Members of the City Council

FROM: Lance Meyer, P.E., City Engineer

DATE: February 20, 2024

SUBJECT: **CITYWORKS AND GIS SUPPORT CONTRACT (4705)**

I. RECOMMENDED ACTION

1. Recommend council approve the contract amendment with Timmons Group and authorize the Mayor to sign the contract amendment.
2. Recommend council approve the budget amendment on first reading.

II. DEPARTMENT CONTACT PERSONS

Lance Meyer, City Engineer	701-857-4100
Emily Huettl, Assistant City Engineer	701-857-4100

III. DESCRIPTION

A. Background

In the 2022 budget, council approved funding to support any needed GIS and Cityworks contract work and the City entered into a support contract with Timmons Group. Additional funding for support was budgeted in 2023 but never used so it reverted back to the General Fund. Funding is also included in the 2024 budget.

B. Proposed Project

In January 2024 we had several issues arise with our GIS server. This took our GIS maps offline for several days, which affects not only our public maps but also our online permitting and our asset management software. We are still trouble shooting to get everything 100% operational. We will need our support consultant to make some changes for us to prevent this from happening again in the future.

Also in January 2024, we received notification from one of our software vendors that we were using an older, unsupported version and that we would need to either upgrade or pay an additional support fee. After meeting with the software reps and our IT staff it was determined that the best path forward would be to pay the support fee for this year and plan for the upgrade in 2025. The software, OnBase by Hylands, is our plan review software integrated into Cityworks.

These two new issues in January could expend a large portion of 2024 budget very early in the year. To ensure that we have the support needed to continue to keep our GIS and Cityworks systems running optimally throughout the year, we are asking for a budget amendment to move last year's budget savings from the General Fund into the 2024 budget.

C. Consultant Selection

Staff selected Timmons Group due to their direct knowledge of the City's GIS and Cityworks environments.

IV. IMPACT:

A. Strategic Impact:

The city's GIS is an important data communication tool. Staff and citizens use the GIS everyday to obtain information about city services, infrastructure, and mapping.

B. Service/Delivery Impact:

The contract will allow on demand support for GIS infrastructure issues, enhancements, and data connections with Cityworks. The continued Cityworks support will be necessary as we continue to expand upon our online permitting and licensing rollout and continue our use of the asset management software.

C. Fiscal Impact:

The support contract is an hourly rate not to exceed the funding cap.

Project Costs

\$ 3,105.77

Hylands Software Support Fee

\$ 40,000.00

Timmons Support Contract CO #1

Project Funding

\$ 4,341.00

BA to utilize 2023 unspent funds 10019000-44350

\$ 25,659.00

BA to utilize 2023 unspent funds 10038000-43040

\$ 14,341.00

2024 Budgeted Funds 10038000-43040

V. CITY COUNCIL ASPIRATIONS

This contract best represents Excellent and Connected as our GIS data is an important information hub for the community.

VI. ALTERNATIVES

The council could choose not to move forward with the contract or budget amendment. There are certain issues that can arise with database connections that our staff does not know how to troubleshoot, which can leave our GIS inoperable and certain portions of Cityworks that staff cannot modify on their own.

VII. TIME CONSTRAINTS

The last support contract is now out of funding, so having the new contract in place will allow for continued service. The Hylands invoice is due next month. Staff requests council approve as soon as possible.

VIII. LIST OF ATTACHMENTS

- A. Letter of Agreement with Timmons Group – Change Order #1
- B. Hyland Invoice
- C. Budget Amendment