City of Brisbane
Agenda Report

TO: Honorable Mayor and City Council

FROM: Community Development Director via City Manager

SUBJECT: Proposal by CSG to Install Permit Tracking Software at No Cost to City

DATE: MEETING OF AUGUST 1, 2011 (CONTINUED FROM JULY 18, 2011)

City Council Goals:

To provide for effective and efficient delivery of City services. (Goal #1)

Purpose:

CSG Consultants Inc. has made a proposal to install permit tracking software at no cost to the City. CSG will provide a demonstration to the City Council.

Recommendation:

The City Council accept CSG's proposal and authorize the City Manager to execute the necessary documents to implement the proposal.

Background:

CSG Consultants provides building plan check and permit inspection services for the City. They propose to install at no cost to the City their GreenVue electronic permit tracking system. The system allows for electronic permit application, permit tracking, plan review, and inspection scheduling. A summary of the GreenVue system and their proposal is attached.

Discussion:

Staff believes that the establishment of an electronic permit system will provide a higher level of customer service by increasing the transparency of the building permit process and allowing customers to access information and services online. It also provides an opportunity for increased staff efficiency by improving real-time access to information, reducing paperwork as information can be conveyed electronically, and reducing staff time handling routine requests that can be processed electronically.

March 29, 2011

City of Brisbane
Clay Holstine, City Manager
Randy Breault, City Engineer
John Swiecki, Planning Director
50 Park Place
Brisbane, CA 94005

RE: Professional Services for Permitting Software

Dear Gentlemen:

CSG would like to offer the City of Brisbane the opportunity to utilize the latest version of our permitting software. In the past we have presented proposals for our firm's digital plan review and software system. Given the current economic climate, we would like to install our program at no cost to the City. With the City's permission we can install the system, thereby taking the City and development community into the 21st Century. This program will bring automated plan review, permitting and inspection services for Building, Planning, Engineering and Code Enforcement and streamline the City's development review process.

CSG's GreenVue Program is an integrated electronic permit system which can be put on the City's network. CSG's GreenVue Fusion incorporates our comprehensive electronic permit, digital plan review, and archiving system. As a part of this service, CSG utilizes the program for permit process, plan review, and inspection. The program not only improves and expedites services to the public, but it will also reduce staff time in processing permits and reporting tasks. The program can flag all code enforcement violations on a particular property so requested building permits can be placed on hold until the code violation(s) are resolved. In addition, the system is built using the latest in web technology, enabling online digital submittal of building plans for review and permit. Once a building plan is digitally submitted, it can be electronically forwarded to all departments that have regulatory responsibilities for review and approval. The whole process utilizes no paper and information is available on a real time basis to enhance internal coordination.

The system also includes an inspection request and management module which can be deployed online. With this module, the City can offer an automated system to accept inspection requests around the clock. Additionally, by utilizing a web-based system, the City can extend the cutoff time for inspection requests, allowing contractors extra time to verify that the site is ready for the inspection itself. Built in, customizable checkpoints and pre-determined maximum daily inspection limit caps within the inspection system will keep the workload manageable for City Inspectors; overflow inspection requests can be overridden manually in the system for the same day inspection or simply deferred automatically to the following work day.

We welcome the opportunity to demonstrate how GreenVue can streamline Brisbane's permitting process and increase efficiency as well as reducing paper waste. If you have any questions, please contact me at (650) 522-2500.

Sincerely,

Doug Rider,
Building Department Manager

SECTION I - EXECUTIVE SUMMARY

CSG proposes to provide professional permitting software services for the City of Brisbane. The GreenVue Permitting System is a revolutionary software package developed from the ground up by CSG Consultants. Drawing upon over 20 years of professional experience in the Public Sector, CSG was in a unique position to craft a product catered to the distinct needs of local governments. As a firm, we have always been dedicated to leveraging technology to benefit our clients.

Our custom developed applications have ranged from early adoption of web based project management systems to the continuing refinement of electronic plan review services. In fact, we have run an in house customized Permit tracking system to manage our Third Party plan review client projects for over 20 years; and was among the first to offer real time plan review status online to all of our clients. The system presented for your consideration is a natural evolution of our software services.

The GreenVue System - A Brief History and Major Milestones
The GreenVue System has been available since late 2009. As a "young" software project, our product benefits from a fusion of the latest technology, an eager group of programmers, and a core of experienced visionary professionals that actually work in the public sector. Major milestones in the product history include:

- Continuing partnership with the City of South San Francisco and the Genentech Campus to manage paperless, electronic plan review
- Live demonstrations of the System at the Annual 2010 CALBO Business Meeting in Anaheim and Costa Mesa
- Successful integration of the System for Jackson Rancheria Hotel and Casino Campus
- Successful integration of the System for the City of Half Moon Bay Building Department
- Customized Electronic Plan review submittal module for the City of Santa Clara
- Electronic Plan Review Module rollout for the City of Watsonville
- Successful integration of Google Maps
- Streamlining of the System to minimize resource footprint. It can easily run in a modest Virtual Machine and typically no new server hardware is required for installation
- Successful testing of the System for Android and iOS based platforms

What sets the GreenVue system apart from others is our cloud approach. Long before the term "cloud computing" became a commercial catch phrase, our development team had embraced the concept. The system is web based, period. Even where a rich mark up client is required for digital plan review, the files are delivered through a web protocol and the data is posted back to the system through a web protocol. Setting up remote access at different physical locations, or at different agencies altogether, is now as simple as creating a new user account. And, if you need to access plans or project data while in the field, it is as close as the smart phone in your pocket.

Another key foundational element of our approach is ownership; and specifically, the City's ownership of information. We believe the data in the system belongs to the City, and that our system is just a steward of this information. The City's IT staff will find no expensive proprietary software or hardware schemes in this system. Our database is a standard MS-SQL database, and the web services will run on any Windows 2005 or higher server. The server can be a located within the City's technical infrastructure at no additional cost. And, if the City chooses to utilize paperless electronic plan review, the hardware recommended is commonly available off the shelf components either through CSG or through the City's own purchasing partners.

As the GreenVue software project moves forward with its next release scheduled for late 2011, our team of professionals will continually strive to make the product the most modern yet simple to use Permitting Software package on the market. The collaboration between the City of Brisbane and CSG will also ensure future enhancements to the Program. And, due to the City's proximity to our company headquarters in San Mateo, Brisbane is in a unique position to preview new features and provide key guidance as we finalize development releases.

Our experience in providing permitting software services to California jurisdictions provides stability and a strong technical foundation for the clients we serve. From electronic permitting to digital plan review, CSG will work with The City to ensure a seamless transition of service.

Scope of Services
The scope of services CSG will provide includes the provision of an:

- Automated Permit Tracking System (PTS) to process all permits and licenses and to support the processing of all development related functions in the City of Brisbane

Background and Relevant Experience
CSG has extensive professional experience in providing customized IT services. We currently serve many California municipal jurisdictions; making us extremely qualified for this contract. Our track record of success with our clients is outstanding. We have allocated several professionals for this contract that have the qualifications and experience necessary to perform the requested services. Each staff member has a thorough understanding of what it takes to provide superior client and customer service.

Method of Approach
CSG will serve as an active partner with the City; working as an extension of the City in performing the requested scope of services. With a focus on excellent customer service, our staff will work closely with in helping the City provide the best permitting services to the development community and general public.

Technical Innovations
Enhancements such as the GreenVue plan submission and review system can further expedite the process and reduce the time and cost of the project. Should the City decide to convert to a digital plan review process, CSG can accommodate you immediately. We will also train City personnel in the use of this innovative program at no additional cost to Brisbane.

Reasonable Costs & Pricing
CSG's fees are highly competitive in the municipal service industry. Our company's fixed and quoted prices are comparable to many other consulting firms; and in many cases much more reasonable.

Local Office
CSG has a local office near City Hall and staff ready and available to provide the requested scope of services.

MAINTENANCE AND SUPPORT PLAN

Support for the City of Brisbane will come directly from CSG headquarters located in San Mateo. Our offices are open during all normal business hours. In addition, City staff will be provided with email and phone contact information for CSG's IT Management team for off-hours support.

All updates to the software are thoroughly vetted by our in-house team of quality control staff before deployment to client sites. All software updates to the system are at the City's option; and any update scheduling will take place only after careful coordination with City staff.

For annual system modifications or fee changes, CSG will provide full training and support for designated staff to make these updates on their own. Such updates will require no specialized knowledge or programming skills.

COST PROPOSAL AND PAYMENT

GreenVue Permit Tracking System: $0 (no cost)*
- Unlimited City user accounts
- 10 digital plan review mark up client licenses
- Online public user portal
- CSG will loan to the City one complete digital plan check workstation and one 19 inch monitor for the Counter Technician

CONSIDERATIONS FOR FUTURE BUDGET:

Additional Digital Plan Review Mark up clients (each after 10) $150

Annual Support and Maintenance (GreenVue and Mark Up clients)** $2,500 FY 2012/13

Optional Scanning and Archival Service for previously existing docs & plans
(this service is included in the GreenVue Permit Tracking System pricing through CSG's GreenVue Program)

- Includes indexing all scans by two fields $0.08 per page
  (i.e., address and project number)   (11x17 or smaller)

         $1.25 per page
  (larger than 11x17)

Optional Digital Plan Review Workstations (each) $2,700
- Includes Windows 7 x 64 Professional, 4GB memory, Intel or AMD multi-core processor, 30 inch (2560x1600) display, 17 inch or better secondary display, digital plan review mark up client pre-installed

All costs quoted above include a project manager and required project support staff.

* CSG Hosted
** Annual support without a building services contract