

## Information Services Committee (ISC)

<i>Joseph Griego, City Council</i>	<i>Brian Osterloh, COA, Dept. of Technology &amp; Innovation (DTI)</i>
<i>Timothy P. Thackaberry</i>	<i>Dr. Stephen D. Burd, UNM</i>
<i>Jesse Muniz, City of Albuquerque</i>	<i>Patrick Frias</i>
<i>Christopher Maestas</i>	<i>Miriam Diemer</i>

### **Agenda** **6/08/2022**

#### **Meeting Specifics**

Date: Wednesday June 8, 2022

Time 1:30pm

Location:

In-person

Grand Central Conference  
Room 205, North City Hall  
1 Civic Plaza  
Albuquerque, NM 87102

Online

Via WebEx

<https://cabq.webex.com/cabq/j.php?MTID=m814f5cba68f660aed5f088d7a969bcd5>

- I. **Call to order**
- II. **Roll Call**
- III. **Announcements**
  - a. Introduction of new ISC Member Miriam Diemer
- IV. **Review and Approve Minutes**
  - a. From April 13, 2022
- V. **Public Comment**
- VI. **ISC Actions**
  - a. *Review and Vote on Purchases:*

### **POSSE Permitting and Case Management Software Replacement - \$1,970,694.00**

#### **1. Description**

The Planning Department is requesting review for the replacement of the legacy POSSE software. The selected product is from Tyler Technologies / Energov product line.

#### **2. Business Case / Justification**

The current POSSE product requires too much maintenance and too much vendor intervention to expand POSSE's current functionality. At the time POSSE was selected, POSSE's vendor was believed to be progressive and looking to improve the customer experience. We have found that the technology that the product is built on is stagnant and has not progressed and therefore has not kept up with current industry

standards. The Planning Department customer experience has not improved over time. The Tyler product suite is widely used in the Public Sector with over 11,000 named clients. There are 650 distinct public sector clients specifically within the Planning Department's scope of work. Because EnerGov is a mature product, the vast majority of Planning's required functionality already exists. Tyler Technologies is the only company in the sector that is solely dedicated to public sector solutions. Jurisdictions that Tyler services include Los Angeles County; Kansas City, Missouri; Tulsa, Oklahoma; Atlanta, Georgia to name a few. The Planning Department requirements are for a fully cloud-based, fully turn-key solution. The quote is based on a 5 year schedule of recurring maintenance of SaaS annual fee of \$499,013 and annual services of \$67,421.

### **3. Maintenance, Training and Other Associated Costs**

\$566,434

### **4. Impact to City / Dept Resources**

Annual cloud service fees of \$ 566,434

#### **VII. General Information**

#### **VIII. Adjourn**

- a. Next scheduled ISC meeting will be July 13, 2022