



SUBJECT

Approval of Contractual Services Agreement with N. Harris Computer Corporation for CityView Select Software Implementation. The funds to secure and implement this upgraded software system were included in the approved FY2026 Operating Budget.

RECOMMENDED ACTION

Authorize the Mayor to execute the Agreement and any related documents necessary to proceed with the acquisition and implementation of the software. The software will support a broad spectrum of city purposes including property information, permitting, inspections, planning, code enforcement, and related functions.

BUDGET IMPACT

The funds are budgeted and no change in the approved FY2026 Budget is expected. However, pursuant to the city's procurement policy, the contractual amount exceeds the approval level of the city manager for budgeted items (up to \$99,999). The one-time cost of implementation services for this transition is \$151,127, with an annual subscription fee of \$51,183. The contract and related documents have been reviewed and approved by legal counsel.

BACKGROUND

The City of Sugar Hill currently uses multiple systems for licensing, permitting, code enforcement, planning, and other business functions. Over the past year, staff have identified significant operational limitations with the current software system employed by the city.

- Reporting and Data: Limited custom reporting and restrictions on creating custom fields for specialized tracking (such as gas meters and equipment specs).
- Financial Processing: Challenges with online payment processing and fee display functionality.
- Workflow: Does not align with the City's established business processes.
- Public Portal: Limited configuration and customization options for the public-facing portal, resulting in usability issues with online forms. Staff have received complaints from residents and contractors about difficulty completing tasks online.

CityView is a subscription-based offering that addresses these challenges while building on the City's 10-year partnership with the vendor.

PROJECT OBJECTIVES

The migration to CityView will consolidate multiple software platforms into a single system. For residents and contractors, the new system will add online portals and self-service options that simplify doing business with the city, including:

- eliminating manual interfaces and duplicating data entry between disconnected systems
- providing 24/7 online application portals and real-time project tracking for residents and contractors
- equipping inspectors and code enforcement officers with mobile field tools
- standardizing business rules and workflows to reduce processing times for economic development

ANALYSIS OF TERMS AND RISK MITIGATION

The attached Agreement includes several safeguards to protect the City's interests:

- **Performance-Based Payments:** Compensation is tied to specific project milestones; for example, 50% of configuration fees are withheld until the first review and validation session is completed.
- **Standard of Care:** The Vendor is contractually obligated to perform services in a skillful and competent manner consistent with recognized industry professionals.
- **Accountability:** The Vendor must report any data anomalies found during conversion and provide a project manager to coordinate all phases of the services.
- **Audit Rights:** The City maintains the right to audit the Vendor's records related to this Agreement for up to three years after final payment.