



## Legislation Text

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**File #:** 22-2804, **Version:** 1

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**TO:** Honorable Mayor & Members of the North Port Commission

**FROM:** A. Jerome Fletcher II, ICMA-CM, MPA, City Manager

**TITLE:** Approve the Statement of Work and the Addendum to the Master Service Agreement Between CivicPlus, LLC and the City of North Port for SeeClickFix Application Integration with the City's Lucity System with an Annual Cost of \$4,892.94.

### **Recommended Action**

Approve the Statement of Work and the Addendum to the Master Service Agreement between CivicPlus, LLC and the City of North Port for SeeClickFix Application Integration with the City's Lucity system.

### **Background Information**

The city currently utilizes the SeeClickFix application as a service request tool to enable its citizens to have a clear and distinct way to communicate with their local government. A citizen enters a request into SeeClickFix for a specific request that would need to be addressed, either by one department within the city or possibly multiple departments. The request then gets routed to the appropriate person(s) to take corrective action. The person tasked with completing the request must either create a work request manually within Naviline or Lucity. Once completed, the request gets closed out within SeeClickFix.

The statement of work and addendum to the master service agreement is to bridge the gap between SeeClickFix and the city's Lucity work order/request system as one seamless workflow. Once a citizen submits a notification within SeeClickFix, the new flow would automatically create a work request and assign it a work request number, which would be provided to the originating citizen for follow-up or tracking purposes. Once the work request is created within Lucity, it would be routed to the appropriate person where hours worked, parts used, and other additional information pertaining to the work request can be tracked.

SeeClickFix is a sole source provider of the functionality that their software delivers. It is the only complete system to provide management, reporting, analysis, alerting and public documentation of those issues and the actions taken on them through mobile web, web, mobile app (iPhone and Android) platforms and Open311 API.

The cost for the first year is prorated at \$3,425.80 and the second and each additional year will be a full year's cost at \$4,892.94 and will align with the current billing schedule of the master contract. The cost will be split 50/50 between Utilities and Public Works.

The agreement has been reviewed by Legal for form and correctness.

### **Strategic Plan**

Efficient and Effective Government

### **Financial Impact**

Funding is available as outlined below:

Account Number	Dollar Amount
420-6063-536.46-01	\$1,712.90
107-5000-541.46-01	\$856.45
120-3032-534.46-01	\$856.45

### **Procurement**

These goods and services are being procured pursuant to Section 2-407, of the City Procurement Code - Sole Source Guidelines. Procurement forms and documentation will be completed after approval.

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

**Attachments:**

1. Master Service Agreement
2. Statement of Work
3. Addendum to Master Service Agreement
4. Florida Division of Corporations Record - CivicPlus, LLC

**Prepared by:** Michelle Tipp, Utilities Business Manager

**Department Director:** Nancy Gallinaro, Utilities Director