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Houston Permitting Center



Avolve ProjectDox Electronic Plan Review (EPR) Five Year Support and Services Contract

TTI Project Summary Report

April 17, 2017

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HPC Avolve/ProjectDox 5-Year Support Contract

- HPC utilizes the Avolve ProjectDox Software in support of Electronic Plan Review (EPR) for permitting applications
- 5-year support & services contract proposed to continue supporting existing EPR application, as well as to implement an upgrade of software with premium level vendor led support.

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EPR Support Opportunities

- Current ProjectDox EPR support provided by Avolve. Current contract awarded in 2014 expires in May 2017
- Presently, EPR captures apx 20% of submitted plans. FY 18 HPC goal is to increase EPR submittals to 100%¹
- HPC requires higher levels of support to reach & sustain 100% EPR submission goal for building permits

¹ January 1, 2018: tentative target for electronic plan submission requirement.

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Key Features of New Contract

- **ProjectDox Upgrade**
 - Supports upgrading current version to ProjectDox 8.6
 - Adds 4 ProjectFlow licenses & provides migration of existing workflows
 - Provides training on new ProjectFlow workflows
 - Provides consulting support services for integration of new ProjectDox v8.6 with HPC's legacy Integrated Land Management System (ILMS) permitting system
- **Premium Maintenance with "Named Enhanced Support"**
 - Premium Maintenance designed to address post go-live requirements that exceed terms & conditions of Standard Support capabilities
 - Avolve's Premium Maintenance provides "Named Enhanced Support" to expedite availability of qualified, account knowledgeable resource for product questions, issues & general support
 - Assurance Services (200 hours annually) - used for Avolve Service or Training, including non-standard support items such as workflows or integrations not built by Avolve

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Projected Upgrade & Maintenance Costs

- RCA being processed by SPD. Projected max. cost of project is \$1.498M, funded by Building Inspection Fund 2301
- First year cost for upgrade & premium support services is \$498,602.62
- Annual recurring costs in years 2-5 is \$250,000, NTE \$1M
- 5-year contract w / annual premium maintenance cancellation options w / 60 day written notice
- If premium support option is terminated, City reverts to Standard Maintenance at whatever cost is at that time

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Expectations

- ITGB coordination – 03/30/2017
- Transportation Technology & Infrastructure (TTI) Committee Briefing – 4/17/2017
- Anticipate RCA to Council – 4/26/2017
- Project starts 30 days after Council approval