



# City of Killeen

## Legislation Text

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**File #:** RS-24-070, **Version:** 1

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Consider a memorandum/resolution authorizing a master software agreement with Civic Plus, in the amount of \$87,114 for FY24.

**DATE:** April 16, 2024  
**TO:** Kent Cagle, City Manager  
**FROM:** Willie Resto, Executive Director of Information Technology  
**SUBJECT:** Authorize a master software agreement with Civic Plus

### **BACKGROUND AND FINDINGS:**

The city currently utilizes software products that were originally under separate vendors and were acquired by Civic Plus. The software packages are now under the Civic Plus umbrella and the cost will exceed \$50,000 annually and therefore will need council approval. By entering into a master agreement encompassing these essential products and services, the City aims to streamline the processes to standardize service delivery, and leverage economies of scale to optimize resource allocation and enhance the overall effectiveness of municipal operations and communication strategies

With the increasing reliance on digital infrastructure and communication channels, the City has identified several critical areas that require standardized agreements to ensure reliability, security, and cost-effectiveness.

#### City Website Design and Hosting:

The City's website serves as a primary point of contact for residents, businesses, and visitors to access information, services, and resources. To enhance user experience, maintain relevance, and ensure accessibility compliance, regular updates and improvements to the website design and hosting infrastructure are necessary. By entering into a master agreement, the City aims to establish a framework for selecting qualified vendors, negotiating favorable terms, and maintaining consistency in website design standards and hosting services.

#### Codification:

The efficient management and accessibility of municipal codes, ordinances, and regulations are essential for ensuring transparency, compliance, and accountability within the City's governance framework. Through a master agreement, the City seeks to engage reputable vendors specializing in codification services to digitize, organize, and maintain its legislative documents effectively. Standardizing this process will facilitate ease of access for stakeholders, improve legislative tracking, and support timely updates to reflect evolving municipal requirements.

#### SeeClickFix:

Citizen reporting platforms like SeeClickFix play a vital role in empowering residents to report non-emergency issues, such as potholes, graffiti, or broken streetlights, directly to municipal authorities. By formalizing an agreement with SeeClickFix or similar service providers, the City seeks to enhance its responsiveness to community concerns, improve service delivery, and foster greater civic engagement. Standardizing the deployment and integration of such platforms will enable efficient issue tracking, resolution, and reporting for both city officials and residents.

**Mass Notification/Civic Alerts:**

Timely and accurate communication during emergencies, public events, or service disruptions is paramount for ensuring public safety and community resilience. Mass notification systems, such as Civic Alerts, enable the City to disseminate critical information swiftly across multiple channels, including text messages, emails, and social media. Through a master agreement, the City intends to establish a reliable platform for mass notifications, centralizing administration, ensuring interoperability with existing systems, and optimizing cost-effectiveness through negotiated terms with service providers.

In summary, by entering into a master agreement encompassing these essential products and services, the City aims to streamline processes to standardize service delivery, and leverage economies of scale to optimize resource allocation and enhance the overall effectiveness of municipal operations and communication strategies.

<b>Current Contract</b>	<b>FY 2024 Cost</b>
CivicEngage	\$29,472.28
SeeClickFix	\$56,296.57
Codification	\$1,345.00
<b>Total Cost:</b>	<b>\$87,113.85</b>

Archive Social was recently consumed by Civic Plus. Once the opportunity arises, Information Technology intends to add social media archiving to the Master Agreement.

**Social Media Archiving:**

Social media platforms have become integral channels for civic engagement, public outreach, and communication for the City. However, the retention and archiving of social media content are crucial for compliance with legal and regulatory requirements, as well as preserving institutional knowledge and public records. By establishing a master agreement, the City aims to implement a comprehensive solution for social media archiving, ensuring the capture, storage, and retrieval of relevant content while adhering to data privacy and retention policies.

**THE ALTERNATIVES CONSIDERED:**

N/A

**Which alternative is recommended? Why?**

N/A

**CONFORMITY TO CITY POLICY:**

The Information Technology Department is seeking approval to enter into a master software agreement with

Civic Plus using TIPS Contract #220105. Purchases made through a cooperative contract are exempt from the competitive bidding process as stated in the Texas Local Government Code (TLGC) section 271.102, subchapter F; a local government that purchases goods or services under this subchapter satisfies any state law requiring the local government to seek competitive bids for the purchase of goods or services.

**FINANCIAL IMPACT:**

**What is the amount of the revenue/expenditure in the current fiscal year? For future years?**

Fiscal Year 2024 has an estimated expense of \$87,114. Future Fiscal Years will see a 5% increase and the addition of Archive Social.

**Is this a one-time or recurring revenue/expenditure?**

This is a reoccurring expenditure.

**Is this revenue/expenditure budgeted?**

Yes, funds are available in the Information Technology Fund account 627-2705-419.61-40.

**If not, where will the money come from?**

N/A

**Is there a sufficient amount in the budgeted line-item for this revenue/expenditure?**

Yes

**RECOMMENDATION:**

Staff recommends executing a master software agreement with Civic Plus, utilizing TIPS Contract #220105, in the amount of \$87,114 for FY 24 and that the City Manager or designee be expressly authorized to execute any and all change orders within the amounts set by state and local law.

**DEPARTMENTAL CLEARANCES:**

Communications  
Legal  
Finance

**ATTACHED SUPPORTING DOCUMENTS:**

Quote  
Agreement  
Contract Verification  
Certificate of Interested Parties  
Presentation