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Honorable City Council  
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Honorable City Councilors:

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I respectfully submit this docket item to this Honorable Council requesting the authorization to appropriate and expend the sum of \$1,137,285 from June 30, 2020 Certified Free Cash for the purposes of implementing Newton's municipal information and permitting management system. This exciting transformational leap to a state-of-the-art system will improve city operations for many departments as well as for city residents and those involved in obtaining permits and licenses.

The City's selection team chose OpenGov from five competitors in RFP #20-83, Municipal Information Management System Software & Implementation Services. The City's selection team consisted of members of Inspectional Services, IT, Planning, Health & Human Services, City Council (Chris Markiewicz), and the Chief Operating Officer. A consultant chosen under a separate bidding process in 2019 assisted the selection committee in evaluating and interviewing the bidders.

Newton's new municipal information and permitting system, operated by OpenGov, will include all permits, licenses and information about a property into one comprehensive database and will configure workflows to prompt departments on next steps on reviews and approvals. This will provide significant improvements for contractors and residents alike by allowing them to see more information online with greater "self service" and having contractors apply online for various requests for inspections and permits.

OpenGov, a California-based company with an office in Boston, is used by over 1,000 municipalities in the country for on-line permitting and other systems. In Massachusetts alone it is used now by 83 municipalities for information and permitting systems.

Total project costs covered in this docket request include OpenGov's software and professional services for FY21-23, a lead project consultant (see below) and an assistant focused on the critical 18 month implementation period, additional hardware and inspectional devices, and funds for any needed data conversion and cleanup.

Dottie Keene, of D.H. Keene Associates, Inc. has been working with the city team since 2019 to analyze business practices, document requirements into an RFP and facilitate the evaluation and selection of a winning vendor. She will now assist the city with OpenGov implementation by working with multiple departments to describe and configure the business workflows in the new

system. She will also test and approve data conversions and ensure that interfaces and integrations with city systems are complete and correct. She will assist with testing and training of departmental users and ensure a smooth rollout of an updated public website for permits and licenses and property information lookups.

The new Newton information and permitting system, powered by OpenGov, will transform how the City of Newton conducts vital city business. It will provide great benefits for city departmental operations and coordination, business and contractor interactions, and for the public researching property information. Implementation will take place in phases during 2021 and 2022, with the development permits related to ISD, Planning, and Fire covered in the first group.

Thank you for your consideration of this matter.

Sincerely,

A handwritten signature in black ink that reads "Ruthanne Fuller". The signature is written in a cursive, slightly slanted style.

Mayor Ruthanne Fuller