

**CITY OF WEST ALLIS**  
**RESOLUTION R-2021-0584**

**RESOLUTION TO APPROVE A FIVE-YEAR CONTRACT WITH OPENGOV FOR  
LICENSING, PERMITTING, AND SERVICE DELIVERY SOFTWARE**

**WHEREAS**, the City of West Allis wishes to provide a streamlined resident and business service environment using online tools that will eliminate the need to go to multiple departments for licenses, permits, and other services and allow online payments; and

**WHEREAS**, previous software solutions have not met the needs of the city, residents, and businesses; and

**WHEREAS**, City staff who are involved in public-facing service delivery have undertaken due diligence to identify a solution that meets the needs of the city, residents, and businesses by participating in demonstrations, reference checks, and review of proposals; and

**WHEREAS**, the Citizen Services Suite provided by OpenGov will allow the City to improve the customer service delivery, while automating and streamlining the internal workflows, resulting in the same productivity, but less time for customers and less staff time; and

**WHEREAS**, OpenGov is an intuitive and mobile-friendly software solution that currently services over 1,000 governments across the country including Eau Claire, Fond du Lac, Sun Prairie, Milwaukee, Oconomowoc, Mount Pleasant, Eau Claire County, and Ozaukee County; and

**WHEREAS**, the City Attorney's Office and Information Technology Department have reviewed the contract and statement of work; and

**WHEREAS**, the City of West Allis Common Council deems it to be in the best interest of the City of West Allis to accept the proposal from OpenGov;

**NOW THEREFORE, BE IT RESOLVED** by the Mayor and the Common Council of the City of West Allis that the proposal dated September 2, 2021 from OpenGov, Inc. for Citizen Services Suite, for an annual cost of \$79,900 for five years, a prorated 3-month cost of \$19,975 for the remainder of 2021, and an implementation cost of \$120,000 is accepted.

BE IT FURTHER RESOLVED, that additional implementation costs of an amount not to exceed \$50,000 is approved for integrations with other software.

BE IT FURTHER RESOLVED, that an allocation from the City's American Rescue Plan Act funding is approved to cover the implementation costs and the prorated annual subscription costs for 2021 will be charged to #100-8813-517.3201 with the \$19,975 transferred Account #100-8813-517.30-04.

BE IT FURTHER RESOLVED that the City Administrator is authorized to enter into a contract with OpenGov, Inc., and make such non-substantive changes, modifications, additions and deletions to and from the various provisions of the proposal as may be necessary and proper to correct inconsistencies, eliminate ambiguity and otherwise clarify and supplement said provisions to preserve and maintain the general intent thereof and to protect the interests of the City, including but not limited to, any and all changes necessary to preserve the intent of the Common Council of the City of West Allis.

**SECTION 1: ADOPTION “R-2021-0584” of the City Of West Allis Municipal Resolutions is hereby *added* as follows:**

#### ADOPTION

R-2021-0584(*Added*)

PASSED AND ADOPTED BY THE CITY OF WEST ALLIS COUNCIL

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	<b>AYE</b>	<b>NAY</b>	<b>ABSENT</b>	<b>ABSTAIN</b>
Ald. Angelito Tenorio	_____	_____	_____	_____
Ald. Vince Vitale	_____	_____	_____	_____
Ald. Tracy Stefanski	_____	_____	_____	_____
Ald. Marty Weigel	_____	_____	_____	_____
Ald. Suzette Grisham	_____	_____	_____	_____
Ald. Danna Kuehn	_____	_____	_____	_____
Ald. Thomas Lajsic	_____	_____	_____	_____
Ald. Dan Roadt	_____	_____	_____	_____
Ald. Rosalie Reinke	_____	_____	_____	_____
Ald. Kevin Haass	_____	_____	_____	_____

Attest

Presiding Officer

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Rebecca Grill, City Clerk, City Of  
West Allis

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Dan Devine, Mayor City Of West  
Allis