



December 12, 2019

Common Council  
Administration and Finance Committee  
City of West Allis, WI

RE: Licenses and Permitting Software

Dear Committee Members:

For the past year, the City of West Allis has been actively searching for a new software solution for departments which handle permits and licensing. Currently, departments utilize a variety of programs, including a program which was built by our IT Department. In our efforts to create a “virtual city hall,” which includes streamlined processes and allows our customers to have 24/7 access to our services, it is necessary to implement a software solution which meets these requirements. Additionally, the solution needs to be mobile friendly, configurable, and a cost effective solution which requires minimal support from our IT Department. Over the last year, the City met with several different software solution companies, interviewed staff from each department involved, and wrote a very comprehensive RFP.

During our research, we discovered a software solution called [MyGovernmentOnline](#) which we would like to pursue. This solution was developed by a government entity in Louisiana. Since the development in 2005, it has expanded to 14 states and multiple communities across the country. Because this is a government-to-government agreement, there is no need for an RFP. This solution is available with no large, up-front costs to purchase. The costs to implement would be limited to travel costs for their staff who need to come here to build the solution and train staff. Once we go live, there is no base fee for their software, only a monthly fee that is more cost effective than any others we have reviewed. In addition to meeting aforementioned requirements, they also provide all customer service for staff and applicants and will customize all of our forms and applications. This will allow for everything to be done online, including filling out the application, paying fees, scheduling inspections, checking on the status of an application, and receiving any final permits or approvals.

At this time, we are looking for direction from the Administration and Finance Committee on this solution. If this is something you would like us to pursue, we will work with MyGovernmentOnline to provide specific details on the project and bring a proposal (contract) to the committee for consideration in the first quarter of 2020. This timing will allow us to utilize this solution for various processes by the summer of 2020. Additional processes will be added throughout 2020 and early 2021.

If you have any questions, please feel free to contact anyone of us.

Thank you for your consideration.

Sincerely,

Edward Lisinski, P.E.  
Director, Department of  
Building Inspection and  
Neighborhood Services

Tony Warkoczewski  
IT Director

Rebecca N. Grill  
City Administrator