



# Lake Havasu City

Lake Havasu City  
Council Chambers  
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## Legislation Details (With Text)

**File #:** ID 22-3534    **Version:** 1    **Name:**

**Type:** Action Item    **Status:** Agenda Ready

**File created:** 11/2/2022    **In control:** City Council

**On agenda:** 11/22/2022    **Final action:**

**Title:** Approve the Perpetual Enterprise LMS License Agreement, Support and Maintenance Agreement and the LMS Hosting Agreement with MaintStar, Inc. for the Land Management Software (LMS) System Used for Permitting, Planning and Zoning Cases, Code Enforcement Cases, and Business Licenses (Jeff Thuneman)

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. Perpetual Enterprise LMS License Agreement, 2. Support and Maintenance Agreement, 3. LMS Hosting Agreement, 4. Statement of Work, 5. Exhibit A - Pricing Summary, 6. Exhibit A - Electronic Plan Review

Date	Ver.	Action By	Action	Result
11/22/2022	1	City Council	Approved	Pass

## COUNCIL COMMUNICATION

**TO:** Honorable Mayor and Council

**FROM:** Jeff Thuneman, Director of Development Services

**SUBJECT:**  
Approve the Perpetual Enterprise LMS License Agreement, Support and Maintenance Agreement and the LMS Hosting Agreement with MaintStar, Inc. for the Land Management Software (LMS) System Used for Permitting, Planning and Zoning Cases, Code Enforcement Cases, and Business Licenses (*Jeff Thuneman*)

**FUNDING SOURCE:**  
General Fund

**PURPOSE:**  
Approve the Perpetual Enterprise LMS License Agreement, Support and Maintenance Agreement and the LMS Hosting Agreement for the purchase, implementation, and support/maintenance of the MaintStar Land Management Software (LMS) System to replace the City’s existing Sungard HTE system for permitting, planning and zoning cases, code enforcement cases, and business licenses.

**BACKGROUND:**  
The current Sungard HTE system was originally installed in 2002. The system looks and works much like it did 20 years ago. The reporting and permitting systems are out-of-date, inefficient and requires additional staff time

to administer and use. The system difficulties extend to many third-party vendors and add-in products due to the system being obsolete.

Purchase of a new LMS system was included in the Development Services budget for Fiscal Year (FY) 2022-23. Eight (8) proposals were received in response to a Request for Proposal (RFP) for LMS systems. The RFP specified the minimum specifications and evaluation criteria for proposals. The selection committee evaluated the proposals and observed demonstrations of various systems. The committee's evaluation tabulation determined that MaintStar, Inc. meets all specifications and is the most comprehensive product to meet the needs of the City.

Implementation of the system is priced at approximately \$187,500 with annual support/hosting/maintenance fees of approximately \$50,000. With the budget at \$500,000 there will be additional funds for addressing any issues that arise during implementation.

**COMMUNITY IMPACT:**

The improved LMS system will allow the City to improve automation, streamline processes and provide enhanced levels of customer service.

**FISCAL IMPACT:**

Funds in the amount of \$187,500 are available in the FY 2022-23 budget for purchase, implementation, and support of the new Land Management Software System.

**ATTACHMENTS:**

Perpetual Enterprise LMS License Agreement  
Support and Maintenance Agreement  
LMS Hosting Agreement  
Statement of Work  
Exhibit A - Pricing Summary  
Exhibit A - Electronic Plan Review

**SUGGESTED MOTION:**

I move to approve the Perpetual Enterprise LMS License Agreement, Support and Maintenance Agreement, LMS Hosting Agreement and the Statement of Work between Lake Havasu City and MaintStar, Inc. in an amount of \$187,500 and authorize the City Manager to execute the agreements on behalf of the City.