MEMORANDUM

To:	Mayor and City Council
From:	Josh Littrell, Director of Enterprise Solutions
Date:	September 23, 2025
Reference:	Consider approval to purchase OpenGov Permitting & Licensing; Capital Planning & Project Management software from Vertosoft, DIR contract #DIR-CPO-5327; in the amount of $400,502.42, as budgeted; and authorizing the City Manager to sign any necessary documents.
2040:	**Apply "Smart City" Approach to Resource Management**

Introduction:

This item is presented to consider approval to purchase OpenGov Permitting & Licensing; Capital Planning & Project Management software from Vertosoft, DIR contract #DIR-CPO-5327; in the amount of $400,502.42, as budgeted; and authorizing the City Manager to sign any necessary documents.

Background:

For the past nine years, the City has relied on Tyler Technologies "Energov" permitting and licensing software system to support development services permitting and related functions. Although this system has been functional, it no longer meets the needs of our community or staff. As a system that is hosted and maintained on-site, the current system requires resource-intensive maintenance and upgrades that disrupt both staff operations and customer service.

The marketplace for enterprise systems such as this has changed over the past nine years. Staff has spent months exploring alternative solutions to "Energov" and has determined that OpenGov provides the most comprehensive and future-ready solution for the City of Coppell. OpenGov offers an end-to-end digital permitting and licensing platform that enables residents, businesses, and contractors to apply, track, and pay for permits and licenses entirely online. The platform also delivers robust workflow automation, mobile inspection capabilities, and real-time reporting.

OpenGov is a leading provider of cloud-based Software-as-a-Service (SaaS) solutions designed specifically for local governments, agencies, and public sector organizations. Their platform modernizes and streamlines essential municipal operations by providing user-friendly, secure, and highly configurable tools for permitting, licensing, budgeting, inspections, and citizen engagement.

OpenGov will provide modules for several critical permitting functions including right-of-way permitting, health inspections, and others that are currently handled manually or through separate, disconnected systems. Capital project tracking, budget tracking, asset management integration, and project collaboration tools for staff, contractors and stakeholders will also be included.
Notable features include:

- Workflow automation with drag-and-drop configuration

- Customizable forms with conditional logic and flexible routing

- Mobile tools for field staff

- Automated content creation

- Cloud-based infrastructure that eliminates downtime from upgrades and ensures ongoing scalability and security

This investment will represent improved service, enhancing the customer experience, and ensuring Coppell remains efficient, innovative, and effective in responding to community needs. To ensure competitive purchasing, staff utilized the Texas Department of Information Resources cooperative contract.

The fiscal impact of this proposed contract will be $400,502.42, including implementation support. Renewal costs would be $201,982.99 in year two and $205,624.56 in year three.

Benefit to the Community:

Implementing OpenGov will provide significant benefits to the community, including a consistent, intuitive online portal for permits, licenses, renewals, and inspections, accessible anytime and from any device. This will reduce wait times, improve transparency, and make interacting with the City more convenient.

Procurement Review:

Agenda item was reviewed by Procurement Services and they have determined that this is an appropriate method of contracting with this vendor.

Fiscal Impact:

The fiscal impact of this annual purchase is $400,502.42, as budgeted.

Recommendation:

The Enterprise Solutions Department recommends approval.