

## City of Marlborough Public Meeting Posting

Meeting Name: **City Council Finance Committee**

Date: **July 14, 2021**

Time: **7:00 PM**

Location: **City Council Chamber, 2<sup>nd</sup> Floor, City Hall**

RECEIVED  
CITY CLERK'S OFFICE  
CITY OF MARLBOROUGH

2021 JUN 29 P 3:34

This meeting will be held in the City Council Chamber. Public attendance is permitted. The meeting will be televised on WMCT-TV (Comcast Channel 8) or Verizon/Fios Channel 34) or you can view the meeting using the link under the Meeting Videos tab on the city's website, home page ([www.marlborough-ma.gov](http://www.marlborough-ma.gov)).

Order No.21-1008325: Communication from Mayor Vigeant with request for Transfer in the amount of \$213,852.00 which moves funds from PEG Fund to IT Equipment to fund an upgrade of our current permitting software "ACCELA" to new software "OpenGov" –Refer to Finance Committee.

THE LISTING OF TOPICS THAT THE CHAIR REASONABLY ANTICIPATES WILL BE DISCUSSED AT THE MEETING IS NOT INTENDED AS A GUARANTEE OF THE TOPICS THAT WILL HAVE BEEN DISCUSSED. NOT ALL TOPICS LISTED MAY IN FACT BE DISCUSSED, AND OTHER TOPICS NOT LISTED MAY ALSO BE BROUGHT UP FOR DISCUSSION TO THE EXTENT PERMITTED BY LAW.

The public should take due notice that the Marlborough City Council may have a quorum in attendance due to Standing Committees of the City Council consisting of both voting and non-voting members. However, members attending this duly posted meeting are participating and deliberating only in conjunction with the business of the Standing Committee.

Electronic devices, including laptops, cell phones, pagers, and PDAs must be turned off or put in silent mode upon entering the City Council Chamber, and any person violating this rule shall be asked to leave the chamber. Express authorization to utilize such devices may be granted by the President for recordkeeping purposes.



# IN CITY COUNCIL

Marlborough, Mass., JUNE 14, 2021

## ORDERED:

That the Transfer Request in the amount of \$213,852.00 which moves funds from PEG Fund to IT Equipment to fund an upgrade of our current permitting software "Accela" to "OpenGov", be and is herewith referred to **FINANCE COMMITTEE.**

### CITY OF MARLBOROUGH

### BUDGET TRANSFERS --

DEPT: IT

FISCAL YEAR: 2021

FROM ACCOUNT:

TO ACCOUNT:

Available Balance	Amount	Org Code	Object	Account Description:	Amount	Org Code	Object	Account Description:	Available Balance
<u>\$280,196.14</u>	<u>\$213,852.00</u>	<u>27000099</u>	<u>47750</u>	<u>Receipts Reserved-PEG Funds</u>	<u>\$213,852.00</u>	<u>19300006</u>	<u>58618</u>	<u>IT Equipment</u>	<u>\$0.00</u>
Reason: <u>Use PEG funds for full-featured citizen services</u>									
	<u>\$213,852.00</u>	Total			<u>\$213,852.00</u>	Total			

ADOPTED

ORDER NO. 21-1008325



# City of Marlborough Office of the Mayor

140 Main Street  
Marlborough, Massachusetts 01752  
Tel. (508) 460-3770 Facsimile (508) 460-3698 TDD (508) 460-3610  
www.marlborough-ma.gov

3  
Arthur G. Vigeant  
RECEIVED  
CITY CLERK'S OFFICE  
CITY OF MARLBOROUGH  
Patricia M. Bernard  
EXECUTIVE AIDE  
2021 JUN 10 A 10:12  
Ryan P. Egan  
EXECUTIVE SECRETARY

June 10, 2021

Council President Ossing  
Marlborough City Council  
140 Main Street  
Marlborough, MA 01752

**Re: Transfer request to upgrade permitting software**

Honorable President Ossing and Councilors:

Please find enclosed for your review and approval a transfer request in the amount of \$213,852.00 from the PEG account to fund an upgrade to our permitting software system.

The City is currently planning a permitting software upgrade to integrate all departments and make available online permitting. The IT department and Inspectional Services has researched what other communities are using, looked at numerous applications, and would like to move forward using OpenGov Cloud.

Attached is correspondence from IT Director Mark Gibbs outlining the plan and he will be available, along with Building Commissioner Tin Htway, to discuss this software upgrade and the increased benefits.

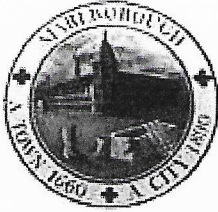
Thank you in advance for your cooperation.

Sincerely,

Arthur G. Vigeant  
Mayor

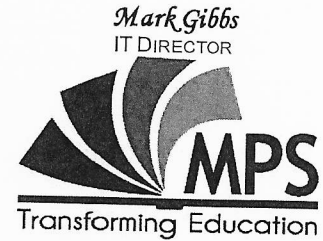
Enclosures





*City of Marlborough &  
Marlborough Public Schools  
Information Technology*

140 MAIN STREET  
MARLBOROUGH, MASSACHUSETTS 01752  
TEL. (508) 460-3763  
[mgibbs@marlborough-ma.gov](mailto:mgibbs@marlborough-ma.gov)



**June 8, 2021**

TO: Mayor's Office  
FROM: Mark Gibbs, Information Technology Director

Mayor,

I would like to respectfully request PEG funds necessary for the migration from our current permitting platform to another permitting platform, OpenGov Cloud.

The city moved to the Accela Automation Civic Platform back in 2015 when Accela purchased GeoTMS, which the Building Department was using at the time for issuing permits and managing inspections. Since then, Accela ownership has changed hands with several investment companies while support declined and all other Mass customers have moved on to other systems.

OpenGov Cloud is a leader in providing local governments with full-featured citizen services such as permitting, licensing, code enforcement, payments, storefront portal, forms and workflows. It is highly configurable while allowing for easy modification as the city's needs evolve. OpenGov currently serves over 100 communities in Massachusetts alone, including many of the surrounding cities and towns while covering the entire state of Rhode Island and a large part of Connecticut. This also includes many former Accela Automation customers.

OpenGov Cloud connects with MUNIS for financial reporting ease, Vision for real-time property assessment and ownership, and the State of Massachusetts for updated licensed contractor status. Once a licensed contractor registers with OpenGov Cloud for online permitting in one city or town, they don't need to register again. The customer service portal provides a seamless online permitting process along with online payment collection.

With OpenGov, we will be able to bring other departments onto the platform such as the DPW for road opening permitting, the Board of Health for licensing, the City Clerk's office for business licensing and the Conservation Department. Future uses could include dog licensing.

In short, our current solution has led us to evaluate alternative permitting and licensing platforms.

The total cost of the deployment and the 1st year costs is \$213,852.00.

Please feel free to contact me with any questions or concerns.

Thank You

Mark Gibbs  
IT Director

CITY OF MARLBOROUGH  
BUDGET TRANSFERS --

DEPT:

IT

FISCAL YEAR:

2021

FROM ACCOUNT:

TO ACCOUNT:

Available  
Balance

Amount

Org Code Object

Account Description:

Amount

Org Code Object

Account Description:

Available  
Balance

\$280,196.14

\$213,852.00

27000099

47750

Receipts Reserved-PEG Funds

\$213,852.00

19300006

58618

IT Equipment

\$0.00

Reason:

Use PEG funds for full-featured citizen services

Reason:

Reason:

Reason:

\$213,852.00

Total

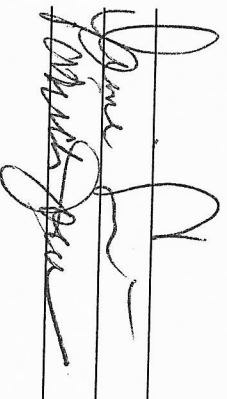
\$213,852.00

Total

Department Head signature:

Auditor signature:

Finance Director signature:



**PEG FEES**

8/29/2017 Verizon	\$111,192.81
8/29/2017 Comcast	\$105,212.77
11/7/2017 Comcast	\$104,451.39
11/29/2017 Verizon	\$108,894.94
2/27/2018 Verizon	\$105,934.98
2/27/2018 Comcast	\$102,247.17
2/27/2018 Comcast-franchise	\$3,332.00
4/2/2018 Verizon-franchise	\$3,295.50
5/8/2018 Comcast	\$96,069.98
5/21/2018 Verizon	\$107,727.46
8/23/2018 Comcast	\$95,348.01
8/23/2018 Verizon	\$101,215.51
8/28/2018 Verizon-franchise	\$2,678.62
11/16/2018 Comcast	\$94,728.72
12/4/2018 Verizon	\$97,462.08
12/4/2018 Verizon-franchise	\$5,049.85
2/20/2019 Comcast	\$95,246.35
2/20/2019 Verizon	\$97,007.90
3/4/2019 Verizon-franchise	\$5,026.30
3/25/2019 Verizon-annual fee	\$2,997.00
3/25/2019 Comcast-annual	\$3,208.00
5/17/2019 Comcast	\$92,916.51
5/31/2019 Verizon	\$99,268.12
8/15/2019 Comcast	\$91,956.97
8/15/2019 Verizon	\$96,147.32
10/31/2019 Verizon-franchise	\$4,981.72
11/27/2019 Comcast	\$91,515.93
11/27/2019 Verizon	\$91,540.94
11/27/2019 Verizon-franchise	\$4,743.06
2/19/2020 Verizon	\$90,845.00
2/19/2020 Comcast	\$91,062.00
2/19/2020 Verizon-franchise	\$4,707.00
3/6/2020 Comcast	\$3,039.00
3/26/2020 Verizon	\$2,699.00
5/21/2020 Verizon	\$87,007.22
5/21/2020 Verizon-video	\$19,508.15
5/21/2020 Comcast	\$90,576.12
8/14/2020 Comcast	\$88,411.98
8/31/2020 Verizon	\$82,974.09
8/31/2020 Verizon	\$4,299.18
11/25/2020 Comcast	\$89,038.41
11/25/2020 Verizon	\$81,285.83
11/25/2020 Verizon	\$4,211.69
2/19/2021 Comcast	\$86,807.95
2/19/2021 Verizon	\$80,730.88
2/19/2021 Verizon	\$4,182.95
3/26/2021 Xfinity	\$2,736.00
4/27/2021 Verizon	\$2,397.00
5/12/2021 Verizon	\$73,186.77
5/17/2021 Comcast	\$88,389.83
Total Funding	\$3,099,493.96
12/18/2017 co#17-1007095A	-\$282,100.00
5/21/2018 co# 18-1007263A	-\$355,519.00
10/15/2018 co# 18-1007352A	-\$254,000.00
3/11/2019 co# 19-1007565A	-\$510,832.30
9/9/2019 co# 19-1007730A	-\$220,000.00
9/23/2019 co# 19-1007751A	-\$30,000.00
3/23/2020 co# 20-1007940A	-\$473,846.52
12/21/2020 co# 20-1008140	-\$80,000.00
3/22/2021 co# 21-1008202A	-\$370,000.00
4/5/2021 co# 21-1008229A	-\$243,000.00
Total Transfers	-\$2,819,297.82
Available for future transfers	\$280,196.14