



# ***Town of Milford***

## ***Department Of Inspections***

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### **Municipity Cloud software upgrade.**

#### **1. What are the issues we are addressing?**

The Department of Inspections currently uses Muncity Enterprise software. The software is a complete department management software used to create applications, issue and track permits, track licenses and insurance, schedule inspections and appointments, track mileage and stores all documents in electronic records. The system is installed and runs on our town hall server. Network reliance has been problematic at times. Muncity Cloud was developed several years ago, removing the need for in-house servers along with creating a much higher level of functionality. Muncity Cloud can be launched from any computer with web access. Accessory to Muncity Cloud, is a mobile application. Muncity Mobile can be accessed from any ipad, tablet, or handheld device with web access. All stored documents are fully viewable from the field, including building and site plans, applications, contractor info, etc. Photos of installations, violations, etc. can be taken from the device and uploaded immediately. Muncity Cloud will greatly improve the efficiency, reliability, and security of Permits, Operations, and Records.

#### **2. What is the current situation?**

The current software is functional, however is no longer being upgraded by the developer, as they now focus on the web based product. They do continue to provide limited support for the enterprise based product.

#### **3. Proposed Solution**

The proposed solution is to upgrade the department software to Web Based Muncity plus Muncity Mobile. The cost is \$8000 for purchase and installation.

#### **4. Metrics**

Muncity was originally purchased with funds appropriated at the October 24, 2011 Special Town Meeting, and was launched on January 1, 2012. The cost was approximately \$25,000, which included software, setup, training, and data import for approximately 10,000 parcels. Muncity Cloud is an upgrade of the existing product, and is significantly less than the initial Purchase. Annual maintenance contract will be reduced slightly.

#### **5. Alternatives Investigated**

In the summer of 2011, 5 products were reviewed and demoed by the Department of Inspections. Of the 5, Muncity was clearly the superior product for the needs of the department, and at a cost of ¼ of the nearest competitor with equivalent features. Effectively, the alternative would be to continue without an upgrade. Purchasing of another product would be more costly and less effective for the department.





**MUNICITY**  
Software Consulting Associates

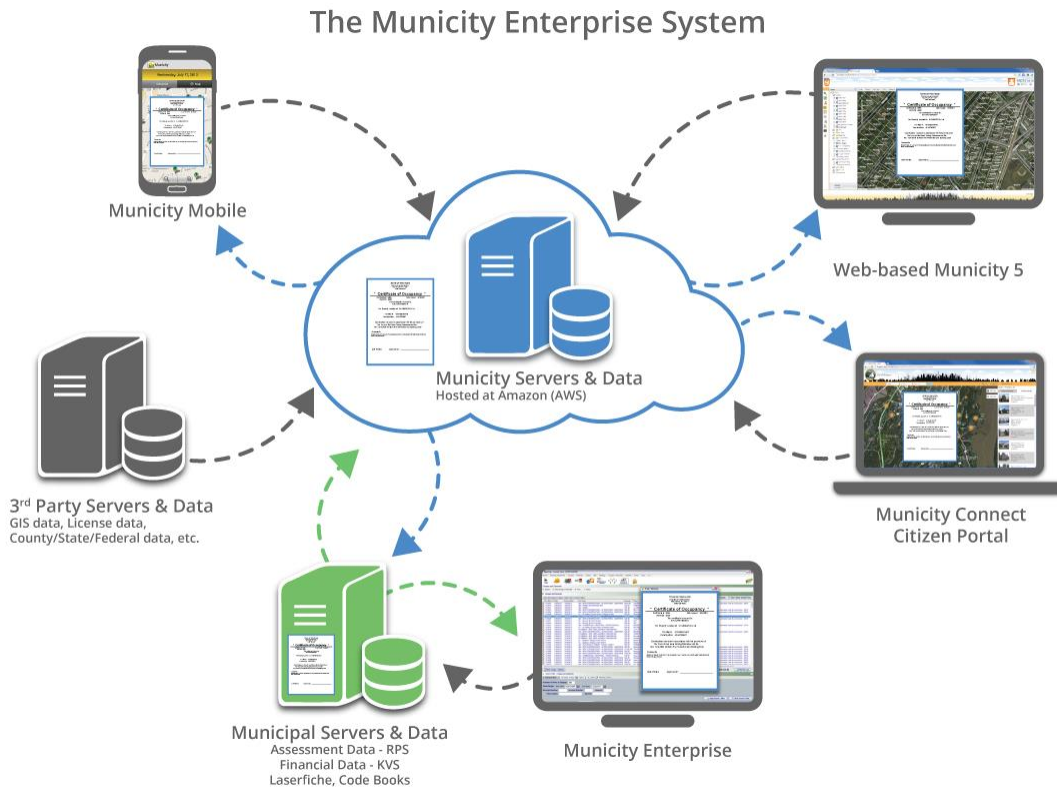
**MUNICITY- CLOUD  
SOFTWARE PROPOSAL  
FOR THE  
  
TOWN OF MILFORD, MA**

**AUGUST 3, 2016**

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# THE MUNICITY SOFTWARE SUITE

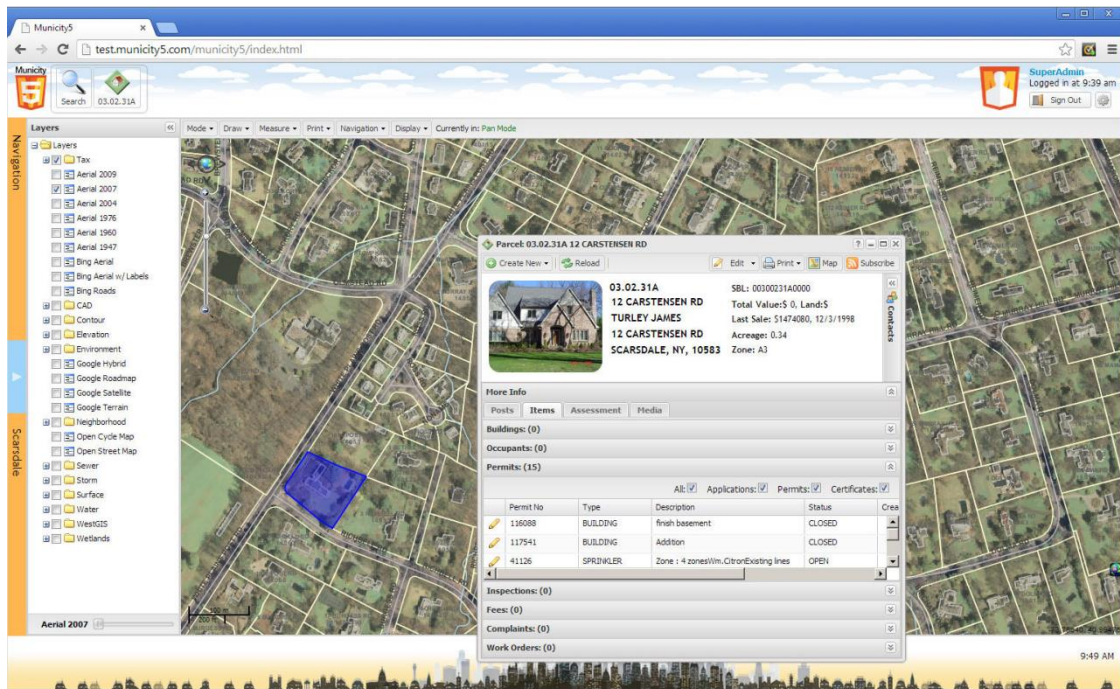


## MUNICITY - CLOUD

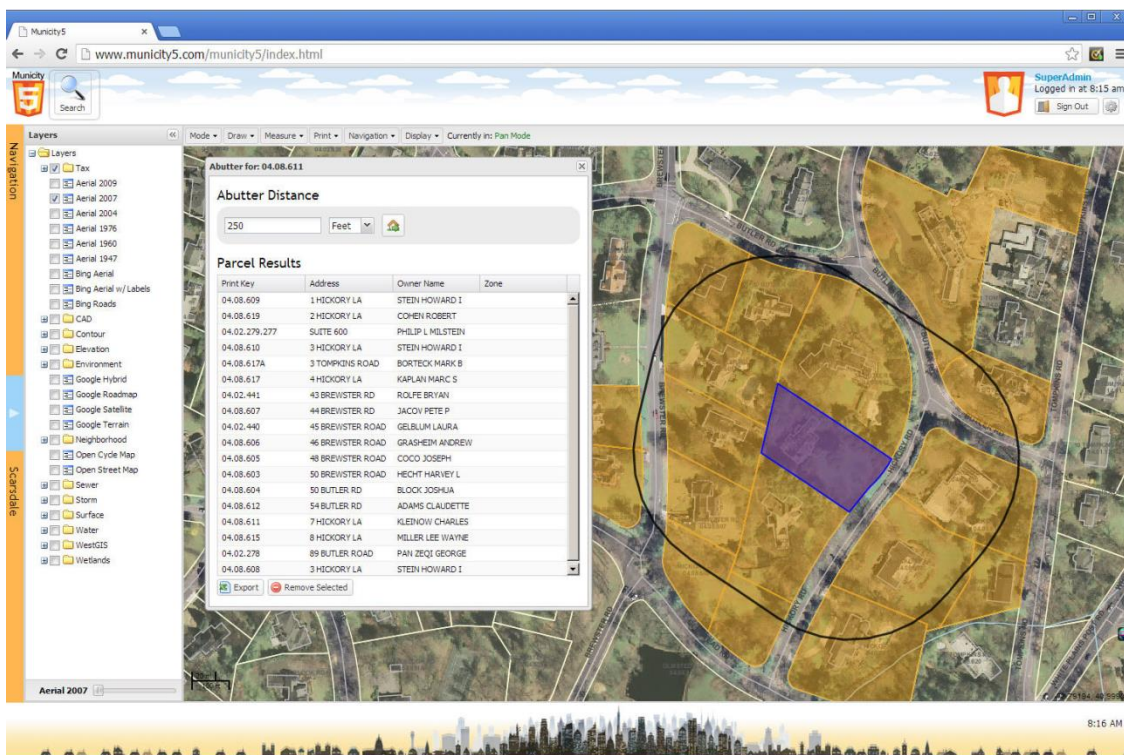
The Muncity - Cloud System is a fully web-based parcel management, building, code enforcement, licensing, and inspection software product that will automate nearly all the functions of your Construction Code office. Muncity Cloud uses the latest technology to provide extensive functionality and an easy to navigate user interface.

## GIS Integration

Municipity Cloud has a fully integrated GIS module that enables the visualization of all of your Municipity data via a geographic interface. Municipity GIS utilizes geospatial layer data from a variety of sources (the municipality, the County, the State and even some generally available layers from the federal government).

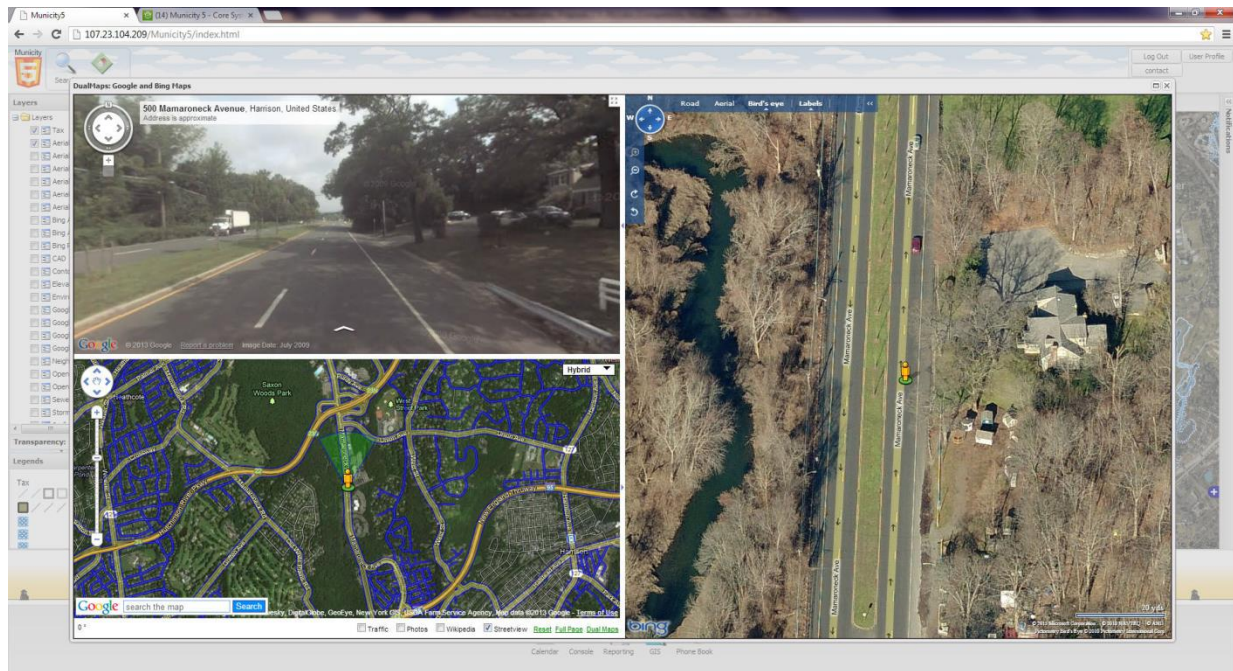


*Municipity GIS / Mapping System*



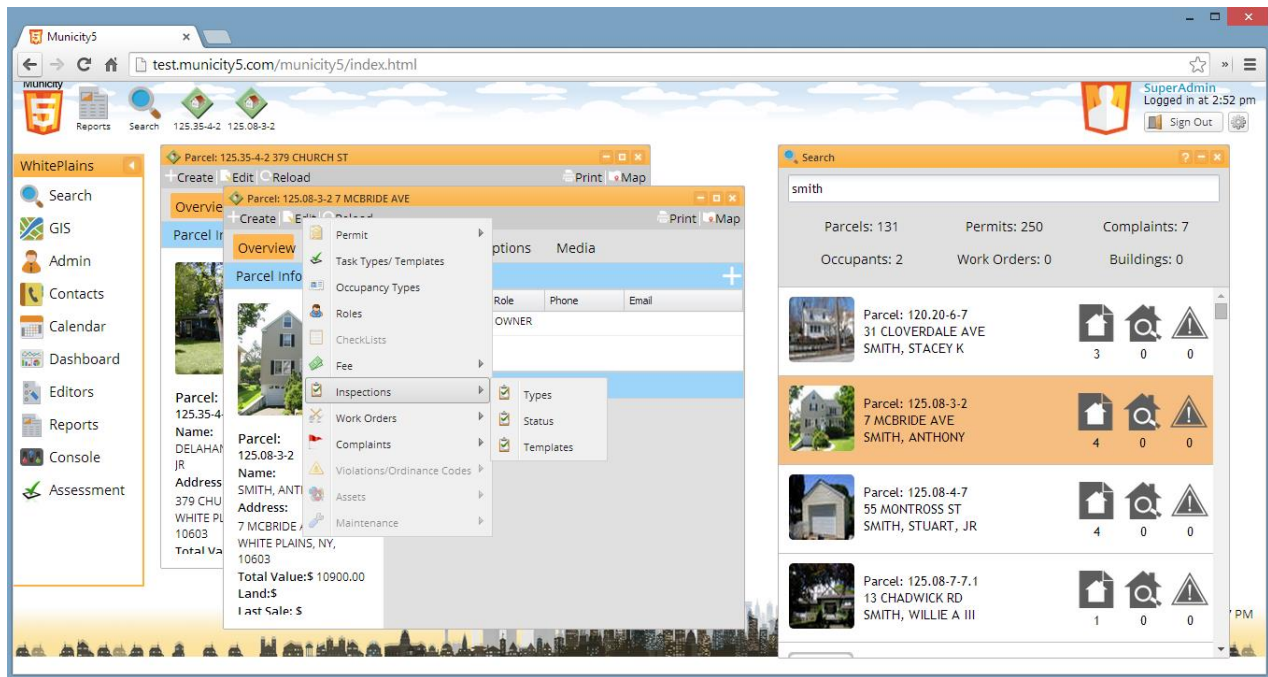
*Abutter (Neighbor) Notices*





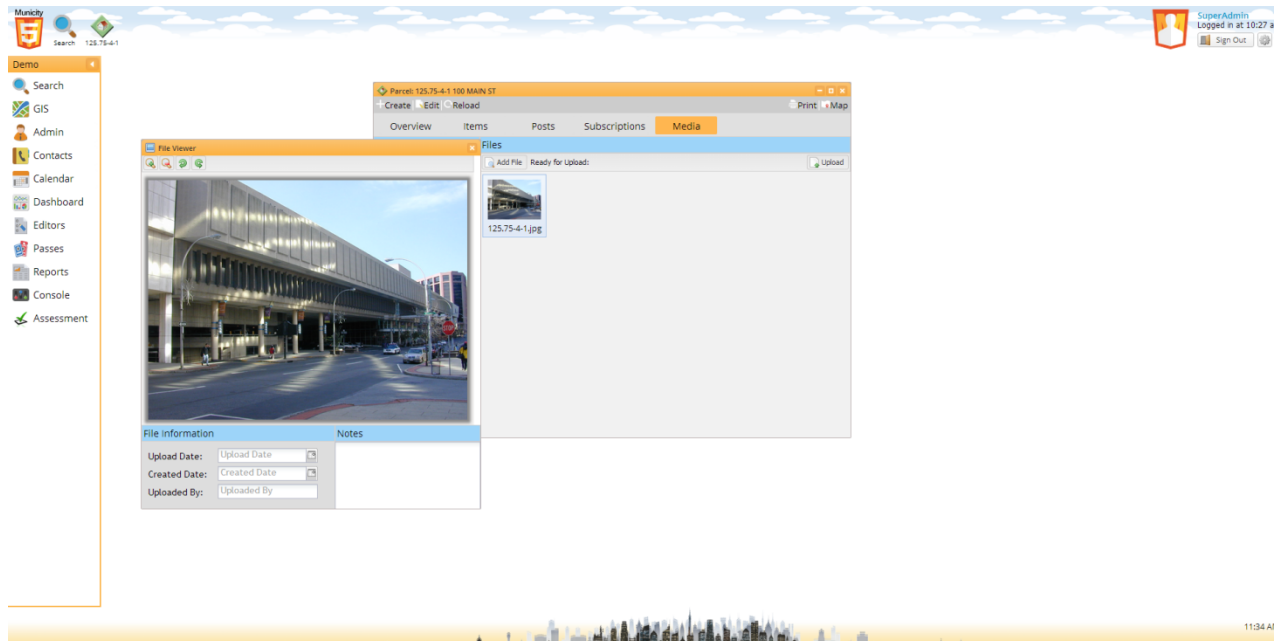
*Muncity Cloud Web-Based Integrated GIS w/ Streetview (Note: Streetview not available in some areas).*

**Parcel Information** - Search for parcels by owner, address, parcel number and then view all parcel information such as owner, owner's address, zoning, property class, acreage, etc.



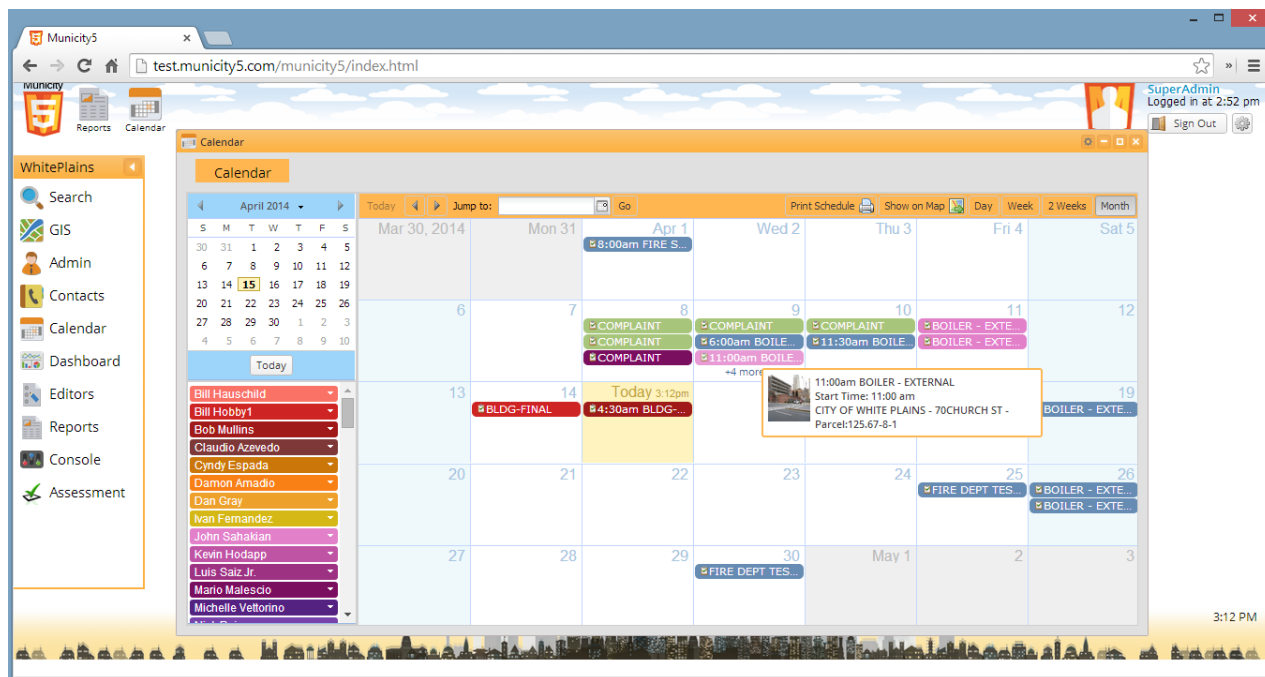
*Muncity Cloud showing two parcel editors*

**Media** – Attach any electronic files to you parcels, permits, inspections or complaints. Upload pictures, documents, pdf files, and videos, whatever and then rearrange into subdirectories. Print or email the files. View all pictures in a slideshow, add notes, or download to your computer.



*Muncity Cloud Media – slide show viewer*

**Appointment Calendar** - Fully integrated appointment calendar for scheduling of inspections. With appropriate user rights you can view multiple inspectors from one calendar and re-assign or re-schedule inspections. Completing inspections from the calendar automatically completes the inspections on the associated permit.



*Muncity Cloud – Appointment Calendar*



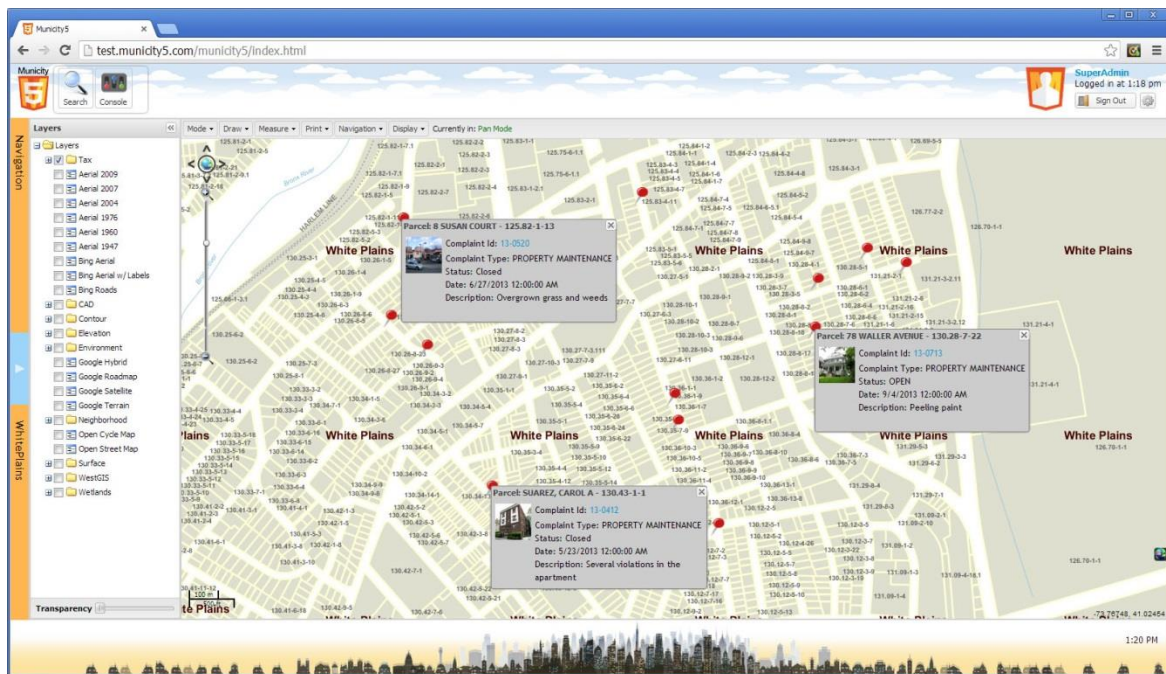
**Console Module** - The Municipity Console is an extremely powerful way to view and interpret your municipality's data. View permits, inspections, violations, licenses, fees and more in customizable spreadsheet layout. Filter and search based on type, dates, status, inspector, names or addresses. Print reports, export to Excel or create Microsoft Word mail merged documents, or plot the data on a GIS map.

The screenshot shows the Municipity Cloud Console interface. The top navigation bar includes 'Municipity5' and a search bar. The left sidebar contains 'Layers', 'GIS', 'Admin', 'Contacts', 'Calendar', 'Dashboard', 'Reports', 'Console', and 'Assessment'. The main content area is titled 'Console' and features a search filter for 'Complaint'. Below the filter, there is a table of 'Complaint Results'.

Number	Date	Initial Inspection	Inspector	Status	Type	Address	Applicant	Description	Closed Date
14-1040	01/02/2014	01/02/2014	MMALESIO	OPEN	COMMERCIAL VEHI...	7 ROOSEVELT ST	CONTRERAS, GILBE...	Commercial Vehicle...	
14-1041	01/02/2014	01/02/2014	MMALESIO	OPEN	PROPERTY MAINT...	40 MIDCHESTER A...	CUDDLES & LUCY, ...	Columns need repair.	
14-1042	01/02/2014	01/02/2014	BHAUSCHILD	Closed	ELEVATOR VIOLATI...	25 City Place	The Lofts	Elevator violations	02/24/2014
14-1043	01/02/2014	01/02/2014	TMAGNOTTA	OPEN	GRAFFITI	15 GEDNEY WAY	OLADIPO, OLATUN...	Graffiti	
14-1044	01/02/2014	01/02/2014	TMAGNOTTA	OPEN	Special Permit Req...	SANDERS, ROSEMA...	SANDERS, ERIC M	Illegal storage of m...	
14-1045	01/03/2014	01/03/2014	MMALESIO	Closed	SNOW	408 MAMARONECK...	PERLLESH, MARK	Failure to remove s...	01/09/2014

Below the table, there are buttons for 'Export to CSV' and 'Show on Map'. The bottom status bar indicates 'Displaying 1-50 of 318' and 'Page 1 of 7'.

*Municipity Cloud Console*



*Municipity Cloud – Plotting of Complaint Activity in the municipality*

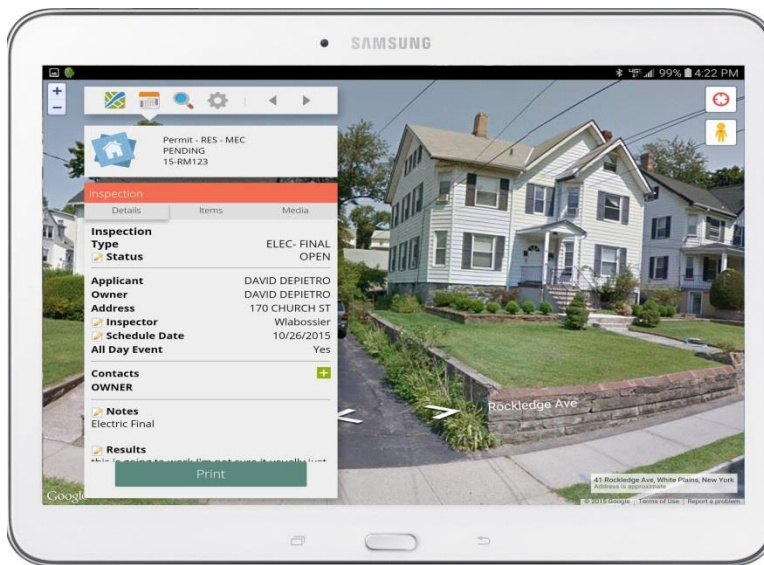
## Optional Items

### MUNICITY MOBILE

The Muncity Mobile application allows users to interact directly with the Muncity database via any mobile device, including smart phones and tablets (no need to synchronize once you get back to the office – you are working with live data).



## Functions



- Create Complaints, Appointments, Violations, and more.
- Schedule and complete inspections.
- View your inspections schedule in a list or multi-pane view with Google street view.
- Pull up information on any parcel in your municipality.

- Search for items and parcels in the database using the advanced search option.
- Search items can be projected on the map and color-coded based on status.



## Mobile Printouts

Connect via Bluetooth to any wireless printer to print out violations, inspection notices, tickets, appearance tickets and more. Take a picture and it automatically attaches to the item you are working with. We also offer Square credit card reader integration for processing payments in the field. We do not provide the hardware directly to the municipality — we let you choose. However, the program can work on any modern platform.



## INVESTMENT

### Municipity Cloud – Web Based Municipity

[ ] **Municipity Cloud**

Base software	\$ 5,000
Setup, Installation and Training	\$ 1,000
Total for Municipity Cloud	\$ 6,000
<i>Annual Maintenance, Support and Hosting</i>	<i>\$ 1,300</i>

### Optional Items

### Municipity Mobile

[ ] **Municipity Mobile**

<b>Initial Setup</b>	<del>\$ 500</del> Included
Additional Users	\$ 500 / User
<i>Annual Maintenance, Support and Hosting</i>	<i>\$ 200 / user</i>

*Note: Customer is responsible for procuring their own Android device(s) (phone or tablet) and data plan.*

**Number of Municipity Android App. Users** \_\_\_\_\_

## AUTHORIZATION

The Town of Milford, MA hereby agrees to the procedures outlined above and the “Terms and Conditions” attached hereto and made a part hereof, and authorizes Software Consulting Associates to proceed with the project.

Town of Milford, MA

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

SOFTWARE CONSULTING ASSOCIATES

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_