



**CITY OF WILDOMAR
CITY COUNCIL REGULAR MEETING
GENERAL BUSINESS
Agenda Staff Report # 3.5
Meeting Date: June 10, 2026**

SUBJECT: Award of Contract for Permitting and Licensing Software to OpenGov via Sourcewell Cooperative Contract No. 010121-OPG (Development Services)

SUBMITTED BY: Robert Flores, Community Development Director

PREPARED BY: Robert Flores, Community Development Director

ACTION:

1. Authorize the City Manager or designee to execute an End User License Agreement (EULA) with Open Gov, Inc. for Permitting and Licensing Software via Sourcewell Cooperative Contract No. 010121-OPG;
2. Authorize the City Manager or designee and the City Attorney's Office to make minor changes to the EULA, in coordination with OpenGov, Inc., to ensure the agreement is satisfactory before executing, and bring back to the City Council any significant changes; and
3. Authorize the City Manager or designee to execute any and all related documents and agreements necessary to implement the EULA.

SUMMARY:

The City of Wildomar (City) is seeking authorization to enter into a contract with Vertosoft for OpenGov's cloud-based Permitting and Licensing software based on the Sourcewell Cooperative Contract. The software will modernize Development Services operations across Building and Safety, Planning, Code Enforcement, and Public Works/Engineering permitting and Business Registration, replacing the City's existing legacy systems with a unified, cloud-based platform. The agreement will be executed via the Sourcewell Cooperative Contract No. 010121-OPG, satisfying the City's competitive procurement requirements without the need for a formal Request for Proposals (RFP) process.

BACKGROUND:

In January, 2026, the City Council adopted a list of seven overarching goals for the calendar year. The Council further directed that the following goal should be listed first: "Streamline Processes / Enhance Resident and Business Friendly Approach."

The City of Wildomar's Development Services currently operates across multiple disconnected systems. Building and Safety and Public Works utilize the Eden system, which is outdated, obsolete, and no longer supported by its vendor. Planning operations are managed through manual spreadsheets, Engineering operations are managed using a variety of methods, and Code Enforcement relies on a platform separate from other operational systems.

Applications are received by email, manually logged by staff, and payments are processed through a third-party system that is not connected to permit records. There is no online portal for residents or applicants, and the City has no reporting infrastructure to measure departmental Performance.

The City launched a formal Process Improvement Initiative with modernizing the permitting and development review process identified as a key strategic priority, consistent with City Council approved goals for 2026. The Community Development Director was tasked with leading the evaluation and procurement of a new permitting and licensing platform.

DISCUSSION:

Over a period of approximately eight months, City staff conducted a thorough evaluation of permitting and licensing software platforms. Staff solicited input from all affected departments, reviewed vendor demonstrations, and contacted references from other municipalities.

Following the evaluation, staff recommends OpenGov, Inc. as the solution that best meets the City's operational needs and long-term strategic goals. OpenGov is a cloud-based, AI-native software company purpose-built for state and local government, currently serving over 2,000 government agencies across the United States, including more than 50 cities and counties in California.

Scope of Implementation

The implementation will cover permit and license needs for Building and Safety, Planning and Zoning, Code Enforcement, Public Works/Engineering and Business Registration.

Key Platform Capabilities

Online Public Portal: A 24/7 accessible portal for residents and applicants to submit applications, make payments, and track permit status, eliminating email-based intake and reducing manual staff data entry.

AI-Powered Plan Review: A native digital plan review tool with AI-assisted review, AI-assisted code violation identification, concurrent multi-department review with color-coded annotations, version tracking across resubmittal cycles, and automatic generation of correction letters.

Automated Workflows: No-coding required with drag-and-drop workflow configuration, allowing staff to manage and modify application forms and routing rules independently, without IT involvement.

Real-Time Reporting: Live dashboards and configurable reports providing immediate visibility into permit volume, processing times, and performance metrics for department leadership, city

management, and City leaders.

SeeClickFix and Symbium Integration: Confirmed API integration with the City's existing SeeClickFix and Sybium platforms.

Mobile Inspections: A mobile application for inspectors with offline capability, configurable checklists, photo capture, and automatic sync to the permit record.

Platform Expansion: OpenGov's platform extends to enterprise asset management, procurement, financial management, and budgeting, enabling future consolidation of additional city software needs under a single vendor.

Procurement Method

The City proposes to procure OpenGov's Permitting and Licensing software through Sourcewell Cooperative Contract No. 010121-OPG. Sourcewell is a national cooperative purchasing organization that competitively bids contracts on behalf of government agencies across the United States. Use of a Sourcewell cooperative contract satisfies the City's competitive procurement requirements under the Municipal Code and eliminates the administrative burden and timeline associated with issuing a standalone Request for Proposals. The software will be purchased through Vertisoft, OpenGov's authorized Sourcewell reseller. All implementation, support, and product services will be provided directly by OpenGov.

City of Wildomar Sourcewell Account Number: 162187.

The City Manager's authority to execute agreements consistent with the Municipal Code and applicable Sourcewell cooperative contract terms applies to this procurement.

Implementation Timeline

OpenGov's standard implementation timeline for Permitting and Licensing is approximately six to eight months. The City's target go-live date is December 2026, with a January 1, 2027, operational launch. The implementation will follow OpenGov's structured five-phase methodology: Initiate, Validate, Configure, Train, and Launch, concluding with a period during which OpenGov's implementation team remains engaged to support the City's staff through initial production use.

To ensure go-live targets, the City will assign four (4) existing or temporary staff as "Subject Matter Experts", or SMEs, for each discipline within Development Services. SMEs will be responsible to facilitate and guide the processes with the vendor for their respective areas and will serve as trainers for other staff.

FISCAL IMPACT:

The cost of the OpenGov Permitting and Licensing software agreement includes an annual

software subscription fee and a one-time professional services fee for implementation. The agreement is structured as a three-year term with a capped annual increase of five percent (5%) per year on the software subscription, as specified in the End User License Agreement. Professional services are a one-time cost associated with the initial implementation. Year 1, including software and implementation services will cost \$48,882.29. Year 2 and beyond will only have a cost for software subscription.

The costs for augmentation of existing staff to facilitate the SME program is estimated to be \$205,000.00 for a six (6) month period within the 2026/2027 FY.

Funding for this agreement and augmented temporary staff will be appropriated through and be consistent with appropriations within the City's budget process for Fiscal Year 2026-2027.

ATTACHMENTS:

[Attachment A - OpenGov EULA.docx](#)

[Attachment B - Vertosoft quote OpenGov City of Wildomar CA.pdf](#)

[Attachment C - OpenGov Presentation](#)