



City Council Staff Report

Subject: Comcate Contract for Access Rocklin

Date: February 25, 2025

Submitted By: Ruth Green, IT Manager
Daniel Choe, Administrative Services Deputy Director

Department: Administrative Services - IT

Recommendation:

Adopt a Resolution of the City Council of the City of Rocklin (City) Approving the License and Ongoing Support and Services Contract with Comcate Software Inc and Authorizing the City Manager to Execute the Contract.

Background:

The City of Rocklin currently utilizes Comcate's Customer Relationship Management (CRM) software enables City staff to manage citizen interactions, track service requests, and improve customer service. The City's implementation, branded "Access Rocklin," includes a public-facing portal that allows residents to report issues, provide feedback, and access relevant information. Additionally, the Comcate CRM includes a mobile app that enables residents to report issues conveniently from anywhere in the community using a smartphone. Automated workflows route service requests to the appropriate staff, ensuring efficient tracking from initiation to resolution, while robust reporting capabilities support data-driven decision-making. The Comcate Code Enforcement Software module is used by the Code Enforcement Division to manage code enforcement cases, track violations, and enhance compliance efforts. This module includes features such as quick case creation, one-click reporting, and automatic case notifications, which streamline case management and improve operational efficiency.

The Comcate contract is nearing expiration and requires renewal. Staff recommends a three-year, agreement in the amount of \$148,377 to maintain this sole-source software, which can only be purchased and maintained by Comcate, as permitted by Rocklin Municipal Code Section 3.04.080.B, subject to City Council approval.

Fiscal Impact:

Sufficient funds are available in the Fiscal Year 2024/25 Operating Budget to support the proposed agreement. Funding for subsequent years will be contingent upon budget availability and approval in the applicable fiscal years.

ATTACHMENTS:

1. Resolution
2. Resolution Exhibit A - Agreement