

CITY COUNCIL AGENDA TOPIC

Resolution authorizing execution of an agreement with Riskconnect Inc. to extend the term for licenses to and support for Riskconnect Risk Management Information System software in an amount not to exceed \$500,000 plus all applicable taxes, for an additional five-year term.

Pete Bourgeault, Risk Manager, 452-2011

Jessica Wang, Risk Management Specialist, 452-2865

City Attorney's Office

EXECUTIVE SUMMARY**ACTION**

This Resolution approves an agreement with Riskconnect, which will allow Risk Management continued access to a cloud-based risk management information system database. The database efficiently processes critical Risk operations, while providing enhanced data analysis tools. The original agreement was for a five-year term from 2018-2023 and included the implementation of the custom incident reporting portal, COBii. A competitive exception form was completed, saving the City an estimated \$175,000 in implementation costs associated with creating COBii.

RECOMMENDATION

Move to adopt Resolution No. 10294

BACKGROUND/ANALYSIS

A Risk Management Information System (RMIS) is a claims management database used for tracking tort liability, workers' compensation, and subrogation (restitution for the damages done to City property) claims.

The Risk Management Division currently manages a RMIS database with approximately 3,000 liability claims, 5,000 workers' compensation claims, and 4,000 subrogation claims. Our current database also houses 2,000 Vehicle Incident Report Board (VIRB) data and decisions, as well as 5,000 incidents, illness, and injury reports that may become workers' compensation claims. The current software also allows incident reporting through cloud-based portals and has processed over 7,000 vehicle incidents, employee injury/illness incidents, City property damage incidents, and third-party general liability claims for damages over a five-year period. Risk Management also manages all additional third-party liability insurance policies which include property insurance, excess workers' compensation, excess liability, cyber, fine arts, and more.

The current RMIS software was licensed through an agreement with Riskconnect Inc. in December 2018 for a three-year term and two optional annual renewal terms in an amount not to exceed \$429,000, covering the years 2019 through 2023. This software replaced an outdated 1997 Access database with a new cloud-based database that has enhanced functionality to address a growing City and the requirements needed for Risk Management in 2024. The current software was developed by Riskconnect using the Salesforce platform. The cloud-based portals were custom built for the City's

needs in 2018. A cost-benefit analysis showed an estimated cost savings of \$175,000 due to the implementation costs associated with the custom employee incident portal for employee injuries, City vehicle incidents, property damage, parks-related incidents, and the third-party general liability claims for damages portal.

The current Riskonnect database has allowed for easy extraction of data and sharing information with City departments to support their decision making. It is integrated with other risk management processes, such as City insurance policies and certificates, and provides citizens an online option for filing claims for damages. This software is regularly updated and enhanced, creating more efficient and effective incident reported processes. It has enhanced Risk Management's ability to manage risk within the City by streamlining annual insurance policy renewals and managing the City's insurance certificates. It has also provided Risk Management with the innovation to help support all City departments in their future decision making as the City continues to grow.

POLICY & FISCAL IMPACTS

Policy Impact

BCC 4.28 provides for the fair and equitable treatment of all persons involved in the purchasing process. Council approval is required to award the bid where the cost exceeds \$350,000.

Fiscal Impact

This Resolution authorizes the City to execute an agreement with Riskonnect Inc. for an amount not to exceed \$500,000, plus all applicable taxes. This includes the software and applicable licenses, and support for the term of the contract and training. Funding exists in the 2023-2024 general self-insurance fund budget to cover the first year of the maintenance and support portion of this agreement. Funding for the additional four years of the contract will be requested during the 2025-2026 and 2027-2028 budget processes.

OPTIONS

1. Adopt the Resolution authorizing execution of an agreement with Riskonnect Inc. to extend the term for licenses to and support for Riskonnect Risk Management Information System software in an amount not to exceed \$500,000 plus all applicable taxes, for an additional five-year term.
2. Do not adopt the Resolution and provide alternative direction to staff.

ATTACHMENTS

Proposed Resolution No. 10294

AVAILABLE IN COUNCIL LIBRARY

Agreement with Riskonnect Inc.
Amendment #3
Competitive Exception Form