



Office of the City Manager

CONSENT CALENDAR  
September 20, 2022

To: Honorable Mayor and Members of the City Council  
From: Dee Williams-Ridley, City Manager  
Submitted by: LaTanya Bellow, Acting Director, Information Technology  
Subject: Contract No. 105921-1 Amendment: TruePoint Solutions, LLC for Accela Professional Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 105921-1 with TruePoint Solutions, LLC for professional services, increasing the amount by \$195,000, for a total not-to-exceed amount of \$1,047,200 and extending the term by two years for the term beginning June 1, 2015 to June 30, 2024.

FISCAL IMPACTS OF RECOMMENDATION

Funding for the additional professional services is available in the Fiscal Year (FY) 2023 Permit Service Center fund, Sewer Fund, and Transportation Fund, as itemized below, and any future expenditures are subject to Council approval of the proposed citywide budget and Annual Appropriations Ordinances.

**FY 2023: Professional Services – Planning**

\$150,000 FY 2023: 621-53-585-634-0000-000-472-612990  
(Permit Service Center Fund, IT)

**FY 2023: Professional Services – Public Works**

\$20,000 FY 2023: 611-54-623-676-0000-000-472-612990  
(Sewer Fund, Public Works)

\$25,000 FY 2023: 621-54-623-678-0000-000-472-612990  
(Permit Service Center Fund, Public Works)

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**\$195,000 Total Professional Services**

### CURRENT SITUATION AND ITS EFFECTS

The departments of Planning and Public Works currently use the Accela Civic Platform as its permitting system and continue to enhance online features that make it easier for customers to apply for a permit, schedule inspections, and pay for permits online. Feedback for making permitting more accessible online has been very positive and the City seeks to extend this functionality to all permit types.

These online enhancements have become particularly critical in order to keep permitting services accessible and efficient for the community during the COVID 19 pandemic and consistent with the City's strategic goal *"to be a customer-focused organization that provides excellent, timely and easily accessible service to the community."*

TruePoint Solutions provides resources that are focused on configuration and scripting work that is needed by the City to effectively implement these new features and provide support.

### BACKGROUND

Established in 2004, TruePoint Solutions, LLC provides design, implementation, and support services to public sector technology solutions. In 2005, TruePoint Solutions became an Accela-Certified implementation partner.

In 2015, the City contracted with TruePoint Solutions for report writing and additional scripting and configuration of Accela's Building Permit system. In 2016, the City Council approved an amendment with TruePoint Solutions for the management of the Private Sewer Laterals module for the Department of Public Works. In 2018, the City Council approved an amendment with TruePoint Solutions to provide professional assistance for the work on system issues as requested and prioritized by the City and suggest additional enhancements/improvements. In 2019, the City Council approved an amendment with Truepoint Solutions for additional configuration and troubleshooting assistance. In 2021, the City Council approved an amendment to enhance online functionality of Accela.

### ENVIRONMENTAL SUSTAINABILITY

The City will help reduce carbon emissions by allowing most, if not all, permitting processes to be performed online thereby reducing traffic into the City.

### RATIONALE FOR RECOMMENDATION

TruePoint Solutions is an Accela-Certified implementation partner. TruePoint performs specialized process analysis, configuration, and scripting to support the City's implementation of Accela's Permitting system. As a result, TruePoint has in-depth knowledge of City business processes and data architecture that would take another vendor years to acquire.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered completing these projects and enhancements without professional services however, doing so would lead to an inefficient allocation of staff resources and significantly extend implementation timelines.

CONTACT PERSON

LaTanya Bellow, Acting Director, Information Technology, 510-981-7012

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 105921-1 AMENDMENT: TRUEPOINT SOLUTIONS, LLC FOR  
ACCELA PROFESSIONAL SERVICES

WHEREAS, TruePoint Solutions provides design, implementation, and support services to public sector technology solutions, and are an Accela-Certified implementation partner; and

WHEREAS, these online enhancements have become particularly critical in order to keep permitting services accessible and efficient for the community during the COVID 19 pandemic and consistent with the City's strategic goal *"to be a customer-focused organization that provides excellent, timely and easily accessible service to the community"*; and

WHEREAS, TruePoint has previously provided excellent report writing, scripting, and consulting services for Accela and therefore has an in-depth knowledge of City business processes and data architecture that would take another vendor years to acquire; and

WHEREAS, funding for the additional professional services is available in the Fiscal Year (FY) 2023 Permit Service Center fund, Sewer Fund, and Transportation Fund, and any future expenditures are subject to Council approval of the proposed citywide budget and Annual Appropriations Ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend contract No. 105921-1 with TruePoint Solutions, LLC, increasing the amount by \$195,000, for a total not-to-exceed amount of \$1,047,200 and for the term beginning June 1, 2015 to June 30, 2024.