



Office of the City Manager

CONSENT CALENDAR
February 27, 2024

To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: Kevin Fong, Director, Information Technology
Subject: Contract No. 105921-1 Amendment: TruePoint Solutions, LLC for 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 \$250,000, for a total not-to-exceed amount of \$1,297,200 and extending the term by one year for the term beginning June 1, 2015 to June 30, 2025.

FISCAL IMPACTS OF RECOMMENDATION

Funding for the additional professional services are available in the Fiscal Year (FY) 2024 Permit Service Center Fund, Sewer Fund, and General Fund and in the Fiscal Year (FY) 2025 Permit Service Center Fund, Sewer Fund, and General Fund, as itemized below, and any future expenditures are subject to Council approval of the proposed citywide budget and Annual Appropriations Ordinances.

FY 2024: Professional Services – Planning
\$95,000 Fund 621 - Permit Service Center Fund

FY 2024: Professional Services – Public Works
\$20,000 Fund 611 - Sewer Fund, Public Works
\$10,000 Fund 011 - General Fund, Public Works

FY 2025: Professional Services – Planning
\$95,000 Fund 621 - Permit Service Center Fund

FY 2025: Professional Services – Public Works
\$20,000 Fund 611 - Sewer Fund, Public Works
\$10,000 Fund 011 - General Fund, Public Works

\$250,000 **Total Professional Services**

CURRENT SITUATION AND ITS EFFECTS

The departments of Planning and Public Works currently use the Accela Civic Platform as their permitting system to apply for permits, schedule inspections, pay for permits online, and maintain permits. TruePoint Solutions provides resources that are focused on configuration and scripting work that is needed by the City to effectively implement critical features and functionality as well as to provide consultation and technical support.

The contract amendment is essential to continue the successful operation of the Public Works and Planning departments' permitting software, meet ongoing technical support requirements, provide consultation services, and complete software projects that maintain the City's legal compliance.

This contract extension aligns with the City's strategic goal to be a customer-focused organization that provides excellent, timely and easily accessible service to the community.

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. In 2022, the City Council approved an amendment to extend online functionality of Accela and additional enhancements/improvements.

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 permitting system. 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

Kevin Fong, Director, Information Technology, 510-981-6541

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 is an Accela-Certified implementation partner; and

WHEREAS, TruePoint Solutions is essential to continue the successful operation of the Planning and Public Works departments' permitting software and meet ongoing technical support requirements; and

WHEREAS, TruePoint Solutions has previously provided excellent report writing, scripting, and consulting services 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 are available in the Fiscal Year (FY) 2024 Permit Service Center fund, Sewer Fund, and General Fund and in the Fiscal Year (FY) 2025 Permit Service Center fund, Sewer Fund, and General 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 \$250,000, for a total not-to-exceed amount of \$1,297,200 and for the term beginning June 1, 2015 to June 30, 2025.