



Office of the City Manager

CONSENT CALENDAR
March 28, 2017

To: Honorable Mayor and Members of the City Council

From: *DWR* Dee Williams-Ridley, City Manager

Submitted by: Savita Chaudhary, Director, Department of Information Technology

Subject: Contract No. 8865E Amendment: Accela, Inc. for Software Maintenance & Support, Professional Services and Training

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 8865E with Accela, Inc., for gold software maintenance and support, professional services and training, increasing the amount by \$59,907 for a total not to exceed \$1,424,795, from December 12, 2011 to June 30, 2019.

FISCAL IMPACTS OF RECOMMENDATION

This amendment will add \$59,910 to the City's existing contract. Funding is allocated in the Department of Information Technology:

\$11,952	Budget Code: 833-2703-410-3038 (Permit Service Center) FY 2017 Accela Customer Success Engagement (Building Permits)
\$9,591	Budget Code: 833-2703-410-3047 (Permit Service Center) FY 2017 Software Maintenance (Building Permits)
\$9,591	Budget Code: 845-2703-410-3047 (CUPA) FY 2017 Software Maintenance (Toxics Management)
\$16,489	Budget Code: 010-2703-410-3047 (Finance and HHCS/EH) FY 2017 Software Maintenance (Business License)
\$9,591	Budget Code: 830-2703-410-3047 (Public Works) FY 2017 Software Maintenance (Public Works)
\$2,693	Budget Codes: 150-2703-410-3047 FY 2017 Software Maintenance (Environmental Health)
\$59,907	Total FY17 Software Maintenance and Professional Services

FY 2017 Funding is currently funded and available. FY 2018 and FY 2019 costs will be included in the FY 2018 & 2019 Biennial Budget and subject to Council approval of the budgets and the Annual Appropriations Ordinances for each respective fiscal year. The

contract has been entered into the City's contract database and assigned CMS No: U64EH.

CURRENT SITUATION AND ITS EFFECTS

The Accela software platform currently supports Public Works Sewer Maintenance, Planning & Development Zoning Permits and Building Permits, and Finance Business Licenses.

Planning & Development implemented Accela software solution to support the Exterior Elevated Elements (E3) program, that went live in FY 2016, In addition, a limited number of online Building Permit applications went live in FY 2016. In FY 2017, Planning will implement enhancements to the Zoning Permits solution, and Planning's Office of Energy and sustainable Development (OESD) will also be implementing a solution to support the Berkeley Energy Saving Ordinance (BESO).

In 2017, the City Manager's Office is implementing Citywide Code Enforcement solution, Public Works is implementing Private Sewer Laterals, and Finance is making enhancements to the Business License renewal process.

The City has already been approved Professional services costs for all of the items mentioned above. The current request is to extend annual maintenance support for Accela and provide staff and users training on the platform for FY 2017.

The Planning & Development department would like to contract with Accela Software's customer success team to review current use of the Accela software to conduct the 2 day review onsite and provide written recommendations to be implemented based on best practices that will optimize their daily operations and provide improved customer service to the Community.

BACKGROUND

On June 1, 2010, the Department of Information Technology provided Council with a FUND\$ status report, estimating costs and outlining prioritization for replacing each of the nineteen FUND\$ modules.

On July 19, 2011, following Request for Proposals (RFP) #11-10535-C, Council approved a contract with Accela, Inc. for Business License software for Finance, as well as Zoning Permits for Planning.

On December 15, 2012, following Request for Proposals (RFP) #12-10643-C, Council approved a contract amendment with Accela, Inc. for a Computerized Maintenance Management System (CMMS) within Public Works, including work orders and asset management.

In June 2013, Planning went live with Zoning Permits. In September 2013, Finance went live with Business Licenses, and Public Works went live with Asset Management for Sewers.

On February 25, 2014, Council approved a contract amendment with Accela, Inc. for a Building Permits and Code Enforcement implementation with Planning and the City Manager's Office, as well as additional enhancements to the Public Works asset management implementation, including a mobile device solution for sewer maintenance management.

In June 2014, Planning went live with online Zoning Permit applications and payments, and in April 2015 Public Works went live with mobile devices for Sewer maintenance. In December 2015, Planning went live with Building Permits.

RATIONALE FOR RECOMMENDATION

Overall, Accela has provided a modern software solution with effective tools for workflow automation, auditing, reporting, online services, and mobile solutions for field staff. In addition, Accela's professional services division provides expert assistance to help implementations progress much more quickly than staff can achieve without them.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered supporting the Accela platform without annual maintenance, however annual maintenance allows the City to periodically upgrade to the latest version of the Accela software, which comes with bug fixes and feature enhancements to which we would not otherwise have access.

ENVIRONMENTAL SUSTAINABILTY

Since implementation, Accela has already helped vastly reduce the amount of paper used to reconcile workflows between FUNDS\$ modules. Residents may now apply for and pay for Zoning Certificates online, reducing greenhouse gas emissions for travel to the Permit Service Center. Additional online services will expand this benefit as they go live in FY16-17, including online building permit application and payment, and online BESO registration.

CONTACT PERSON

Savita Chaudhary, Director, Department of Information Technology, 981-6541

Attachments:

1: Resolution

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

CONTRACT NO. 8865E AMENDMENT: ACCELA, INC. FOR PROFESSIONAL SERVICES AND SOFTWARE MAINTENANCE

WHEREAS, the City Council authorized Contract No. 8865 with Accela, Inc. on July 19, 2011 (Resolution No. 65,398-N.S.) for software licensing, implementation, maintenance and related services for a licensing and permitting system; and

WHEREAS, the City Council authorized Contract No. 8865A with Accela, Inc. on December 11, 2012 (Resolution No. 65,965-N.S.) for the implementation of Asset Management software; and

WHEREAS, the City Council authorized Contract No. 8865B with Accela, Inc. on February 24, 2014 (Resolution No. 66,483-N.S.) for the implementation of Building Permits and Code Enforcement; and

WHEREAS, the City Council authorized Contract No. 8865C with Accela, Inc. on April 28, 2015 (Resolution No. 66,991-N.S. for Professional Services and Software Maintenance and Support; and

WHEREAS, the City Council authorized Contract No. 8865D with Accela, Inc. on April 28, 2015 (Resolution No. 66,991-N.S.) for the implementation of Building Permits and Code Enforcement; and

WHEREAS, the City Council authorized Contract No. 8865E with Accela, Inc. on September 13, 2016 (Resolution No. 67,656-N.S.) for the implementation of Building Permits and Code Enforcement; and

WHEREAS, the City of Berkeley has identified the need to continue implementing Accela to replace a portion of its FUND\$ system to improve customer service to community members; and the expansion of online services, web payments, auditing for internal controls, and performance reporting is a key component of increasing the efficiency of Citywide operations; and Accela, Inc. has provided a modern software system as well as expert professional services; and

WHEREAS, funding has been identified in the Vector Control Fund (150), Permit Service Center Fund (833), CUPA Fund (845), Sewer Fund (830), and General Fund (010), CMS No. U64EH.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that it authorizes the City Manager to amend Contract No. 8865E with Accela, Inc., increasing the amount by \$59,907 for a total not to exceed \$1,424,795 for gold software maintenance and support, professional services and training, from December 12, 2011 to June 30, 2019.