



Office of the City Manager

CONSENT CALENDAR
October 31, 2017

To: Honorable Mayor and Members of the City Council
 From: Dee Williams-Ridley, City Manager
 Submitted by: Savita Chaudhary, Director, Information Technology
 Subject: Contract: Accela, Inc. for Software Maintenance and Support

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute a contract with Accela, Inc. for software maintenance and support for the Accela Civic Platform for a total not-to-exceed \$240,788 from November 15, 2017 through June 30, 2019.

FISCAL IMPACTS OF RECOMMENDATION

Approval of this agreement will fund the proposed recommendation in the amount of \$240,788 across two fiscal years. For Fiscal Year (FY) 2018, funding in the amount of \$116,912 has been allocated as follows:

\$49,175	Planning: Software Maintenance and Support FY 2018 Budget Code: 833-2703-410-3047 (Permit Service Center, Information Technology, Software Maintenance)
\$15,571	Public Works: Software Maintenance and Support FY 2018 Budget Code: 830-2703-410-3047 (Sanitary Sewer Ops, Information Technology, Software Maintenance)
\$11,010	Finance: Software Maintenance and Support FY 2018 Budget Code: 010-2703-410-3047 (General Fund, Information Technology, Software Maintenance)
\$10,004	HHCS: Software Maintenance and Support FY 2018 Budget Code: 010-4302-440-3047 (General Fund, Environmental Health, Software Maintenance)
\$2,036	HHCS: Software Maintenance and Support FY 2018 Budget Code: 150-4304-440-3047 (Vector Control, Health and Welfare, Software Maintenance)
\$7,596	HHCS: Software Maintenance and Support FY 2018 Budget Code: 830-4305-440-3047 (Sanitary Sewer Ops, EH/Sewer Emergencies, Software Maintenance)

\$6,689	HHCS: Software Maintenance and Support FY 2018 Budget Code: 964-4303-440-3047 (ALA Abandoned Vehicle, EH/Auto Abatement, Software Maintenance)
\$14,831	Planning/Toxics: Software Maintenance and Support FY 2018 Budget Code: 845-2703-410-3047 (Unified Program CUPA, Information Technology, Software Maintenance)
\$116,912	FY 2018 Total for Software Maintenance and Support

Funding for FY 2019 is subject to Council’s approval of this agreement, the proposed city-wide budget, and annual appropriation ordinances. The proposed allocation of \$123,876 for FY 2019 is as follows:

\$52,753	Planning: Software Maintenance and Support FY 2019 Budget Code: 833-2703-410-3047 (Permit Service Center, Information Technology, Software Maintenance)
\$16,350	Public Works: Software Maintenance and Support FY 2019 Budget Code: 830-2703-410-3047 (Sanitary Sewer Ops, Information Technology, Software Maintenance)
\$11,561	Finance: Software Maintenance and Support FY 2019 Budget Code: 010-2703-410-3047 (General Fund, Information Technology, Software Maintenance)
\$11,320	HHCS: Software Maintenance and Support FY 2019 Budget Code: 010-4302-440-3047 (General Fund, Environmental Health, Software Maintenance)
\$2,036	HHCS: Software Maintenance and Support FY 2019 Budget Code: 150-4304-440-3047 (Vector Control, Health and Welfare, Software Maintenance)
\$7,596	HHCS: Software Maintenance and Support FY 2019 Budget Code: 830-4305-440-3047 (Sanitary Sewer Ops, EH/Sewer Emergencies, Software Maintenance)
\$6,689	HHCS: Software Maintenance and Support FY 2019 Budget Code: 964-4303-440-3047 (ALA Abandoned Vehicle, EH/Auto Abatement, Software Maintenance)
\$15,572	Planning/Toxics: Software Maintenance and Support FY 2019 Budget Code: 845-2703-410-3047 (Unified Program CUPA, Information Technology, Software Maintenance)
\$123,876	FY 2019 Total for Software Maintenance and Support

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

CURRENT SITUATION AND ITS EFFECTS

The Accela Civic Platform currently supports the Public Works Sewer Maintenance and Work Order System, Planning & Development's Zoning and Building Permits, and Finance's Business Licenses. With Accela's acquisition of Decade Software in 2014, Accela also provides software maintenance and support for the EnvisionConnect portal, used by Health, Housing, and Community Services' (HHCS) Environmental Health and Planning's Toxics divisions.

The current request provides software maintenance and support services at the 'Gold' level on Accela's platform for two years through June 30, 2019.

BACKGROUND

In 2011, the City issued Request for Proposal (RFP) No. 11-10528-C for an improved Land Use software and RFP No. 11-10535-C for an improved Business License Software. Both RFPs were issued based upon business analysis completed by the Department of Planning and Development, Finance, respectively with the Department of Information Technology. With Resolution 65,398-N.S., Contract No. 8865 was established for implementation services, professional services, and software maintenance and support.

In 2012, following RFP No. 12-10643-C, Council approved a contract amendment with Accela, Inc. for a Computer Maintenance Management System (CMMS) for Public Works that includes Work Orders and Asset Management modules. In 2013, Planning went live with Zoning Permits, Finance went live with Business Licenses, and Public Works went live with Asset Management for Sewers.

In 2014, Planning went live with online Zoning Permit applications and payments, and Accela, Inc. acquired Decade Software, which provided access to the EnvisionConnect platform under Contract No. 7562 to HHCS' Environmental Health division. In 2015, Public Works went live with mobile devices for Sewer Maintenance and Planning went live with Building Permits.

In 2016, Planning utilized Accela to support the Exterior Elevated Elements (E3) program, along with a limited number of Building Permit applications. Earlier this year, the Planning Department implemented enhancements to the existing Zoning Permits solution, and Public Works implemented enhancements to their Sewer Work Order System.

ENVIRONMENTAL SUSTAINABILITY

Since implementation, the Accela platform has reduced the amount of paper used to reconcile workflows between FUND\$ modules. Residents may now apply and pay for Zoning Certificates, and Building Permits, thereby reducing greenhouse gas emissions for travel to the City's Permit Service Center in Downtown Berkeley.

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.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered supporting the Accela platform without annual maintenance, however, annual maintenance provides the City with upgrades to the latest version of the Accela software. These upgrades come with bug fixes and enhancements to which the City would not otherwise be able to access.

CONTACT PERSON

Savita Chaudhary, Director, Information Technology, 510-981-6525

Attachments:

1: Resolution

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

CONTRACT: ACCELA, INC. FOR SOFTWARE MAINTENANCE AND SUPPORT

WHEREAS, providing annual software maintenance and support for the Accela Civic Platform is critical because it not only provides access to the platform, but also allows Staff to apply bug fixes and enhancements that would not otherwise be available to the City; and

WHEREAS, staff reviewed and selected Accela, Inc. after reviewing Request for Proposals (RFPs) 11-10528-C, 11-10535-C, 12-10643-C for an improved Land Use software, Business License software, and a Computer Maintenance Management System (CMMS), respectively, following the best-of-breed approach to software evaluation and selection; and

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 after reviewing; and

WHEREAS, staff have continued to work with Accela, Inc. to provide enhancements to work flows, access to additional modules, and additional services to the community; and

WHEREAS, in 2014, Accela acquired Decade Software, Inc. which Staff use to access the EnvisionConnect platform; and

WHEREAS, funds are available in the current year budget in the following funds: Permit Service Center (833), Sanitary Sewer Operations (830), General Fund (010), Vector Control (150), ALA Abandoned Vehicle (964), and the Unified Program CUPA (845), and the contract has been entered into the Citywide contract database as CMS No. NJGZB.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute a contract and subsequent amendments with Accela, Inc. for software maintenance and support for the Accela Civic Platform for a total not-to-exceed \$240,788 from November 15, 2017 through June 30, 2019.

