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:

- Planning: Software Maintenance and Support
  FY 2018 Budget Code: 833-2703-410-3047
  (Permit Service Center, Information Technology, Software Maintenance)
  $49,175

- Public Works: Software Maintenance and Support
  FY 2018 Budget Code: 830-2703-410-3047
  (Sanitary Sewer Ops, Information Technology, Software Maintenance)
  $15,571

- Finance: Software Maintenance and Support
  FY 2018 Budget Code: 010-2703-410-3047
  (General Fund, Information Technology, Software Maintenance)
  $11,010

- HHCS: Software Maintenance and Support
  FY 2018 Budget Code: 010-4302-440-3047
  (General Fund, Environmental Health, Software Maintenance)
  $10,004

- HHCS: Software Maintenance and Support
  FY 2018 Budget Code: 150-4304-440-3047
  (Vector Control, Health and Welfare, Software Maintenance)
  $2,036

- HHCS: Software Maintenance and Support
  FY 2018 Budget Code: 830-4305-440-3047
  (Sanitary Sewer Ops, EH/Sewer Emergencies, Software Maintenance)
  $7,596
HHCS: Software Maintenance and Support  
FY 2018 Budget Code: 964-4303-440-3047  
(ALA Abandoned Vehicle, EH/Auto Abatement, Software Maintenance)  
$6,689

Planning/Toxics: Software Maintenance and Support  
FY 2018 Budget Code: 845-2703-410-3047  
(Unified Program CUPA, Information Technology, Software Maintenance)  
$14,831

$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:

Planning: Software Maintenance and Support  
FY 2019 Budget Code: 833-2703-410-3047  
(Permit Service Center, Information Technology, Software Maintenance)  
$52,753

Public Works: Software Maintenance and Support  
FY 2019 Budget Code: 830-2703-410-3047  
(Sanitary Sewer Ops, Information Technology, Software Maintenance)  
$16,350

Finance: Software Maintenance and Support  
FY 2019 Budget Code: 010-2703-410-3047  
(General Fund, Information Technology, Software Maintenance)  
$11,561

HHCS: Software Maintenance and Support  
FY 2019 Budget Code: 010-4302-440-3047  
(General Fund, Environmental Health, Software Maintenance)  
$11,320

HHCS: Software Maintenance and Support  
FY 2019 Budget Code: 150-4304-440-3047  
(Vector Control, Health and Welfare, Software Maintenance)  
$2,036

HHCS: Software Maintenance and Support  
FY 2019 Budget Code: 830-4305-440-3047  
(Sanitary Sewer Ops, EH/Sewer Emergencies, Software Maintenance)  
$7,596

HHCS: Software Maintenance and Support  
FY 2019 Budget Code: 964-4303-440-3047  
(ALA Abandoned Vehicle, EH/Auto Abatement, Software Maintenance)  
$6,689

Planning/Toxics: Software Maintenance and Support  
FY 2019 Budget Code: 845-2703-410-3047  
(Unified Program CUPA, Information Technology, Software Maintenance)  
$15,572

$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 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.