



Office of the City Manager

CONSENT CALENDAR
March 27, 2018

To: Honorable Mayor and Members of the City Council
 From: Dee Williams-Ridley, City Manager
 Submitted by: Savita Chaudhary, Director, Department of Information Technology
 Subject: Contract No. 8865H Amendment: Accela, Inc. for Professional Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 8865H with Accela, Inc., for professional services increasing the amount by \$275,000 for a total not to exceed \$1,640,831 from December 12, 2011 to June 30, 2019.

FISCAL IMPACTS OF RECOMMENDATION

This amendment will add \$275,000 to the City's existing contract. Funding is allocated in the Department of Information Technology:

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|------------------|---|
| \$150,000 | FY 2018 Professional Services: Quick and Immediate Fixes |
| | Budget Code: 833-2703-410-3038 (Permit Service Center) |
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| \$50,000 | FY 2018 Professional Services: Migrate Address Assignment into Accela Land Management |
| | Budget Code: 833-2703-410-3038 (Permit Service Center) |
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| \$25,000 | FY 2018 Professional Services: Accela to OnBase Connector |
| | Budget Code: 010-2702-410-3038 (General Fund) |
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| \$25,000 | FY 2018 Professional Services: Online Permitting Portal Re-Design |
| | Budget Code: 010-2702-410-3038 (General Fund) |
| | |
| \$25,000 | FY 2018 Professional Services: Online Permitting Portal Re-Design |
| | Budget Code: 833-2703-410-3038 (Permit Service Center) |
| \$275,000 | Total FY 2019 Professional Services |

The contract has been entered into the City's Contract Management System and assigned CMS No: WVUAU.

CURRENT SITUATION AND ITS EFFECTS

The Accela Civic Platform is an enterprise software solution currently supports multiple city departments.

Finance: Business License Application, Business License Renewal and Tax Collection including recent implementation of Measure U1 and Cannabis tax collection

Public Works: Utility Permitting, Asset Management, Work Order System

Planning & Development: Zoning Permits and Building Permits including recently added Short Term Rental (STR) zoning permit including online portal <https://aca.cityofberkeley.info/str>

This current request is for Accela to implement the following functionality:

1. **Accela Customer Success Visit findings and Recommendations (Quick and Immediate Fixes):** In November 2017, Accela conducted a site visit with the goal of understanding City of Berkeley staff challenges and including process improvements to provide better service to community members. This scope of work includes the implementation of the 65 recommendations identified as immediate and quick fixes.
2. **Migrate Address Assignment into Accela Land Management module:** Currently the process for application, review, and approval of new addresses resides in Stellant, a system that is not integrated with Accela. With the migration of Agenda management system to Onbase the City has been migrating away from Stellant since the vendor has stopped providing support for the software more than 2 years ago. Moving the address assignment functionality into Accela allows the Planning and Public Works departments to issue permits and the Finance department to issue business licenses in a timely manner
3. **Accela to OnBase connector:** As demand grows for increased permitting issuance, keeping the in-progress and finalized plans on the network drives poses a security risk and slowness in document retrieval from Accela. A recommendation has been made to migrate document/attachments stored in Accela to Hyland On-Base an Enterprise Electronic Document Management System (EDMS). The security will be managed at the application level allowing only authorized users access. The document retrieval and overall general management will be improved for the IT department and the vendor.
4. **Online Permitting Portal Re-Design:** With the recent implementation of the Short Term Rental (STR) zoning application, the improved customer user interface was implemented and we received positive feedback from the community regarding ease of use for permit application and payment. In addition to the positive user experience, we were able to automate many business requirements in the application process. The re-design of the existing permitting portal will expand the

functionality deployed for STR to other permit types and deliver a unified user experience to the Berkeley 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.

Implementation of the recommendation will alleviate many pinpoints for staff in permit processing workflow process. It will also provide better customer service to the community member by enhancing the user experience for permit application submittal. In addition, this allows the creation of a more integrated solution by moving functions like address assignment into Accela's land management system.

These recommendations are in-line with Zucker Systems Report and recommendations from June 2017 for Improving Planning Department's Customer Service in moving from

desperate silo system to integrated solutions into Accela Civic Platform for land based functions.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered supporting the Accela platform without assistance from Accela professional services, however having Accela professional services or an authorized Accela implementation partner do the implementation allows the City to ensure the new functionality is within Accela best practice and the software functionality is supported under our maintenance agreement when upgrading to the latest version of the Accela software. The upgrades addresses bug fixes and feature enhancements to which we would not otherwise have benefit from.

ENVIRONMENTAL SUSTAINABILTY

Since implementation, Accela has already helped vastly reduce the amount of paper used to reconcile workflows between FUND\$ 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 about their life.

CONTACT PERSON

Savita Chaudhary, Director, Department of Information Technology, 510-981-6541

Attachments:
1: Resolution

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

CONTRACT NO. 8865H 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 of Berkeley has identified the need to continue implementing Accela to replace a portion of its FUNDS system to improve customer service to community members; and

WHEREAS, 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

WHEREAS, Accela, Inc. has provided a modern software system as well as expert professional services; and

WHEREAS, funding has been identified in the Permit Service Center Fund (833) and General Fund (010), CMS No. WVUAU.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that it authorizes the City Manager to amend Contract No. 8865H with Accela, Inc., increasing the amount by \$275,000 for a total not to exceed \$1,640,831 from December 12, 2011 to June 30, 2019.

