



Office of the City Manager

CONSENT CALENDAR
June 25, 2019

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. 8865J Amendment: Accela, Inc. for Software Maintenance and Professional Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 8865J with Accela, Inc., for software maintenance and professional services, increasing the amount by \$418,359 for a total not to exceed \$2,059,191 from December 12, 2011 to June 30, 2021.

FISCAL IMPACTS OF RECOMMENDATION

Funds for additional software maintenance and professional services for the proposed contract amendment will be available in the Department of Information Technology's Fiscal Year (FY) 2019, 2020, and 2021 General Fund, Permit Service Center, Sanitary Sewer, and the Unified Program CUPA funds, as itemized below. Spending for this amendment in future fiscal years is subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

FY 19-21 Summary:

\$150,000	FY 2019: Total Professional Services
\$268,359	FY 2020 and 2021: Total Software Maintenance
\$418,359	Total FY 2019-2021: Professional Services and Maintenance

FY 19-21 Breakdown Professional Services:

	FY 19: Professional Services
\$150,000	Budget Code: 011-35-362-376-0000-000-472-612990 (General Fund, Information Technology, Business and Enterprise Services, Contractual Services, Professional Services)
\$150,000	FY 2019: Professional Services

FY 19-21 Breakdown Software Maintenance:

\$78,805	FY 20/21 Planning: Software Maintenance Budget Code: 621-35-362-376-0000-000-472-613130 (Permit Service Center, Information Technology, Business and Enterprise Services, Contractual Services, Software Maintenance)
\$53,424	FY 20/21 PW: Software Maintenance Budget Code: 611-35-362-377-0000-000-472-612990 (Sanitary Sewers, Information Technology, Business and Enterprise Services, Contractual Services, Software Maintenance)
\$43,116	FY 20/21 Finance: Software Maintenance Budget Code: 011-35-362-377-0000-000-472-612990 (General Fund, Information Technology, Business and Enterprise Services, Contractual Services, Software Maintenance)
\$59,496	FY 20/21 HHCS: Software Maintenance Budget Code: 011-35-362-377-0000-000-472-612990 (General Fund, Information Technology, Business and Enterprise Services, Contractual Services, Software Maintenance)
\$33,518	FY 20/21 Toxics: Software Maintenance Budget Code: 011-35-362-377-0000-000-472-612990 (General Fund, Information Technology, Business and Enterprise Services, Contractual Services, Software Maintenance)

\$268,359 FY 2020 and 2021 Total: Software Maintenance

CURRENT SITUATION AND ITS EFFECTS

The Accela Civic Platform is an enterprise software solution that currently supports multiple city departments using Accela’s Land Management, License and Case Management, Asset Management, Accela Citizen Access (ACA), and Decade modules. This amendment will allow City to receive ongoing support for the Accela platform that enables the departments and community members to continue using these modules.

The Planning Department utilizes Zoning Permits and Building Permits, as well as the recently added Short Term Rental (STR) zoning permit application that includes the online portal <https://aca.cityofberkeley.info/str> . Additionally, the Toxics Management division uses the Decade software to track known hazardous materials, provide Berkeley businesses with online tools for submitting Hazardous Materials Business Plans (HMBP) mandated by the State of California, and submit regular reports to the California Environmental Protection Agency (EPA), Regional Water Boards, and the Berkeley Fire Department.

Health, Housing, and Community Services (HHCS) also utilizes the Decade module to track requirements for a range of programs from food inspections to vector control, generate daily assignments for inspectors, and post inspection results to the City's website.

Public Works uses the Utility Permitting, Asset Management, Work Order Management System modules.

Accela provides the Finance department with a workflow tool for business license applications, business license renewal, and tax collection, which includes the collection of Measure U1 and the Cannabis taxes.

The current professional services request will enable the City to implement, an online business license renewal pilot project offering a segment of Berkeley business owners the ability to renew their businesses through a web browser. The pilot project will be limited to rental of real property business owners. The goal of this pilot project is to implement a fully automated online renewal process with no staff intervention or action.

BACKGROUND

In February 2007, the Toxics Management Division (TMD), selected Decade Software to automate the City's hazardous materials management and inspection program after a formal Request for Proposal Process under Specification No. 05-100047-C.

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.

In 2015, the Finance and IT Departments engaged Accela in a project to enhance system functionality including reducing the number of license statuses and making the license printing process more efficient.

In 2017, Finance went live with the implementation of an enhanced business license tax on owners of five or more residential rental units in the City (Measure U1). Additionally in 2017, Accela purchased Decade Software and the existing Decade agreement was incorporated into the City's Accela agreement.

RATIONALE FOR RECOMMENDATION

Accela retains exclusive rights to provide maintenance for their software and is the only vendor that provides authorized maintenance to their system. Renewing the existing agreement for maintenance ensures continued technical support and software updates to the platform.

This online business license renewal project is being fully funded through money raised via Measure U1 which permanently increased the gross receipts tax on owners of five or more residential rental units from 1.081% to 2.880%, with certain exceptions. The measure was passed in November 2016 to create roughly 400 affordable homes in Berkeley over the next 10 years and also fund emergency rental assistance. After implementation, approximately \$10.5M has been raised in the past two fiscal years.

The ability to renew business licenses online will provide flexibility, convenience, and added security for businesses. Additionally, it will expedite the renewal process and businesses will receive their licenses faster. Businesses can renew at any time, including weekends, holidays, and after hours when the Customer Service Center is closed.

The online application will provide customers with instant tax calculations and enhance the user's experience for obtaining their business license. Online payments will expedite the business license issuance.

The mayor, the Council, community members, and businesses have been advocating for an online business license renewal process. This will satisfy that objective. Implementation of the recommendation will also increase staff efficiency in the business license renewal process. If the pilot program is successful, the Finance Department will offer the online renewal process for additional business types.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered supporting the Accela platform without assistance from Accela professional services, however City of Berkeley staff do not have sufficient knowledge to develop and implement the functionality.

Staff also considered not implementing an online renewal process but decided that the advantages far outweigh not implementing in the long run. The proposed online application would allow business owners to renew their licenses remotely, review current and past tax documents, and be able to manage their tax liabilities more effectively.

By having Accela professional services or an authorized Accela implementation partner conduct the implementation allows the City to ensure the new functionality is within Accela's best practices and the software functionality is supported under our maintenance agreement when upgrading to the latest version of the Accela software. Generally, the upgrades addresses bug fixes and feature enhancements to which the City would not otherwise have benefit from.

ENVIRONMENTAL SUSTAINABILTY

Currently, the business license renewal is completely manual and paper based. The automated online process will reduce paper forms and attachments. Information will be electronically stored within Accela and reduce the City's carbon footprint.

CONTACT PERSON

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

Attachments:
1: Resolution

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

CONTRACT NO. 8865J 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 Mayor, the Council, community members, and businesses have been advocating for an online business license renewal process; and

WHEREAS, if implemented, the proposed contract amendment with Accela would allow business owners to renew their business licenses remotely, review current and past tax documents, and be able to manage their tax liabilities more effectively; 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, Funds for additional software maintenance and professional services will be available in the Department of Information Technology's FY 2019, 2020, and 2021 General Fund, Permit Service Center, Sanitary Sewer, and Unified Program CUPA funds, and spending for this amendment in future fiscal years is subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the Council authorizes the City Manager to amend Contract No. 8865J with Accela, Inc., for software maintenance and professional services increasing the amount by \$418,360 for a total not to exceed \$2,059,191 from December 12, 2011 to June 30, 2021.