



Office of the City Manager

CONSENT CALENDAR
March 30, 2021

To: Honorable Mayor and Members of the City Council
 From: Dee Williams-Ridley, City Manager
 Submitted by: Savita Chaudhary, Director, Director of Information Technology
 Subject: Contract No. 32000223 Amendment: Gray Quarter, Inc. for Accela Professional Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 32000223 with Gray Quarter, Inc. for professional services, increasing the amount by \$200,000, for a total not-to-exceed amount of \$249,500 and extending the term by one year to June 30, 2023.

FISCAL IMPACTS OF RECOMMENDATION

Funding for the additional professional services is available in the Fiscal Year (FY) 2021 and 2022 IT Cost Allocation and General Fund as itemized below. Future expenditures are subject to Council approval of the proposed citywide budget and Annual Appropriations Ordinances.

FY 2021: Professional Services – IT
 \$30,000 Budget Code: 680-35-362-377-0000-000-472-612990
 (IT Cost Allocation, IT, Professional Services)

FY2021- Professional Services – Finance
 For Maintenance for enhancements
 \$20,000 Budget Code: 011-33-321-327-0000-000-412-612990
 (General Fund, Finance, Professional Services)

FY 2022: Professional Services – Finance
 For Online Business License Renewal
 \$150,000 Budget Code: 011-33-321-327-0000-000-412-612990-
 (General Fund, Finance, Professional Services)

\$200,000 Total FY 2021 and 2022: Professional Services

CURRENT SITUATION AND ITS EFFECTS

The Department of Finance currently uses the Accela Civic Engagement Platform as its Business License system. The Finance Department would like to extend the contract with Gray Quarter in order to enhance online features to make it possible for customers to renew their business license online.

In 2019, the Finance Department completed a pilot program to renew and pay business license tax using an online portal. The pilot program was limited to one record type – Rental of Real Property. This was done with the help of Accela Professional services with Gray Quarter as the sub-contractor. The pilot has been successful and customers have been able to make payments online for the rental real property type. Given the success of the pilot program, the Finance Department would like to implement the online process for the remaining business license types, which includes 16 online renewal processes and 17 online applications processes in the Accela Civic Platform – Accela Citizen Access product.

These online enhancements have become particularly critical in order to keep business license services accessible and efficient for the community during the COVID 19 pandemic, and this functionality is consistent with the City's strategic goal *"to be a customer-focused organization that provides excellent, timely and easily accessible service to the community."*

Gray Quarter will provide resources that are focused on configuration and scripting work that is needed by the City to effectively implement these new features and provide the needed support. Gray Quarter, Inc. will also work on additional issues as requested and prioritized by the City and provide additional enhancements and improvements.

BACKGROUND

Gray Quarter is an Accela Certified Services Partner and Accela Technology Alliance Partner that specializes in Accela software, with proven experience in many challenging projects.

Gray Quarter has been providing support to the city via Accela professional services as a sub-contractor since 2018. In 2019, they were the Accela Professional services sub-contractor to lead effort to implement online renewal of City of Berkeley Renewal Licensing.

In 2020, the City established a direct contract with Gray Quarter to assist with Accela Civic Platform efforts on an as needed basis. Some of the key efforts in which Gray Quarter has assisted the City – includes updating the Finance Cash Receipt (CR) interface file to allow for accurate reporting of revenue when overpayments are received and assistance with completion of the data bridge that sends refund data from Accela directly to FUND\$. Gray Quarter has also assisted with the design and configuration management for Ad Hoc reports, and on-going support of Business Licensing module for Rental of Real Property.

ENVIRONMENTAL SUSTAINABILITY

The City will help reduce carbon emissions by allowing most, if not all, business license processes to be performed online thereby reducing traffic into the City in keeping with the City's Climate Action Plan. This helps with the Digital Strategic Plan goals of providing more online services.

RATIONALE FOR RECOMMENDATION

Gray Quarter, Inc. is an Accela-Certified services partner. They have supported the city in various projects. Gray Quarter has performed specialized process analysis, configuration, and scripting to support the City's online business license system and various other IT and Finance projects. As a result, Gray Quarter has in-depth knowledge of City business processes and data architecture that would take other vendor years to acquire.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered completing these projects and enhancements without professional services; however, doing so would lead to an inefficient allocation of staff resources and significantly extend implementation timelines.

CONTACT PERSON

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

Attachments:

1: Resolution

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

CONTRACT NO. 32000223 AMENDMENT: GRAY QUARTER, INC. FOR ACCELA
PROFESSIONAL SERVICES

WHEREAS, Gray Quarter, Inc. provides design, implementation, and support services to public sector technology solutions; and

WHEREAS, Gray Quarter is an Accela Certified Services Partner and Accela Technology Alliance Partner that specializes in Accela software since 2002, with proven experience in many challenging projects; and

WHEREAS, Gray Quarter has provided online enhancements to the Accela platform that have become particularly critical in order to keep business license services accessible and efficient for the community during the COVID 19 pandemic, and this functionality is consistent with the City's strategic goal "to be a customer-focused organization that provides excellent, timely and easily accessible service to the community,"; and

WHEREAS, Gray Quarter has provided excellent scripting, configuration and consulting services for Accela and therefore has an in-depth knowledge of City business processes and data architecture that would take another vendor years to acquire; and

WHEREAS, funding for the additional professional services is available in the Fiscal Year (FY) 2021 and 2022 IT Cost Allocation and General Fund, and future expenditures are subject to Council approval of the proposed citywide budget and Annual Appropriations Ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 32000223 with Gray Quarter, Inc., increasing the amount by \$200,000, for a total not-to-exceed amount of \$249,500, and for the term beginning February 17, 2020 to June 30, 2023.