



Office of the City Manager

CONSENT CALENDAR
December 14, 2021

To: Honorable Mayor and Members of the City Council
 From: Dee Williams-Ridley, City Manager
 Submitted by: LaTanya Bellow, Interim Deputy City Manager
 Subject: Contract No. 31900197 Amendment: Accela, Inc. for Software Maintenance

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 31900197 with Accela, Inc., for software maintenance, increasing the amount by \$133,420 for a total not to exceed \$2,192,611 from December 12, 2011 to June 30, 2023.

FISCAL IMPACTS OF RECOMMENDATION

Funds for additional software maintenance for the proposed contract amendment will be available in the Department of Information Technology’s Fiscal Year (FY) 2023 General Fund, Permit Service Center, and Sanitary Sewer fund, 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.

	FY23 PW: Software Maintenance		
	Budget Code: 611-35-362-377-0000-000-472-613130		
\$10,538	(Sanitary Sewers, Information Technology, Software Maintenance)		
	FY23 Finance: Software Maintenance		
	Budget Code: 011-33-321-327-0000-000-412-613130-		
\$20,487	(General Fund, Finance, Software Maintenance)		
	FY23 HHCS: Software Maintenance		
\$33,598	HHEVEC2301-NONPERSONN-OPERATING-SOFTW	325-51-502-511-2003-000-451-613130-	\$3,715.79
	HHESEW2301-NONPERSONN-OPERATING-SOFTW	611-51-502-511-2004-000-472-613130-	\$11,342.50
	HHEGFF2301-NONPERSONN-OPERATING-SOFTW	011-51-502-511-0000-000-451-613130-	\$8,186.48
	HHEAVA2301-NONPERSONN-OPERATING-SOFTW	161-51-502-510-0000-000-451-613130-	\$10,353.23
\$18,928	FY 23 Toxics: Software Maintenance		
	Budget Code: 011-35-362-377-0000-000-472-613130		
	(General Fund, Information Technology, Software Maintenance)		

\$133,420 FY 2023 Total: Software MaintenanceCURRENT SITUATION AND ITS EFFECTS

The Accela Civic Platform is a critical enterprise software platform that provides Permitting, Zoning, and Toxics management for Planning; Utility Permitting for Public Works; Business Licenses for Finance; and a wide range of management services from food inspections to vector control for Health, Housing and Community Services. Additionally, the platform has an online portal that allows the community to apply for business licenses and permits, schedule inspections, and pay for these services. This amendment will allow the City to receive ongoing support and software enhancements through fiscal 2023.

The Accela Civic Platform helps advance the City's Strategic Goal to *be a customer-focused organization that provides excellent, timely, easily-accessible service and information to the community.*

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 implementation with, 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.

In 2019, Finance implemented a pilot business license online payment portal project.

RATIONALE FOR RECOMMENDATION

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

ALTERNATIVE ACTIONS CONSIDERED

Staff issued a Request for Proposal (Specification No. 19-11330-C) in late 2019 for a new Digital Permitting System to investigate other potential Permitting software solutions on the market. However, the COVID 19 pandemic hit in the middle of the selection process and halted the RFP process. For the time being, due to budgetary constraints, the City will continue to use the Accela platform and will re-explore alternatives once budget is available.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

Accela's online web portal for permitting and business licenses reduces the need for the community to physically drive into the Permit Service Center and submit paper forms and documentation. Information can be submitted digitally and accessed remotely through the City's online Accela web portal thereby reducing the Berkeley's overall carbon footprint.

CONTACT PERSON

LaTanya Bellow, Interim Deputy City Manager, City Manager's Office, (510) 981-7012

Attachments:

1: Resolution

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

CONTRACT NO. 31900197 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 Accela Civic Platform is a critical enterprise software platform that multiple City departments use including Planning, Public Works, Finance, and Health, Housing, and Community Services; 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 FY 2023 General Fund, Permit Service Center, and Sanitary Sewer fund, 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. 31900197 with Accela, Inc., for software maintenance, increasing the amount by \$133,420 for a total not to exceed \$2,192,611 from December 12, 2011 to June 30, 2023.