



Legislation Details (With Text)

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Title:	Staff Report for a Resolution to Approve a Consulting Services Agreement with Young Consulting, LLC for Development and Improvements to the Accela Permit Software System for a Not-to-Exceed cost of \$151,500				
Sponsors:	Jeff Kay				
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Date	Ver.	Action By	Action	Result
12/18/2017	1	City Council	Received and Filed	Pass

Staff Report for a Resolution to Approve a Consulting Services Agreement with Young Consulting, LLC for Development and Improvements to the Accela Permit Software System for a Not-to-Exceed cost of \$151,500

SUMMARY AND RECOMMENDATIONS

Staff recommends that the City Council approve a resolution making a sole source finding under California Public Contract Code section 3400(c)(2) and authorizing the City Manager to negotiate and execute a Consulting Services Agreement with Young Consulting, LLC for a not-to-exceed cost of \$151,500 for improvements and enhancements to the City of San Leandro's Accela permit software system.

BACKGROUND

The Accela permit software system is used by the Community Development, Engineering and Transportation, and Public Works Departments' as well as Alameda County Fire to manage planning, permitting, and inspection services. The system is used to calculate and collect permit fees, track plan check comments and approvals, issue permits, maintain permit and inspection history, and schedule inspections using a web portal. The Accela system, a cloud computing application, was implemented in February 2015 to replace the Tidemark Advantage permit system, which was outdated and no longer supported.

In November 2015, staff issued a Request for Proposals (RFP) for consulting services related to the Accela implementation. Three firms responded, including: 21Tech, LLC, InterWest, and Avocette. The City selected 21Tech as the service provider based on its deep expertise with Accela and GIS software, lower cost per hour, and strong references. This marked the beginning of the City's partnership with 21Tech as the City's Accela consultant to provide ongoing support and system

enhancements.

In December 2015, the City entered into an agreement with 21Tech for \$45,000 to address major issues of system functionality. Enhancements and improvements were not included in this agreement.

In July 2016, the City Council approved a second agreement with 21Tech for \$85,000. Under this agreement 21Tech provides support for fee restructuring, work flow customization, customized report writing, and user training. 21Tech also provides emergency assistance.

In August 2017, 21Tech decided not to renew its business partnership with Accela. During the City's engagement with 21Tech, Michael Young served as the primary developer and project manager. Mr. Young is very familiar with the City's deployment of the Accela application. Michael Young left 21Tech and started Young Consulting, LLC. Because of Mr. Young's experience while working at 21Tech, staff recommends Young Consulting, LLC should be declared a sole source to provide IT services related to the Accela enhancement work.

Analysis

Accela is a robust software system. Additional system enhancements and functionality are available that would increase the effectiveness of the Accela system. The following improvements and enhancements have been identified and are included as part of the tasks for the FY 2017-18 CSA:

- Integration of the City's geographic information system (GIS) data
- Creation of additional reports for tracking of activity, revenue received, building code enforcement, and permits outstanding
- Modification of existing reports for display consistency and clarity
- Creation of additional user groups for the Water Pollution Control Plant, Public Works and Environmental Services for comments and approvals of wastewater connections, trash enclosures, construction debris plans, and hazardous material and disposal plans.
- Design and Implementation of Accela's Code Enforcement Module for tracking Building Code and right-of-way encroachment issues.
- Creation of Trust Fund accounts to manage project financial deposits, track expenditures and issue refunds.
- Enhancements to the Accela Citizen Access portal used by customers to schedule inspections and interact with City services.

The FY 2017-18 Consultant Services Agreement will leverage Young Consulting's knowledge of the City's Accela permitting system. The new agreement will build on past work and allow continued development of workflows and customization of reports. In accordance with California Public Contract Code section 3400(c)(2), staff recommends that the City Council should make a sole source purchase justification for, and award the contract to, Young Consulting, LLC.

A portion of the funding for the Accela permit system is generated from a 6% technology fee applied to building permits, which generates approximately \$85,000 annually. Effective July 1, 2017, a 6% technology fee was implemented on Planning permits, which is projected to generate an additional \$20,000 annually. The Engineering & Transportation Department is exploring the implementation of a technology fee on engineering permits in order to fully fund Accela costs. Annual Accela costs

include \$97,500 in user license fees as well as funding for system improvements needed in the implementation phase to enhance functionality, develop reports, and benefit from operational efficiencies available.

\$151,500 is available in the FY 2017-18 budget for this agreement. This includes: \$50,000 approved by the City Council in March 2017 as part of the Community Care Initiative to fund the activation of the Building Code Enforcement module of Accela; and, \$101,500 from Information Technology, Community Development, and Engineering & Transportation Department budgets.

Current Agency Policies

- 2017 City Council Goal: Advance projects and programs promoting sustainable economic development, including transforming San Leandro into a center for innovation
- 2017 City Council Goal: Maintain and enhance San Leandro's infrastructure

Previous City Council Actions

- On July 18, 2016, the City Council approved a Non-Professional Services Agreement with 21Tech for a not-to-exceed cost of \$85,000 to provide support in the areas of new and existing report development, credit card fee payment, code enforcement module activation, GIS integration, automation scripting, and user training.

Legal Analysis

The City Attorney's office reviewed and approved the Consulting Services Agreement.

Fiscal Impacts & Budget Authority

\$151,500 in funding is available in the FY 2017-18 budget as follows:

IT operating budget (688-13-121-7410)	\$50,500
Engineering & Transportation budget (010-42-003-5120)	\$5,000
Community Development, Code Enforcement (010-41-006-5120)	\$50,000
Community Development, Planning (010-41-001-5120)	\$20,750
Community Development, Building (010-42-002-5120)	<u>\$25,250</u>
	\$151,500

Attachments to Resolution

- Consulting Services Agreement between the City of San Leandro and Young Consulting, LLC.
- Sole Source Award Justification Form.

PREPARED BY: Michael Hamer, Information Technology Assistant Manager, City Manager's Office