



Office of the City Manager

CONSENT CALENDAR  
February 25, 2014

To: Honorable Mayor and Members of the City Council  
From:  Christine Daniel, City Manager  
Submitted by: Donna LaSala, Director, Department of Information Technology  
Subject: Contract No. 8865A Amendment: Accela, Inc. for Professional Services and Software Maintenance

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 8865A with Accela, Inc. for professional services and software maintenance, increasing the amount by \$381,199, for a total not to exceed \$803,949, from December 12, 2011 to June 30, 2016.

FISCAL IMPACTS OF RECOMMENDATION

This amendment will add \$381,199 to the City's existing contract. Funding is allocated in the Department of Information Technology:

- \$295,000 Budget Code: 833-2703-410-3038 (Permit Service Center) Professional Services (through June 2016)
- \$21,719 Budget Code: 833-2703-410-3047 (Permit Service Center) Software Maintenance (through June 2016)
- \$50,000 Budget Code: 830-2703-410-3038 (Sanitary Sewer Fund) Professional Services (through June 2016)
- \$14,480 Budget Code: 010-2703-410-3047 (General Fund) Software Maintenance (through June 2016)

The appropriation of the Permit Service Center Funds will be included in the Second Amendment to the FY 2014 Annual Appropriations Ordinance.

The contract has been entered into the City's contract database and assigned CMS No: X3PBH.

### CURRENT SITUATION AND ITS EFFECTS

On June 1, 2010, the Department of Information Technology provided Council with a FUND\$ status report that estimated costs and outlined prioritization for replacing each of the City's nineteen FUND\$ modules. Since then, staff members in the Departments of Planning and Development, Public Works, Finance, and Information Technology have worked together to replace six modules with Accela software. In 2013, Accela was put into production to replace FUND\$ Business Licenses, Planning & Zoning, Work Orders, and Land Management. In 2014, the new system will be expanded to replace FUND\$ Building Permits and Code Enforcement.

Despite delays caused by staffing constraints within the cooperating departments, implementation has progressed. However, business analysis and testing exposed several areas where citywide workflows needed more examination and revision than initially expected by line-of-business experts. The effect has been that some areas of project implementation have slowed as departments needed additional time to examine business practices and provide more refined operational requirements. This contract amendment will allow continued use of Accela's professional services to keep the project timeline on track and help mitigate the effect of delays experienced in 2013. In addition, software maintenance will be extended through Fiscal Year 2016.

### 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 new software to modernize Department of Finance licensing operations, as well as Department of Planning and Development land use and permitting workflows.

From January through June 2012, the Department of Finance provided workflow requirements for the core configuration of Accela to handle Occupational Licensing, the Department of Planning & Development provided workflow requirements for the core configuration of Accela to handle Zoning, and the Department of Information Technology provided workflow requirements for the core integration between Accela and the City's existing Geographic Information Systems (GIS) and legacy FUND\$ Land Management module.

From July 2012 through December 2012, staff completed the core configuration for Accela's licensing and permitting systems, designed the middleware integration between Accela and the City's Customer Relationship Management (CRM) system, and completed requirements for converting FUND\$ Occupational Licensing and Zoning data into Accela. 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.

From January through June 2013, Accela provided user training to staff in the Department of Finance and the Department of Planning & Development. Accela completed core configuration of its Asset Management software for the Department of Public Works to handle sewer-related work orders and preventative maintenance. In addition, information technology staff completed legacy data migration from several make-shift zoning systems into Accela. In June 2013, the Department of Planning and Development put the Accela Zoning system into production.

From July through December 2013, staff completed User Acceptance Testing and Training for the Accela licensing system, legacy data migration from FUNDS Occupational Licensing and Work Orders, and integration between Accela's Asset Management and the City's CRM system. In addition, the Department of Finance went live with Accela Business Licensing and the Department of Public Works went live with Accela Asset Management.

From January through June 2014, staff will complete several additional phases of the Accela implementation. In March 2014, business analysis will begin for the Department of Planning and Development implementation of Accela for permitting and for the Department of Public Works implementation of Accela for storm-drain management. In April 2014, the Department of Finance will go-live with an online payment pilot to support Accela's Citizen Access (ACA), enabling community members to process and pay for business license renewals via the City's website. Once the online payment pilot is complete, the Department of Finance will work with their payment gateway vendor to finalize terms for additional online payments within Accela. Online payments for Zoning are expected to go-live by June 2014; online payments for the Permit Service Center are expected to go-live by November 2014.

Since implementation, Accela has already helped vastly reduce the amount of paper used to reconcile workflows between FUNDS modules. In addition, Accela's Mobile Office will allow building and code enforcement inspectors to result inspections in the field. This capability will help further reduce paper usage. Beginning with ACA implementation in April 2014, community members will no longer be required to visit City hall or submit paper forms for a number of transactions, including business license renewals, zoning applications, and permitting.

#### RATIONALE FOR RECOMMENDATION

Overall, Accela's software has met expectations for providing a modern software solution with impressive tools for online services, workflow automation, auditing, and customized report writing. In addition, Accela's professional services division has provided expert assistance that has helped implementation progress with positive results.

#### ALTERNATIVE ACTIONS CONSIDERED

Staff briefly considered completing this project without relying upon professional services from Accela. However, doing so would expand the implementation timeline by two to four years due to staffing constraints within cooperating departments.

CONTACT PERSON

Donna LaSala, Director, Department of Information Technology, 981-6541

Attachments:

1: Resolution

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

CONTRACT: ACCELA, INCORPORATED

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 of Berkeley has identified the need to continue implementing Accela to replace a portion of its FUND\$ 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;

WHEREAS, funding has been identified in the Permit Service Center Fund (833), Sanitary Sewer Fund (830) and the General Fund (010); CMS No. X3PBH.

NOW THEREFORE, BE IT RESOLVED that the Council of the City of Berkeley authorizes the City Manager to amend Contract No. 8865A with Accela, Inc., increasing the amount by \$381,199, for a total not to exceed \$803,949, from December 12, 2011 to June 30, 2016.

