



DEVELOPMENT SERVICES
DEPARTMENT

CITY OF SACRAMENTO
CALIFORNIA

1231 I STREET
ROOM 300
SACRAMENTO, CA
95814-2998

May 3, 2005

City Council
Sacramento, California

Honorable Members in Session:

SUBJECT: AUTHORIZATION TO EXECUTE A CONTRACT WITH ACCELA INC. FOR THE UPGRADE OF PERMITS PLUS TO A WEB-BASED PERMITTING APPLICATION SYSTEM WITH ACCELA CITIZEN ACCESS, ACCELA WIRELESS FIELD INSPECTION SOFTWARE AND GIS INTEGRATION ALONG WITH LICENSING AND HOSTING CHARGES.

LOCATION AND COUNCIL DISTRICT: Citywide

RECOMMENDATION:

1. The City Manager is authorized to suspend competitive bidding (require two-thirds vote) and execute a professional services agreement with Accela Inc. in the total amount of \$1,244,056 composed of the following elements:
 - Upgrade the existing Development Services Permits Plus system,
 - Integrate the Geographic Information System (GIS) and Systems Innovators (cashiering system)
 - Implement the Citizen Access, Accela Interactive Voice Response (IVR), and Accela Wireless field inspection modules.
2. The City Manager is authorized to execute an "Accela hosted" maintenance agreement in the amount of \$246,676 for the year of implementation and \$409,495 each year thereafter.
3. In the event the City decides to "self-host," the City Manager is authorized to execute an agreement that approves a one time software license fee of \$313,815, an annual maintenance fee of \$146,723, and an estimated one-time \$29,900 transitional services fee.

City Council
RE: General Plan Update (M04-006)
July 2, 2004

CONTACT PERSONS: William Thomas, Operations Manager, 808-1918
Stephen Ferguson, Chief Information Officer, 808-8600

FOR CITY COUNCIL MEETING OF: May 24, 2005

SUMMARY:

This report requests Council approval of a professional services agreement on file with the City Clerk with Accela Inc. to provide consulting services and application hosting services in upgrading the Development Services Department permit system. The City Building and Planning Divisions currently utilize Accela's Permit Plus software to issue and track building permits on a citywide basis. The proposed upgrade will take approximately eight months to complete; an additional four months of consulting is being contracted for the inclusion and merging of the Development Engineering & Finance Division's work flows (currently a separate system) in order to create a single integrated database for the entire Development Services Department. The contract includes Maintenance Terms for Accela hosting its product, until the City determines to self-host the product, and the licensing and maintenance costs associated with self-hosting. Combining the Department's multiple systems into one, the integration with the cashiering system and GIS database, as well as offering Web access and wireless inspections to applicants, will aid in planning a great City, significantly improve customer service, and improve public perception.

COMMITTEE/COMMISSION ACTION:

During the months of February and March, the Development Oversight Commission (DOC) received information about and viewed a demonstration of the upgraded product.

BACKGROUND INFORMATION:

The Development Services Department was directed by the DOC and the City Manager to implement wireless inspections and a permit system that is integrated with GIS. In securing contracts, it became apparent that the version of permit software currently in use, as well as the server environment, was not adequate to support such services. Therefore, a service-of-work study was performed. During that time the scope of work was increased at the direction of department management to include web accessibility and the work flows of the Development Engineering & Finance Division.

Consultant Selection Process

Accela Inc. owns the City's current permit software, Permits Plus. Accela is the sole source for the upgrade of the permit software and offers the service of hosting the system while the City creates the proper environment (server configuration) to self-host the system. Accela has over 25 years of experience and offers a complete package of integrated services (Permit, Web, GIS, Wireless, IVR) as well as being a partner with ESRI (GIS software provider), Ikon (current permit scanning software provider) to offer a true, complete integrated system. Accela has a large proportion of the market and services over 500 government agencies. Management's direction is to have a complete and integrated system; consequently, Accela becomes the sole source for our current needs and future visions. Sub-vendors were contracted early on in this process;

however, when the determination was made that the complete system (hardware and software) needed to be upgraded, it was determined by management to complete the entire project with an all-inclusive vendor. Site visits and multiple inquiries were made, as well as research of the City's previous experience, before selecting Accela as the vendor for this project.

Work Program

The Work Program process (Attachment A of the contract) for the Statement of Work will involve the following Phases and Milestones:

- Phase One: Building and Planning
 - Milestone 1: Business Analysis
 - Milestone 2: Case/Activity/Permit Types, Workflow and Fees
 - Milestone 3: Reports, Data Conversions, Interfaces, GIS and Wireless
 - Milestone 4: Citizen Access and Accela IVR
 - Milestone 5: Training and System Testing and Acceptance
- Phase Two: Development, Engineering and Finance
 - Milestone 1: Business Analysis Report
 - Milestone 2: Case/Activity/Permit Types, Workflow and Fees
 - Milestone 3: Reports and Data Conversations
 - Milestone 4: Training and System Testing and Acceptance.

The deliverables associated with each milestone are defined in the contract in Exhibit A in the Work Description section and in the corresponding payment schedule in Exhibit C.

This plan includes having Accela host the City's integrated Development Services Permit System at their corporate data center in Dublin, CA. The City plans to have Accela host the application during the implementation phases of the project and for at least the first two years after "go-live". The City has the option to transfer application hosting in-house at any time after "go-live".

FINANCIAL CONSIDERATIONS:

In March 2002 and November 2004 both Building and Planning Technology surcharges were approved by Council to fund the purchase or lease of technology supplies, equipment or materials. These fees are accumulated and appropriated in the Development Services Capital Improvement Projects (CIP) AA64 and AA66. The funding of this project, ongoing maintenance and future licensing will be paid with these fees. There is currently adequate funding in these technology CIPs. No General Fund appropriations are requested for this contract.

ENVIRONMENTAL CONSIDERATIONS:

None

POLICY CONSIDERATIONS:

The implementation of this contract and completion of work helps achieve the following Development Services Department goals:

- Build a great City
- Significantly improve customer service
- Improved balance of work load priorities
- Develop process to deal with conflicting policies
- Create a great department to work in
- Improved public perception
- Bring our customers to success

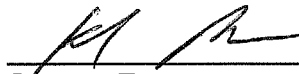
ESBD CONSIDERATIONS:

This vendor, Accela Inc., is not currently certified with the City of Sacramento as a small or emerging business enterprise.

Respectfully Submitted:



William Thomas
Operations Manager



Steven Ferguson
Chief Information Officer

KARL ROSANDER - Division Mgr.
FOR
STEVE FERGUSON

RECOMMENDATION APPROVED:



ROBERT P. THOMAS
City Manager

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RESOLUTION NO.

ADOPTED BY THE SACRAMENTO CITY COUNCIL

ON DATE OF _____

RESOLUTION AUTHORIZING THE CITY MANAGER TO EXECUTE A CONTRACT WITH ACCELA INC. IN THE AMOUNT OF \$1,244,056 FOR THE UPGRADE OF THE PERMITS PLUS SYSTEM, INCLUDING INTEGRATION WITH GIS AND SYSTEMS INNOVATORS, ALONG WITH THE IMPLEMENTATION OF CITIZEN ACCESS, ACCELA WIRELESS AND IVR.

WHEREAS, the current version of the Permits Plus system is outdated and not supported by its vendor, Accela Automation; and

WHEREAS, it is fiscally prudent to integrate the Development Services Department's permit system with the City's cashiering system (Systems Innovators); and

WHEREAS, Management has directed the Development Services Department to perform wireless inspections; and

WHEREAS, Management has directed the Development Services Department to have one integrated system for all services.

NOW, THEREFORE BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF SACRAMENTO THAT:

1. The City Manager is authorized to suspend competitive bidding and execute a professional services agreement with Accela Inc. in the total amount of \$1,037,380 composed of the following elements:
 - Upgrade the existing Development Services Permits Plus system,
 - Integrate the Geographic Information System (GIS) and Systems Innovators (cashiering system)
 - Implement the Citizen Access, Accela Interactive Voice Response (IVR), and Accela Wireless field inspection modules.

FOR CITY CLERK USE ONLY

RESOLUTION NO.: _____

DATE ADOPTED: _____

2. The City Manager is authorized to execute an "Accela hosted" maintenance agreement in the amount of \$246,676 for the year of implementation and \$409,495 each year thereafter.
3. In the event the City decides to "self-host," the City Manager is authorized to execute an agreement that approves a one time software license fee of \$313,815, an annual maintenance fee of \$146,723, and an estimated one-time \$29,900 transitional services fee.

MAYOR

ATTEST:

CITY CLERK

FOR CITY CLERK USE ONLY

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DATE ADOPTED: _____