



Office of the City Manager

CONSENT CALENDAR
May 23, 2023

To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: Kevin Fong, Information Technology Director
Subject: Contract: Accela, Inc. for Software Maintenance

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to enter into a new maintenance Contract with Accela, Inc., for software maintenance for a total not to exceed \$299,710 July 1, 2023 to June 30, 2025.

FISCAL IMPACTS OF RECOMMENDATION

Funding for software maintenance for this contract is subject to appropriation in the FY 2024 and FY 2025 budgets in the General Fund (011), Abandoned Vehicle Fund (161), Vector Control Fund (325), Sanitary Sewer Fund (611), and Permit Service Fund (621).

FY24 Total Software Maintenance: \$144,092
FY25 Total Software Maintenance: \$155,618
FY 24-25 Breakdown Software Maintenance: \$299,710

\$53,859	FY24 Planning Department: Software Maintenance Budget Code: 621-35-362-376-0000-000-472-613130-	
\$11,379	FY24 Public Works Department: Software Maintenance Budget Code: 611-35-362-377-0000-000-472-613130-	
\$22,126	FY24 Finance: Software Maintenance Budget Code: 011-33-321-327-0000-000-412-613130-	
\$36,286	FY24 HHCS: Software Maintenance	
	Vector Control 325-51-502-511-2003-000-451-613130-	\$3,628.52
	Sewer Program 611-51-502-511-2004-000-472-613130-	\$12,336.95
	EH General Fund 011-51-502-511-0000-000-451-613130-	\$9,071.29
	Abandoned Auto 161-51-502-510-0000-000-451-613130-	\$11,249.24
\$20,442	FY24 Toxics: Software Maintenance	

Budget Code: 011-35-362-377-0000-000-472-613130-

\$144,092 FY 24 Total: Software Maintenance

\$58,167 FY25 Planning: Software Maintenance
Budget Code: 621-35-362-376-0000-000-472-613130-

\$12,290 FY25 Public Works: Software Maintenance
Budget Code: 611-35-362-377-0000-000-472-613130-

\$23,896 FY25 Finance: Software Maintenance
Budget Code: 011-33-321-327-0000-000-412-613130-

\$39,188	FY25 HHCS: Software Maintenance		
	Vector Control	325-51-502-511-2003-000-451-613130-	\$3,918.80
	Sewer Program	611-51-502-511-2004-000-472-613130-	\$13,323.91
	EH General Fund	011-51-502-511-0000-000-451-613130-	\$9,796.99
	Abandoned Auto	161-51-502-510-0000-000-451-613130-	\$12,148.30

\$22,077 FY25 Toxics: Software Maintenance
Budget Code: 011-35-362-377-0000-000-472-613130-

\$155,618 FY25 Total: Software Maintenance

CURRENT 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 maintenance contract will allow the City to receive ongoing support and software enhancements through fiscal 2025.

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 2010, the City released an RFP for a new Permitting system, #11-10535-C. After a thorough multi-department selection process, the City selected Accela as its new Permitting and Business License system.

In 2011, by Resolution No. 65,398-N.S., the City Council approved a new contract with Accela for software licensing, implementation, maintenance and related services for a licensing and permitting system.

Since this time, the City has enhanced Accela to streamline internal processes and to make services more accessible to the community through an enhanced online portal.

In 2017, Accela purchased Decade Software, used by the Planning Toxics division as well as the HHCS Environmental Health division.

Accela continues to provide ongoing support and maintenance for these systems.

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 SUSTAINABILTY 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

Kevin Fong, Director, Information Technology, (510) 981-6541.

ATTACHMENTS:

1: Resolution

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

CONTRACT: ACCELA, INC. FOR SOFTWARE MAINTENANCE

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 City Council previously 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 seeks to start a new software maintenance contract with Accela, Inc.; and

WHEREAS, funding for software maintenance will be available in the FY 2024 and FY 2025 General Fund, Permit Service Center, Sanitary Sewer fund, Abandoned Vehicle fund, and Vector Control fund; and

WHEREAS, 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 enter into a contract with Accela, Inc., for software maintenance in the amount of \$299,710 from July 1, 2023 to June 30, 2025.