

CITY OF SANTA ROSA
CITY COUNCIL

TO: MAYOR AND CITY COUNCIL
FROM: BRIAN TICKNER, CHIEF INFORMATION OFFICER,
INFORMATION TECHNOLOGY DEPARTMENT
SUBJECT: FOURTH AMENDMENT FOR ONE-YEAR EXTENSION WITH
ACCELA, INC. FOR PLANNING AND DEVELOPMENT RELATED
SOFTWARE SUPPORT SERVICES

AGENDA ACTION: RESOLUTION

RECOMMENDATION

It is recommended by the Information Technology and Planning and Economic Development Departments, that the Council, by resolution, approve a Fourth Amendment to General Services Agreement Number F000599 with Accela, Inc., San Ramon, California, for support and maintenance of software used for development-related permitting, inspections, and code enforcement services, data, and processes for a one-year extension, for a total renewal amount of \$166,899.26, and a total cumulative contract amount of \$1,941,641.

EXECUTIVE SUMMARY

The City uses the Accela Civic Platform throughout multiple departments to manage development-related permitting, inspections, and code enforcement services, data, and processes. This contract amendment extends the support and maintenance terms of the current contract with Accela, Inc. through June 2025, which will provide the City with continued software releases including enhancements, new features, and bug fixes as well as helpdesk support. Accela has informed the City that support for on-premise installations like ours will only be available through the December 2025 end-of-life date after which only their version in the cloud will be supported. Hence, this contract amendment is to extend services to June 30, 2025 while the City completes an RFP process to re-assess all available options.

This amendment relates to the Council Goals of Create an Environment that Supports Staff and Operational Excellence, Invest in the Development and Maintenance of the City's Infrastructure, Plan for and Encourage Housing for All and Reduce Homelessness, and Foster a Safe, Healthy, and Inclusive Community.

BACKGROUND

The City has utilized the Accela Civic Platform software suite (formerly branded as “Accela Automation”) since July 2015 as the primary system key to land management, including permitting, inspections, and code enforcement. The Accela system also provides a web portal used by the public to submit and review permit applications and inspection requests. The system continues to have widespread use throughout the Planning and Economic Development department and the Fire department, and is also used by staff in Public Works, Water, and Recreation and Parks.

The current contract terms with Accela include support and maintenance through August 8, 2024. This contract amendment extends the terms of the contract through June 30, 2025, which will provide the City with continued software releases including enhancements, new features, and bug fixes as well as helpdesk support from the vendor (Accela, Inc.).

PRIOR CITY COUNCIL REVIEW

On July 30, 2013, the City Council, by Resolution No. 28318, approved a five-year agreement with Accela to end on August 8, 2018, with option to extend.

On June 20, 2017, the City Council, by Resolution No. RES-2017-103, approved a five-year extension, to end August 8, 2023.

On July 11, 2023, the City Council, by Resolution No. RES- 2023- 121, approved a one-year extension, to end August 8, 2024.

ANALYSIS

The Accela Civic Platform suite of products used by the City include modules for land management, mobile inspections, and mobile code enforcement management, geographic information systems integration, and the public-facing web portal. Additionally, dozens of reports, dashboards, and integrations with other City systems have been developed to help provide key information and streamline processes. Over the past five years, between 12,000 – 15,000 permits are processed and managed annually in the Accela Civic Platform, plus an additional 1,200 – 1,500 code enforcement cases each year.

The Accela Civic Platform is developed and maintained by Accela, Inc. and an active support and maintenance agreement is required in order for the City to continue receiving enhancements, new features, bug fixes, security patches, and Accela helpdesk support. Due to the mission-critical nature of this system, these support and maintenance services are needed to continue leveraging this system for the important features and purposes it serves to internal staff and the public.

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RELATED SERVICES
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FISCAL IMPACT

Funds for this expense are included in the Information Technology department Fiscal Year 2024-25 adopted budget within Enterprise Software Support account 350307.

ENVIRONMENTAL IMPACT

This action is exempt from the provisions of the California Environmental Quality Act (CEQA) under CEQA Guidelines Section 15061(b)(3) and 15378 in that there is no possibility that the implementation of this action may have significant effects on the environment, and no further environmental review is required.

BOARD/COMMISSION/COMMITTEE REVIEW AND RECOMMENDATIONS

Not applicable.

NOTIFICATION

Not applicable.

ATTACHMENTS

- Resolution/Exhibit A (Fourth Amendment)

PRESENTER

Kiran Shah, IT Supervisor