

CITY OF SANTA ROSA
CITY COUNCIL

TO: MAYOR AND CITY COUNCIL

SUBJECT: CONTRACT AWARDS – ACCELA PERMITS PLUS LAND
MANAGEMENT SYSTEM SOFTWARE AND SERVICES

STAFF PRESENTERS: BRIAN TICKNER, INFORMATION TECHNOLOGY
SECTION MANAGER;
CHUCK REGALIA, DIRECTOR OF COMMUNITY
DEVELOPMENT;
ERIC MCHENRY, CHIEF TECHNOLOGY OFFICER

AGENDA ACTION: RESOLUTION

ISSUE(S)

Shall the Council, by resolution, authorize contract awards and appropriate funds associated with upgrading the City's land management system, Permits Plus, including:

- 1) Waiver of competitive bids and contract award for software and implementation services to Accela, Inc., San Ramon, California, in the amount of \$241,031.92, plus \$24,103 project contingency, and issuance of a five year contract in the amount of \$429,266.92 for support and maintenance?
- 2) Contract award for project management, implementation and support services to IK Consulting, LLC, Tucson, Arizona, in the amount of \$228,857, plus \$22,886 project contingency, and an additional \$46,000 in support services costs over a three year period?
- 3) Waiver of competitive bids and contract award for integrated Interactive Voice Response (IVR) system upgrade services to Selectron Technologies, Inc., Portland, Oregon, in the amount of \$34,675, plus \$3,468 project contingency?
- 4) Contract award for software code escrow services with NCC Group Escrow Associates, LLC, San Francisco, California, in the amount of \$750 for the first year?
- 5) Authorize the Chief Financial Officer to increase appropriations in project number 02060 (Accela Automation Project) in the amount of \$28,912, the source of funds being Information Technology Fund Reserves for balance of project funding?

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BACKGROUND

In 1996, the City purchased the Accela Permits Plus software application primarily for managing building, planning, land use and other assorted permits and inspections. Permits Plus has been a reliable system that has met the City's original requirements with respect to tracking and reporting of permitting and inspection processes. Over the past 17 years, the Permits Plus software application has undergone many successful minor software updates at the City, and is now requiring a major update to the next version called "Accela Automation".

In 2010 the requirement to replace Permits Plus was formally identified and followed by adoption into the City of Santa Rosa Information Technology Strategic Plan covering 2012-2015. The IT Strategic Plan identifies major City information system replacement and deployment plans, costs and timing. Per the adopted IT Strategic Plan, the planning phase for Permits Plus replacement began in FY11/12.

The Accela Permits Plus software application continues to have wide use in the City across the Community Development, Utilities, Fire, Transportation and Public Works and Recreation and Parks departments. Approximately 80 City staff members are trained and regularly use the system, plus additional staff from the Community Development and Information Technology Departments are trained in providing Accela Permits Plus system administration and support. There are an estimated 124,000 permit records currently residing in the Accela Permits Plus database that would be retained through the upgrade. These Accela Permits Plus records contain vital current and historical records such as building permits, planning applications, code enforcement cases, utility permits, fire permits, encroachment permits, final maps, improvement plans, parcel and address records, and a database of contractors, architects and developers.

Support for "Permits Plus" is being phased out by Accela, the product manufacturer, in favor of their current product version, "Accela Automation". An upgrade is needed to replace the outdated Permits Plus system, which is no longer being developed with new features since 2008, and only releases containing minor software bug fixes are now provided.

Additionally, since major new releases are no longer available, the product becomes more difficult to support as technology around it changes. For example, the server components of Permits Plus run on Windows 2000 Server Operating System and Microsoft SQL 2000, which are both very old technologies, and are not compatible with many newer applications. Mainstream support for Microsoft SQL 2000 ended in April 2008, and extended support will end in April 2014. Extended support for Windows 2000 Server operating system ended in July 2010. Supporting technology this old requires additional hardware costs and staff with additional skills that are not used as frequently as on currently technologies, resulting in additional time and costs to maintain the environment, and difficulties recovering from a major system failure.

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In addition to the technical issues stemming from the outdated Permits Plus software, there are also several non-technical concerns, including:

- Inability for the City to provide the services needed and expected by businesses and citizens with regards to self-service, streamlined processes, and making it easier to do business in Santa Rosa
- Lack of real time information available in a central place, resulting in occasional missed collection of fees; redundant data entry, and waiting for information that would otherwise be available
- Inability to maximize staff productivity and services through automation, geo-centric functionality, and mobility options, due to the manual and tedious nature of obsolete business practices
- Increased risk of poor decisions based on incomplete data
- Increased difficulties implementing new programs with opportunities for improved efficiencies, including challenges interfacing with current technologies
- Inefficiency in disseminating information to business vendors and the general public
- Accela is phasing out support, and one day will no longer support Permits Plus. Once the product is no longer supported, the City will not be able to receive assistance from Accela when problems arise

Permits Plus is currently used by several departments throughout the City, including:

- Community Development for planning permits, building permits, code compliance, inspections (building related construction), plan check, land use permits, encroachment permits, office link (attached documents), workflow, and IVR for customers to schedule appointments and building inspections
- Fire for Fire-related permits (e.g. sprinklers, special events, hazmat, fire alarms, etc.), plan check for planning and building permits, inspections (Fire and building related), office link (attached documents), and IVR for customers to schedule inspections
- Utilities for utility-related permits (e.g. tenant improvements, new hookups, modifications, etc.), adding inspections to building permits to ensure utility fees are paid before the building permit is issued / finalized, office link (attached documents), and workflow on building permits
- Transportation and Public Works for encroachment permits and office link (attached documents)

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- Recreation and Parks for building permits, to track the art in lieu fee
- Various departments for looking up parcel, address, and owner records
- Additionally, contractors use the online customer service portion of Permits Plus for basic permits, such as re-roofs, hot water heaters, electric panel upgrades, etc.

Upgrading to Accela's latest solution, Accela Automation, will provide the City with the current functionality provided by Permits Plus, but running on a supported technology platform into the future, while also addressing unmet needs, constituent expectations, and internal process improvements through additional features, such as:

- Seamless integration with the City's Geographic Information System (GIS) to provide a geographic starting point and view of all land-use, zoning, and infrastructure information associated with a parcel, permit, inspection or plan
- Mobile inspections with off-line and auto-synch capabilities allowing for work to be completed even when there is no network access, including in remote areas and during disasters
- Enhanced cross-departmental workflow authoring capabilities
- Automated integration with the City's LaserFiche electronic document management system
- Expanded capabilities for applying and paying for permits and scheduling inspections through automated Interactive Voice Response (IVR) integration via telephone
- Automatic display of jobs closest to a field user's current location, helping to reduce unnecessary travel time and costs
- Streamlined, real-time interaction between office and field staff, the public, businesses, and other key stakeholders
- Improved access to information and reporting at all levels of the organization, by making permits and other records more easily available across departments
- Improved customer support for our citizens due to updated technology, streamlined processes, and self-service tools (Citizen Access web module, mobile, and IVR features)

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- Automated processes to verify that fees are collected for all permits on a parcel or project before finalizing or sign-off; thereby minimizing the risk of not collecting certain fees as sometimes happens today
- Provides field-based staff with the access to the same data, case histories, and maps as back-office staff – eliminating the need for multiple office visits for data lookup or entry
- Allows builders, contractors and developers a simpler way to apply and pay for all of their needed permits via a single online shopping cart, and access to their permits and applications from a smart phone or other mobile device, if desired
- New global search capability, allows users to execute wildcard and keyword searches to more easily locate information
- Provides field staff with the ability to take a photo, or access an existing image, in the field; then make annotations or comments on the image and upload it wirelessly to the main database or City's LaserFiche electronic document management system
- Browser-based interface running from a central server, rather than a Windows client on individual PC's, makes maintenance, troubleshooting, fixes, and upgrades much simpler
- Compliant with Section 508 of the Rehabilitation Act and supports the use of assistive technologies, enabling public users with sight impairments to benefit from 24/7 access

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There are several hundred agencies throughout the United States using Accela Automation, including over 40 agencies in Northern California. Some of the current user agencies include:

<u>Agency</u>	<u>Approximate Population</u>
City of Larkspur	12,000
City of Benicia	27,000
City of Los Gatos	30,000
City of Martinez	37,000
City of West Sacramento	49,000
City of Palo Alto	66,000
City of Pleasanton	72,000
City of Alameda	75,000
City of Livermore	82,000
City of Santa Monica	90,000
City of Berkeley	115,000
City of Roseville	122,000
City of Concord	125,000
County of Napa	140,000
City of Santa Rosa	169,000
Salt Lake City, UT	190,000
City of San Bernardino	213,000
City of Reno, NV	228,000
City of Madison, WI	237,000
City of Lincoln, NE	263,000
County of Placer	357,000
City of Oakland	400,000
City of Omaha, NE	415,000
County of Solano	417,000
County of Monterey	422,000
County of Santa Barbara	427,000
City of Atlanta, GA	433,000
City of Sacramento	472,000
County of Stanislaus	519,000
City of Oklahoma City, OK	592,000
County of San Mateo	727,000
City of San Francisco	815,000
County of Contra Costa	1,000,000
County of Sacramento	1,436,000
County of San Diego	3,140,000
County of Maricopa, AZ	3,880,000
City of New York, NY	8,245,000
State of New York	19,570,000

Permits Plus to Accela Automation Upgrade Components

The Permits Plus upgrade to Accela Automation plans to encompass the following components, by phase:

PHASE 1 – Implement Core Accela Automation Platform

Phase 1.A.

- Implement One-Time / Non-recurring Permits module (a.k.a. “Accela Land Management”)
- Implement Online Customer Service module (a.k.a. “Accela Citizen Access”)
- Implement Integrated Geographic Information System module (a.k.a. “Accela GIS”)
- Upgrade Existing Selectron Interactive Voice Response (IVR) module (a.k.a. “VoicePermits”)
- Upgrade Server Environment

Phase 1.B.

- Implement Contractor’s License Validation
- Implement Mobile module (a.k.a. “Accela Mobile”)

Phase 1.C.

- Expand Integration of Geographic Information System functionality
- Implement Improved Data Access and Reporting Features
- Implement City-wide Special Events functionality
- Integrate LaserFiche Document Management for Permanent Records

PHASE 2 – Expand on New Functionality / Capabilities

- Address Outstanding Items from PHASE 1
- Expand One-Time Permits
- Expand Calendaring and Inspections to Additional Departments
- Electronic Plan Review
- Expand IVR Features (e.g. Code Enforcement, Outbound Notifications)
- Report Enhancements / Additional Reports and Data Analysis Tools
- Expand Mobile Capabilities
- Expand Online Customer Service / Citizen Access Functionality

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ANALYSIS

1. Land management software, including building, planning, permitting, and inspection management, is very specialized and there are a limited number of qualified companies providing this product for cities the size of Santa Rosa. Additionally, Accela, Inc. is offering an exchange for the City's existing Permits Plus Land Management software licenses, resulting in a \$252,905 savings (100% discount) on the equivalent Land Management software licenses in Accela Automation. Accela, Inc. is also offering a 15% discount on the Citizen Access, Mobile Office and Accela GIS software licenses, resulting in an additional \$22,705.04 savings to the City. Due to the already developed staff competencies in the Accela Permits Plus system, the current investment in owned software licenses, the significant savings from the software license exchange and discounts, and the existing large database of critical records stored in Permits Plus, Staff recommends the City waive a RFP or public bid process and upgrade our existing Accela Permits Plus system to the Accela Automation software.
2. To reduce project implementation costs as much as possible, on November 6, 2012, the City issued RFP 12-39 seeking proposals from qualified firms for "Project Management and Implementation Consulting Services for Permits Plus to Accela Automation Upgrade". The goal was to identify a consulting firm with prior Permits Plus to Accela Automation upgrade experience, who could provide some of the key services at a cost lower than if the City were to contract directly with Accela, Inc. One proposal was received. It was considered responsive to the solicitation and the firm is listed below:

<u>Bidder</u>	<u>Location</u>
IK Consulting, LLC	Tucson, AZ

- a) A three-member evaluation panel, facilitated by the City's Purchasing Agent, including a Community Development Technician, the Department Technology Coordinator for Community Development, and an IT Section Manager carefully evaluated and scored the proposal based on the selection criteria specified in the RFP, which is as follows:
 - Demonstrated technical approach and methodology to address the items identified in the Scope of Work
 - Demonstrated qualifications and past experience of the firm providing Project Management and Implementation services for similar Permits Plus to Accela Automation upgrades
 - Qualifications of the proposed project team / personnel who will be assigned to the City

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- Responsiveness to the requirements of this RFP, including the willingness / ability to sign a City of Santa Rosa contract “as is.”
 - Total proposed cost of service
 - References
- b) The evaluation panel conducted a phone interview with the proposing vendor, IK Consulting, LLC.
- c) The evaluation panel then conducted telephone reference checks for two of the proposed vendor’s current customers.
- d) As a result of the successful evaluation process, IK Consulting was selected to move forward with best and final offer and contract negotiation.
- e) IK Consulting was determined to offer the best value to the City for the following reasons:
- Exceptional qualifications, emphasized teamwork and collaborative approach and offered the flexibility to customize services to meet the City’s needs.
 - Demonstrated past experience providing Permits Plus to Accela Automation project management and implementation services for agencies similar to the City of Santa Rosa.
 - Very strong project team with appropriate experience.
 - Very responsive to the requirements of the RFP including a well-prepared and comprehensive proposal.
 - Lower service costs to the City than having Accela, Inc. provide all of the services.
3. As part of the Permits Plus to Accela Automation upgrade, the City would also be upgrading the existing Selectron “VoicePermits” Interactive Voice Response (IVR) system that integrates with Permits Plus / Accela Automation. There is no additional cost for the upgraded software licenses from Selectron Technologies, Inc.; however, a contract would be awarded for consulting services with Selectron to upgrade the existing system. The Selectron “VoicePermits” system, integrated with Accela Automation, will provide the following IVR features for the citizens of Santa Rosa and internal system users:
- Schedule Inspections
 - Cancel Inspections
 - Obtain Inspection Results

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- Speak Site Address
 - Permit Based Messaging
 - VoicePermits Reporting Module
 - Automated Results Notifications
 - Inspection Results and History
 - Permit Verification
 - Combination Inspections
 - Correction / Failure Codes
 - Spanish Call Flow
4. To mitigate risk to the City in the unlikely event that Accela, Inc. goes out of business, Accela will place their software source code in an escrow account with NCC Group Escrow Associates, LLC, San Francisco, California. If Accela, Inc. were to cease its operations, the Accela Automation software source code would be released to the City where it could be maintained and enhanced by City I.T. staff. There is no fee paid to Accela for this service, but requires an annual fee of \$750 to be paid to NCC Group Escrow Associates, LLC for this service.
 5. There will be additional project costs, not part of this award, of approximately \$22,000 for server environment hardware and software.
 6. Funding for the Accela Automation upgrade project will be budgeted as shown below:

Item	Key Number	Description	Amount
Accela, Inc.			
1	02060 Accela Automation Upgrade	Software, Installation, Configuration, Training, Travel and Expenses	\$241,031.92
		10% Contingency for software and consulting services	\$24,103
2	350307 Enterprise Software Support	5 Years Ongoing Software Support and Maintenance Total *FY 13/14 portion approved, and subsequent years when approved by Council	\$429,266.92
Total Contract Award – Accela, Inc.			\$694,401.84

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IK Consulting, LLC			
3	02060 Accela Automation Upgrade	Project Management, Configuration, Consulting, Training, Travel and Expenses	\$228,857
		10% Contingency for consulting services	\$22,886
4	350307 Enterprise Software Support	3 Years Ongoing Production Support Services Total *FY 13/14 portion approved, and subsequent years when approved by Council	\$46,000
Total Contract Award – IK Consulting, LLC			\$297,743

Selectron Technologies, Inc.			
5	02060 Accela Automation Upgrade	Setup, Configuration, and Conversion of IVR system	\$34,675
		10% Contingency for consulting services	\$3,468
Total Contract Award – Selectron Technologies, Inc.			\$38,143

NCC Group Escrow Associates, LLC			
6	02060 Accela Automation Upgrade	Annual Software Code Escrow Services Fee – First Year *subsequent years when approved by Council	\$750
Total Contract Award – NCC Group Escrow Associates, LLC			\$750

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Summary - Total Recommended Award Costs	
Total Implementation Costs, including Contingency – Items 1, 3, 5 and 6	\$555,770.92
Total 5-Year Support and Maintenance Costs – Items 2 and 4	\$475,266.92
Total Recommended Award Costs	\$1,031,037.84

RECOMMENDATION

It is recommended by the Community Development, Transportation and Public Works, Utilities, Fire, Finance, and Information Technology Departments, that Council approves the contract awards, in substantially the same form as attached as Exhibits to the Resolution and subject to approval as to form by the City Attorney, and appropriate funds associated with upgrading the City's land management system, Permits Plus, including:

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- 5) Authorize the Chief Financial Officer to increase appropriations in project number 02060 (Accela Automation Project) in the amount of \$28,912, the source of funds being Information Technology Fund Reserves for balance of project funding.

Author: Brian Tickner

Attachments: None