

CITY OF SANTA ROSA  
CITY COUNCIL

TO: MAYOR AND CITY COUNCIL  
FROM: BRIAN TICKNER, INFORMATION TECHNOLOGY SECTION  
MANAGER  
INFORMATION TECHNOLOGY DEPARTMENT  
  
SUBJECT: FOURTH AMENDMENT TO PROFESSIONAL SERVICES  
AGREEMENT NUMBER F000600 WITH IK CONSULTING, LLC

AGENDA ACTION: RESOLUTION

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RECOMMENDATION

It is recommended by the Planning and Economic Development Department and the Information Technology Department that the Council, by resolution, 1) waive the competitive selection procedures in Council Policy 600-01 in the best interests of the City; and 2) approve a Fourth Amendment to Professional Services Agreement Number F000600 with IK Consulting, LLC, Tucson, AZ, to provide continued services for upgrading, enhancing, and supporting the Accela Civic Platform software used by the City for managing permitting, inspections, and code enforcement cases, in the amount of \$50,000, for a total contract amount of \$447,743.00.

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EXECUTIVE SUMMARY

IK Consulting has been assisting the City with supporting, enhancing, and adding functionality to the Accela Civic Platform system, used by the City for managing permitting, inspections, and code enforcement cases. As the City continues working towards three key Council goals, including “Effectively implement the recovery and rebuilding of Santa Rosa”, “Meet housing needs”, and “Provide for community safety, valued City services and open government”, the Accela Civic Platform continues to be used heavily by five departments in these efforts, and requires on-going support and enhancement activities. Additionally, the City plans to upgrade the Accela Civic Platform to the latest version and begin a broader implementation of Electronic Plan Review. IK Consulting staff have proven Accela system knowledge and skills needed to continue working with City staff to address these needs.

BACKGROUND

IK Consulting was selected from an RFP process in 2013 to provide project management, implementation, training, and support services to assist the City with

upgrading the Permits Plus system to Accela Automation / Civic Platform. Since going live on the Accela system in 2015, the system has seen increased usage in terms of the number of City staff using the system, as well as the number of permits, inspections, and code enforcement cases tracked and managed. Requests for additional functionality, workflows, and reporting needs have also increased as City staff works to improve processes and continues working on Fire Recovery and Housing-related initiatives.

In addition to increased support needs and enhancement requests, the current version of the Accela Civic Platform that the City is using is beyond the supported life for bug fixes and enhancements by the vendor and needs to be updated to the latest supported version. Additionally, the Planning and Economic Development department also plans a broader implementation of Electronic Plan Review.

#### PRIOR CITY COUNCIL REVIEW

Original Agreement	July 30, 2013	\$297,743	Council
Amendment #1	November 20, 2015	\$50,000	City Manager
Amendment #2	June 7, 2016	\$5,000	City Manager
Amendment #3	June 13, 2017	\$45,000	City Manager
Amendment #4	Pending	<u>\$50,000</u>	Council

Total: \$447,743

#### ANALYSIS

The Accela Civic Platform continues to be a critical system within the City. It is used by over 140 internal users across five departments to manage permits, inspections, and code enforcement cases. The online portion of the system, Citizen Access, is also used by developers, contractors, homeowners, and the general public to research and apply for permits online and to schedule and track inspections. Usage of the system continues to grow, as does the need for added functionality, continued enhancements, and troubleshooting of support-related issues.

IK Consulting has worked with the City for several years, providing highly skilled technical consulting and support services, specializing in the Accela Civic Platform and related business processes. IT currently has one dedicated Technology Application Specialist focused on the Accela Civic Platform and integrated systems. Additional assistance and expertise is needed from IK Consulting to help the City successfully address existing needs and upcoming initiatives.

### **Waiver of Competitive Bid – Council Policy 600-01**

Council Policy 600-01 requires a competitive process prior to selection and award of professional services agreements. Article 4.1.2 of Council Policy 600-01 states that the City Council may waive this process if the Council finds it is in the best interests of the City to do so. The competitive process required by Council Policy 600-01 includes the execution of a Request for Proposals (RFP) that is sent out to multiple agencies and the required receipt of at least three competitive bids from which a selection can be made. The City executed an RFP in 2013 which resulted in the selection of IK Consulting to provide highly skilled technical consulting and support services, specializing in the Accela Civic Platform and related business processes.

Staff believes it is in the best interests of the City to enter into an amendment with IK Consulting without engaging the competitive process as specified under Policy 600-01 because IK Consulting possesses the history, expertise and knowledge that is required to seamlessly continue to provide highly skilled technical consulting and support services, specializing in the Accela Civic Platform and related business processes.

### **FISCAL IMPACT**

The additional appropriations of \$50,000 for this contract amendment will come from previously adopted budget as follows: \$35,000 from the Information Technology department “Enterprise Software Support” budget (GL Key 350307); \$15,000 from the Planning and Economic Development department “Technology Projects” budget (JL Key 08037).

This amendment will allow for approximately 400 hours of services from IK Consulting, based on their \$125/hr rate.

### **ENVIRONMENTAL IMPACT**

This action is exempt from the California Environmental Quality Act (CEQA) because it is not a project which has a potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment, pursuant to CEQA Guideline section 15378.

### **BOARD/COMMISSION/COMMITTEE REVIEW AND RECOMMENDATIONS**

Not Applicable

### **NOTIFICATION**

Not applicable

ATTACHMENTS

- Resolution/Exhibit A (Amendment)

CONTACT

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