



Office of the City Manager

CONSENT CALENDAR

June 30, 2026

To: Honorable Mayor and Members of the City Council

From: Paul Buddenhagen, City Manager

Submitted by: Henry Oyekanmi, Director, Finance Department

Subject: Contract No. 105921-1 Amendment: TruePoint Solutions, LLC dba GovPath for Professional Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager or his designee to amend Contract No. 105921-1 with GovPath (TruePoint Solutions, LLC) for professional services, increasing the amount by \$180,000, for a total not-to-exceed amount of \$1,657,200.

FISCAL IMPACTS OF RECOMMENDATION

Funding for the additional professional services are available in the Fiscal Year (FY) 2026 U1 Housing Fund, and any future expenditures are subject to Council approval of the proposed citywide budget and Annual Appropriations Ordinances.

CURRENT SITUATION AND ITS EFFECTS

The Finance Department currently uses Accela Civic Platform as its Business License processing system. It is used for processing new and renewing business license applications and payments. The departments of Planning & Development and Public Works also use the Accela Civic Platform as their permitting system to process permit applications, schedule inspections, receive permit application payments online, and maintain permits.

GovPath (TruePoint Solutions) provides the professional services necessary to effectively implement and maintain these critical features and functionalities, as well as to provide consultation and technical support. The contract amendment is essential to continue the successful operation of this enterprise licensing software that is used on a daily basis by the Finance department, and the members of the public.

This contract extension aligns with the City's strategic goal to be a customer-focused organization that provides excellent, timely and easily accessible service to the community.

During the transition to Accela, each department engaged a different consultant to assist with setting up the software and provide specialized user support for staff: Gray Quarter and TruePoint Solutions. Due to a series of acquisitions and mergers, both consultants are now working under the name GovPath (recently TruePoint Solutions). To simplify the City's interactions with this vendor, we are consolidating all scopes of work in one contract and increasing the NTE of the contract to accommodate Finance's scope of work.

Effective January 1, 2026, local agencies are required to satisfy noticing requirements for certain contracts for services that meet the criteria outlined in Government Code Section 3504.1 as amended by AB 339. This project does not meet the criteria in Government Code Section 3504.1 and is exempt from the noticing requirement.

### BACKGROUND

Established in 2004, TruePoint Solutions, LLC provides design, implementation, and support services to public sector technology solutions. In 2005, TruePoint Solutions became an Accela-Certified implementation partner.

In 2015, the City contracted with TruePoint Solutions for report writing and additional scripting and configuration of Accela's Building Permit system. In 2016, the City Council approved an amendment with TruePoint Solutions for the management of the Private Sewer Laterals module for the Department of Public Works. In 2018, the City Council approved an amendment with TruePoint Solutions to provide professional assistance for the work on system issues as requested and prioritized by the City and suggest additional enhancements/improvements.

The City has enhanced Accela with the help of TruePoint Solutions to streamline internal processes, enhance online functionality, and make services more accessible to the community. Recent examples of enhancements that have been implemented include:

- Payment of Business License Applications Online;
- Tracking of delinquencies;
- Application for oversized load permit;
- Application for private sewer lateral (PSL) certification;
- PSL enforcement documentation; and
- The ability to look up and save PSL certificates.

In 2026, TruePoint merged with Gray Quarter under the name GovPath.

### RATIONALE FOR RECOMMENDATION

GovPath (TruePoint Solutions) is an Accela-Certified implementation partner. The vendor performs specialized process analysis, configuration, and scripting to support the City's permitting system and has in-depth knowledge of City business processes and data architecture that would take another vendor years to acquire.

### ENVIRONMENTAL SUSTAINABILITY

The City will help reduce carbon emissions by allowing most, if not all, permitting and business licensing processes to be performed online thereby reducing traffic into the City.

Further, the online application capability of the system eliminates the use of paper thus working towards the City's goal of achieving zero waste to landfills.

ALTERNATIVE ACTIONS CONSIDERED

None. Without this support, software configuration errors that are encountered would remain and would inhibit City staff's ability to effectively collect business license revenues in a timely manner, and prevent public users from being able to apply for business licenses and file annual returns online.

CONTACT PERSON

Henry Oyekanmi, Director of Finance, Finance Department, 981-7301

Attachments:

1. Resolution

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

CONTRACT NO. 105921-1 AMENDMENT: TRUEPOINT SOLUTIONS, LLC DBA  
GOVPATH FOR ACCELA PROFESSIONAL SERVICES

WHEREAS, The City currently has a contract with TruePoint Solutions, LLC who recently merged with Gray Quarter to become GovPath; and

WHEREAS, TruePoint Solutions provides design, implementation, and support services to public sector technology solutions, and is an Accela-Certified implementation partner; and

WHEREAS, TruePoint Solutions is essential to continue the successful operation of the Finance department's business licensing software and meet ongoing technical support requirements; and

WHEREAS, TruePoint Solutions has previously provided excellent report writing, scripting, and consulting services and therefore has an in-depth knowledge of City business processes and data architecture that would take another vendor years to acquire; and

WHEREAS, funding for the additional professional services are available in the Fiscal Year (FY) 2026 U1 Housing Fund, and any future expenditures are subject to Council approval of the proposed citywide budget and Annual Appropriations Ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend contract No. 105921-1 with TruePoint Solutions, LLC dba GovPath, increasing the amount by \$180,000, for a total not-to-exceed amount of \$1,657,200 for the term beginning June 1, 2015 to June 30, 2027.