



Office of the City Manager

CONSENT CALENDAR  
June 25, 2019

To: Honorable Mayor and Members of the City Council  
From: Dee Williams-Ridley, City Manager  
Submitted by: Savita Chaudhary, Director, Information Technology  
Subject: Contract No. 10036C Amendment: TruePoint Solutions, LLC for Accela Professional Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 10036C with TruePoint Solutions, LLC for professional services, increasing the amount by \$276,000, for a total not-to-exceed amount of \$617,200, and for the term beginning June 1, 2015 to June 30, 2021.

FISCAL IMPACTS OF RECOMMENDATION

Funds for the additional professional services is available in the Department of Information Technology’s Fiscal Year (FY) 2020 Permit Service Center fund as itemized below, and is subject to Council approval of the proposed citywide budget and Annual Appropriations Ordinances.

	FY 2020: Professional Services
\$276,000	FY 2020: 621-35-362-377-0000-000-472-612990 (Permit Service Center, IT, Business Applications, Professional Services)
<b>\$276,000</b>	<b>Total Professional Services</b>

CURRENT SITUATION AND ITS EFFECTS

The Department of Planning & Development currently uses the Accela Civic Engagement Platform as a workflow, reporting, and mobile software solutions tool. TruePoint Solutions will provide resources focused on trouble-shooting, scripting and configuration work needed by the City to use the software effectively. TruePoint will also work on additional issues as requested and prioritized by the City and suggest additional enhancements and improvements.

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 TruePoint resource provides more focus on scripting and configuration from the business requirements documents.

#### ENVIRONMENTAL SUSTAINABILITY

There are no identifiable environmental effects or opportunities associated with the subject of this report.

#### RATIONALE FOR RECOMMENDATION

TruePoint Solutions is an Accela-Certified implementation partner. TruePoint performs specialized process analysis and configuration to support the City's implementation of Accela's Zoning, Permitting, and Linear Asset Management systems. As a result, TruePoint has in-depth knowledge of City business processes and data architecture that would take another vendor years to acquire.

#### ALTERNATIVE ACTIONS CONSIDERED

Staff considered completing these projects and enhancements without professional services however, doing so would lead to an inefficient allocation of staff resources and significantly extend implementation timelines.

#### CONTACT PERSON

Savita Chaudhary, Director, Information Technology, 510-981-6525

#### Attachments:

1: Resolution

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

CONTRACT NO. 10036C AMENDMENT: TRUEPOINT SOLUTIONS, LLC FOR  
ACCELA PROFESSIONAL SERVICES

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

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

WHEREAS, funds for the additional professional services is available in the Department of Information Technology's Fiscal Year (FY) 2020 Permit Service Center fund, and is 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. 10036C with TruePoint Solutions, LLC, increasing the amount by \$276,000, for a total not-to-exceed amount of \$617,200, and for the term beginning June 1, 2015 to June 30, 2021.

