



Office of the City Manager

CONSENT CALENDAR
June 25, 2024

To: Honorable Mayor and Members of the City Council
 From: Dee Williams-Ridley, City Manager
 Submitted by: Kevin Fong, Information Technology Director
 Subject: New Contract: Accela, Inc Software Upgrade and Maintenance

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to enter into a new Contract with Accela, Inc., for software upgrade and maintenance to their modern platform for a total not to exceed \$1,324,193 from July 1, 2024 to June 30, 2027.

FISCAL IMPACTS OF RECOMMENDATION

Funding for the one-time upgrade cost and software maintenance for this contract is subject to appropriation in the FY2025, FY2026, and, FY2027 budgets in the General Fund (011), Sanitary Sewer Fund (611), and Permit Service Fund (621).

One Time Cost

| Department | Account Code | FY2025 |
|--------------|-------------------------------------|------------------|
| Finance | 011-33-321-327-0000-000-412-613130- | \$32,000 |
| Planning | 621-53-585-634-0000-000-472-613130- | \$85,943 |
| PW | 611-54-623-672-0000-000-472-613130- | \$42,057 |
| Total | | \$160,000 |

Annual Maintenance

| Department | Account Code | FY2025 | FY2026 | FY2027 |
|--------------------------------|-------------------------------------|------------------|------------------|------------------|
| Finance | 011-33-321-327-0000-000-412-613130- | \$58,834 | \$69,848 | \$74,039 |
| Planning | 621-53-585-634-0000-000-472-613130- | \$158,011 | \$187,591 | \$198,846 |
| PW | 611-54-623-672-0000-000-472-613130- | \$77,325 | \$91,800 | \$97,308 |
| Contingency for Misc. Licenses | Various | \$43,705 | \$51,887 | \$55,000 |
| Total | | \$337,875 | \$401,125 | \$425,193 |

3-Year
Total \$1,324,193

CURRENT SITUATION AND ITS EFFECTS

The Accela Civic Platform is a critical enterprise software platform that provides Permitting and Zoning for Planning, Utility Permitting for Public Works, and Business Licenses for Finance. Additionally, the platform has an online portal that allows the community to apply for business licenses and permits, schedule inspections, and pay for these services. This new contract will move and upgrade the current version of Accela (which will be discontinued at end of 2025) to Accela's modern and currently supported platform to ensure critical services remain highly available to the City and community.

The Accela Civic Platform helps advance the City's Strategic Goal to *be a customer-focused organization that provides excellent, timely, easily-accessible service and information to the community.*

BACKGROUND

In 2010, the City released an RFP for a new Permitting system, #11-10535-C. After a thorough multi-department selection process, the City selected Accela as its new Permitting and Business License system.

In 2011, by Resolution No. 65,398-N.S., the City Council approved a new contract with Accela for software licensing, implementation, maintenance and related services for a licensing and permitting system.

Since this time, the City has enhanced Accela to streamline internal processes and to make services more accessible to the community through an enhanced online portal.

Accela continues to provide ongoing support and maintenance for these systems.

RATIONALE FOR RECOMMENDATION

Accela will no longer support the platform that the City is using after December 2025 and is requiring the City migrate to its new platform for continued, uninterrupted operations. Accela retains exclusive rights to provide maintenance for their software and is the only vendor that provides authorized software maintenance to their system. Establishing a new contract for their new platform and associated maintenance ensures continued technical support and software updates to the platform.

ALTERNATIVE ACTIONS CONSIDERED

Staff issued a Request for Proposal (Specification No. 19-11330-C) in late 2019 for a new Digital Permitting System to investigate other potential Permitting software solutions on the market. However, the COVID 19 pandemic hit in the middle of the selection process and halted the RFP process. For the duration of this new contract, the City will remain with the Accela solution while possibly considering alternative solutions.

ENVIRONMENTAL SUSTAINABILTY AND CLIMATE IMPACTS

Accela's online web portal for permitting and business licenses reduces the need for the community to physically drive into the Permit Service Center and submit paper forms and documentation. Information can be submitted digitally and accessed remotely through the City's online Accela web portal thereby reducing the Berkeley's overall carbon footprint.

CONTACT PERSON

Kevin Fong, Director, Information Technology, (510) 981-6541.

Attachments:

1: Resolution

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

NEW CONTRACT: ACCELA, INC. FOR SOFTWARE UPGRADE AND MAINTENANCE

WHEREAS, the Accela Civic Platform is a critical enterprise software platform that multiple City departments use including Planning, Public Works, and Finance; and

WHEREAS, the City Council previously authorized Contract No. 8865 with Accela, Inc. on July 19, 2011 (Resolution No. 65,398-N.S.) for software licensing, implementation, maintenance and related services for a licensing and permitting system; and

WHEREAS, the City seeks to start a new software contract with Accela, Inc.; and

WHEREAS, funding for software upgrade and maintenance will be available in the FY 2025 and FY 2026 and FY2027 General Fund, Permit Service Center, Sanitary Sewer fund, Abandoned Vehicle fund, and Vector Control fund; and

WHEREAS, spending for this amendment in future fiscal years is subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the Council authorizes the City Manager enter into a new contract with Accela, Inc., for software upgrade and maintenance in the amount of \$1,324,193 from July 1, 2024 to June 30, 2027.