



Office of the City Manager

CONSENT CALENDAR
September 10, 2024

To: Honorable Mayor and Members of the City Council
From: LaTanya Bellow, Interim City Manager
Submitted by: Kevin Fong, Director of Information Technology
Subject: Contract No. 32000223 Amendment: Gray Quarter, Inc. for Accela Professional Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 32000223 with Gray Quarter, Inc. for professional services, increasing the amount by \$50,000, for a total not-to-exceed amount of \$299,500 through July 31, 2025.

FISCAL IMPACTS OF RECOMMENDATION

Funding for the additional professional services is available in the Fiscal Year (FY) 2025 IT Cost Allocation, Fund 680. Future expenditures are subject to Council approval of the proposed citywide budget and Annual Appropriations Ordinances.

\$50,000 **FY 2025: Professional Services – IT**
(IT Cost Allocation, IT, Professional Services)

\$249,500 **Current Contract Value**

\$299,500 Total Contract Value: Professional Services

CURRENT SITUATION AND ITS EFFECTS

Various departments in the City use the Accela Civic Platform as their Business License and Permitting system. The Information Technology Department seeks to extend its contract with Gray Quarter in order to support maintenance, upgrade, and provide technical expertise and support for the Accela Civic Platform.

Currently, Information Technology is engaged in a major upgrade of the Accela Civic Platform. This upgrade moves the City to a supported software version that provides feature enhancements and addresses key security vulnerabilities. In addition, the

upgraded version supports newer browsers that streamlines the user experience. Gray Quarter provides installation assistance, upgrade expertise, training support and other project management related support for this upgrade project.

With the additional funds Gray Quarter will continue to assist with the current Accela upgrade, future upgrades, production support and provide support in key projects.

BACKGROUND

Gray Quarter is an Accela Certified Services Partner and Accela Technology Alliance Partner that specializes in Accela software, with proven experience in many challenging projects.

Gray Quarter has provided support to the city via Accela professional services as a sub-contractor since 2018. In 2019, they were the Accela Professional services sub-contractor to lead the effort to implement Business License renewals online.

In 2020, the City established a direct contract with Gray Quarter to assist with Accela Civic Platform efforts on an as needed basis. Some of the key efforts in which Gray Quarter has assisted the City includes updating the Finance Cash Receipt (CR) interface file to allow for accurate reporting of revenue when overpayments are received and assistance with completion of the data bridge that sends refund data from Accela directly to FUND\$. Gray Quarter has also assisted with the design and configuration management for Ad Hoc reports, and on-going support of the Business Licensing module for Rental of Real Property.

In 2021, the City and Gray Quarter introduced online Business License renewals, successfully completing the initiative to make these renewals available via the Accela Citizen Access web portal.

In 2022 Gray Quarter completed the Tax computations changes for Street vendors to use Gross Receipts, delivered the initial draft of a new delinquent business license renewal notification process, and worked with IT to specify new infrastructure for Accela Version 22 and install new instances of Development and Test on the latest version of the Accela Civic Platform.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

The City will help reduce carbon emissions by allowing most, if not all, business license processes to be performed online thereby reducing traffic into the City in keeping with the City's Climate Action Plan. This helps with the Digital Strategic Plan goals of providing more online services.

RATIONALE FOR RECOMMENDATION

Gray Quarter, Inc. is an Accela-Certified services partner. They have supported the city in various projects. Gray Quarter has performed specialized process analysis, configuration, and scripting to support the City's online business license system and various other IT and Finance projects. As a result, Gray Quarter has in-depth knowledge of City business processes and data architecture that would take other vendor years to acquire.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered completing projects and enhancements, gaining expertise by investing more time in learning without professional services; however, doing so would lead to an inefficient allocation of staff resources and significantly extend implementation timelines.

CONTACT PERSON

Kevin Fong, Director, Information Technology, 510-981-6525

Attachments:

1: Resolution

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

CONTRACT NO. 32000223 AMENDMENT: GRAY QUARTER, INC. FOR ACCELA
PROFESSIONAL SERVICES

WHEREAS, Gray Quarter, Inc. provides design, implementation, and support services to public sector technology solutions; and

WHEREAS, Gray Quarter is an Accela Certified Services Partner and Accela Technology Alliance Partner that specializes in Accela software since 2002, with proven experience in many challenging projects; and

WHEREAS, Gray Quarter has provided online enhancements to the Accela platform that have become particularly critical in order to keep business license services accessible and efficient for the community during the COVID 19 pandemic, and this functionality is consistent with the City's strategic goal "to be a customer-focused organization that provides excellent, timely and easily accessible service to the community,"; and

WHEREAS, Gray Quarter has provided excellent scripting, configuration 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, funding for the additional professional services is available in the Fiscal Year (FY) 2025 IT Cost Allocation, 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. 32000223 with Gray Quarter, Inc., increasing the amount by \$50,000, for a total not-to-exceed amount of \$299,500, and for the term beginning February 17, 2020 to July 31, 2025.