



Office of the City Manager

CONSENT CALENDAR
February 11, 2025

To: Honorable Mayor and Members of the City Council
From: Paul Buddenhagen, 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 execute an amendment to Contract No. 32000223 with Gray Quarter, Inc. (Gray Quarter) for professional services, increasing the amount by \$120,000, for a total not-to-exceed amount of \$419,500 through January 31, 2026.

FISCAL IMPACTS OF RECOMMENDATION

Funding for the additional managed services is available in the Fiscal Year (FY) 2025 Finance U1 Administration budget. Future expenditures are subject to Council approval of the proposed citywide budget and Annual Appropriations Ordinances.

\$120,000 **FY 2025: Professional Services – FINANCE**
Budget Code: 016-33-321-326-0000-000-412-612990-
(U1 Admin, Finance, Professional Services)

\$299,500 **Current Contract Value**

\$419,500 **Total Contract Value: Managed Services**

CURRENT SITUATION AND ITS EFFECTS

The Finance department currently uses the Accela Civic Platform to handle Berkeley business licenses. This includes a public facing online portal that accepts business license renewals but does not allow for new business license applications. Finance and Information Technology are collaborating on an enhancement to the Accela Civic Platform that will allow all businesses to apply for new licenses through the online portal.

As the City continues to expand its capabilities of the Accela Platform, the configurations and customizations become more complex. As such, the City requires a higher level of support and expertise that Gray Quarter can provide. Gray Quarter's Managed Services offering provides responsive support to address issues that may arise from either this enhancement or future improvements. This enhanced support will ensure timely problem resolution and continued platform improvement.

The enhancement of the Accela Business License module aligns with the City's Strategic Plan goal to be a customer-focused organization that provides excellent, timely, easily-accessible service and information to the community.

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 been providing support to the City through Accela professional services as a subcontractor since 2018. In 2019, they led the successful implementation of an online business license renewal portal. As a result, over 25% of businesses are now renewing their licenses online. As the City continues to expand the portal, we anticipate further growth in the number of online renewals. This saves customers and the City time and money, and provides customers with an unofficial copy of their license upon full online payment.

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 – include: 1.) updating an interface file to allow for accurate reporting of revenue when overpayments are received, 2.) assisting with completion of a data bridge to create refunds directly from FUNDS\$, 3.) assisting with design and configuration of ad hoc reports, 4.) ongoing support of the business license module.

In 2021, Gray Quarter helped complete the initiative for Business License Online Renewals through Accela Citizen Access, making the process more efficient for both businesses and the City.

In 2022, Gray Quarter completed the following: 1.) developed a new process to handle delinquent business license renewal notifications, 2.) made changes to accommodate business license tax rate change for street vendors, 3.) worked with IT to specify new infrastructure for Accela version 22, 4.) installed new instances of Development and Test on latest Accela version.

In 2023 and 2024, Gray Quarter has continued to support both Finance and IT by significantly helping to improve the functionality and efficiency of the Accela Civic Platform, especially in the areas of business licensing and revenue reporting.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

The City will help reduce carbon emissions by allowing business license renewal and application processes to be performed online thereby reducing traffic into the City in keeping with the City's Climate Action Plan.

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, the City Council authorized Contract No. 32000223 with Gray Quarter, Inc. on February 17, 2020 for software professional services; and

WHEREAS, the City Council authorized an amendment to Contract No. 32000223 with Gray Quarter, Inc. on May 5, 2021 (69,781-N.S) for software professional services to implement online business license application and renewal; and

WHEREAS, the City Council authorized an amendment to Contract No. 32000223 with Gray Quarter, Inc. on September 10, 2024 (71,497-N.S) for continued software professional services; and

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, 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

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 \$120,000, for a total not-to-exceed amount of \$419,500, for the term beginning February 17, 2020 to January 31, 2026.