



Office of the City Manager

CONSENT CALENDAR
February 25, 2025

To: Honorable Mayor and Members of the City Council
From: Paul Buddenhagen, City Manager
Submitted by: Kevin Fong, Director, Information Technology
Subject: Contract No. 105921-1 Amendment: TruePoint Solutions, LLC for Professional Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager or his designee to amend Contract No. 105921-1 with TruePoint Solutions, LLC for professional services, increasing the amount by \$180,000, for a total not-to-exceed amount of \$1,477,200 and extending the term by two years for the term beginning June 1, 2015 to June 30, 2027.

FISCAL IMPACTS OF RECOMMENDATION

Funding for the additional professional services are available in the Fiscal Year (FY) 2026 Permit Service Center Fund, Sewer Fund, and General Fund and in the Fiscal Year (FY) 2027 Permit Service Center Fund, Sewer Fund, and General Fund, as itemized below, and any future expenditures are subject to Council approval of the proposed citywide budget and Annual Appropriations Ordinances.

	FY 2026: Professional Services – Planning
\$30,000	Fund 621 - Permit Service Center Fund
	FY 2026: Professional Services – Public Works
\$50,000	Fund 611 - Sewer Fund, Public Works
\$25,000	Fund 011 - General Fund, Public Works
	FY 2027: Professional Services – Public Works
\$50,000	Fund 611 - Sewer Fund, Public Works
\$25,000	Fund 011 - General Fund, Public Works
<hr/>	
\$180,000	Total Professional Services

CURRENT SITUATION AND ITS EFFECTS

The departments of Planning & Development and Public Works currently use the Accela Civic Platform as their permitting system to process permit applications, schedule inspections, receive permit application payments online, and maintain permits. 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 permitting software that is used on a daily basis by the Planning & Development and Public Works departments, 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.

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 the additional functionality improvements include the adding of the following services online:

- Pay for Public Works permits;
- Applications for street events;
- 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.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

The City will help reduce carbon emissions by allowing most, if not all, permitting 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.

RATIONALE FOR RECOMMENDATION

TruePoint Solutions is an Accela-Certified implementation partner. TruePoint Solutions performs specialized process analysis, configuration, and scripting to support the City's

permitting system. TruePoint Solutions 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

Kevin Fong, Director, Information Technology, 510-981-6541

Attachments:

1: Resolution

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

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

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 Planning and Public Works departments' permitting 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) 2025 Permit Service Center fund, Sewer Fund, and General Fund and in the Fiscal Year (FY) 2026 Permit Service Center fund, Sewer Fund, and General 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, increasing the amount by \$180,000, for a total not-to-exceed amount of \$1,477,200 and for the term beginning June 1, 2015 to June 30, 2027.