



Office of the City Manager

CONSENT CALENDAR
May 6, 2025

To: Honorable Mayor and Members of the City Council

From: Paul Buddenhagen, City Manager

Submitted by: Jordan Klein, Director, Planning and Development Department

Subject: Contract No. 32200042 Amendment: WCG, Inc. for updates to the BESO program's Salesforce software system

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute an amendment to Contract No. 32200042 with WCG, Inc., to update the Building Emissions Saving Ordinance (BESO) program's Salesforce software system, to implement amendments to BESO, for an additional amount of \$100,000, for a total contract amount not to exceed \$124,750, and extending the term through December 31, 2027.

FISCAL IMPACTS OF RECOMMENDATION

Funds for the additional scope of work in the amount of \$100,000 will be provided from the Permit Service Center Fund, budget code 621-53-583-611-0000-000-472-612990-.

CURRENT SITUATION AND ITS EFFECTS

The proposed contract amendment increases the contract authority, from \$24,750 to \$124,750 and extends the timeline of the existing contract with WCG, Inc. to December 31, 2027. This contract amendment will allow WCG, Inc. to upgrade the BESO program's Salesforce database and public portal to accommodate the new time of sale requirements, which will go into effect January 1, 2026. City Council adopted the second reading of proposed amendments to BESO on April 15, 2025.

The amendments to BESO established a flexible resilience standard that will require owners of small (one-to-four-unit) residential buildings to complete upgrades, from a menu of options, when a property is sold. For homes that have not met compliance with BESO prior to sale, a \$5,000 escrow deposit is required to help the buyer complete the upgrades. These amendments require that the BESO compliance database and public-facing portal be updated to:

- Track incoming escrow deposits and refund payments
- Issue new Compliance Certificates
- Collect verification information on completed upgrade measures
- Reflect updated BESO fees and processes

Staff does not have the technical ability to update the BESO program's Salesforce experience site (also known as the BESO portal). Updates are needed to implement the new time of sale requirements and facilitate a smooth sales process.

Amending this contract supports the Strategic Plan Priority to be a customer-focused organization that provides excellent, timely, easily accessible service and information to the community.

BACKGROUND

The BESO utilizes Salesforce as its main database and software system. In 2020, through a previous contract, a Salesforce software developer built a public portal for building owners to submit BESO applications, pay filing fees, and retrieve compliance documents. Since its launch, the BESO portal has significantly improved customer service and decreased staff time needed to implement the program. The BESO portal allows sellers, buyers, and real estate professionals to look up real time compliance information on each property and download disclosure documents and BESO compliance forms.

In 2021, the City of Berkeley entered into a contract with WCG, Inc. to provide as-needed technical support to maintain BESO's Salesforce database and implement future enhancements. The existing contract No. 32200042 has a not-to-exceed amount of \$24,750 and expires on August 1, 2025. Under the current contract, WCG, Inc. has provided several critical enhancements to the portal to increase usability and fix technical bugs. WCG, Inc. has worked with the City over the last three years and is familiar with the BESO program and its needs. They are well suited to make the additional upgrades needed to the portal and back-end processing resulting from the new Council-approved BESO time of sale requirements.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

This contract amendment will help the Office of Energy and Sustainable Development implement the new BESO time of sale requirements that go into effect on January 1, 2026. This will advance the City's climate and resilience goals through the effective implementation of BESO, which will reduce building greenhouse gas emissions and improve the resilience of small residential buildings by requiring these buildings to complete resilience and decarbonization upgrades when sold, if compliance hasn't already been met.

RATIONALE FOR RECOMMENDATION

The additional funding and extension of the current contract to December 31, 2027, will ensure that staff are able to effectively implement the BESO amendments passed by City Council. Staff included these one-time costs to upgrade BESO's compliance software when the amendments were presented to Council earlier this year.

Amend WCG contract for BESO program Salesforce software

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ALTERNATIVE ACTIONS CONSIDERED

None.

CONTACT PERSON

Ammon Reagan, Community Services Specialist II, Office of Energy & Sustainable Development, 510-981-7416

Sarah Moore, Manager, Office of Energy & Sustainable Development, 510-981-7497

Attachments:

1: Resolution

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

CONTRACT NO. 32200042 AMENDMENT: WCG, INC. FOR UPDATES TO THE
BESO PROGRAM'S SALESFORCE SOFTWARE SYSTEM

WHEREAS, on February 25, 2015, Berkeley City Council replaced the Residential and Commercial Energy Conservation Ordinances (RECO and CECO) with the Building Emissions Saving Ordinance (BESO), Berkeley Municipal Code Chapter 19.81; and

WHEREAS, on December 1, 2020, Berkeley City Council amended BESO and included a directive for staff to develop upgrade requirements for future consideration; and

WHEREAS, on March 25, 2025, Berkeley City Council adopted the first reading of the proposed amendments to BESO that establish a flexible resilience standard for one-to-four-unit residential buildings at time of sale; and

WHEREAS, additional updates are needed to BESO's Salesforce database and public portal to effectively implement the new time of sale upgrade requirements and ensure a smooth sales process; and

WHEREAS, on July 9, 2021, the City entered into a contract (No. 32200042) with WCG, Inc. to provide as-needed ongoing maintenance support and future enhancements to the BESO program's Salesforce database and public portal for an amount not to exceed \$24,750; and

WHEREAS, City staff does not have the technical ability to update the BESO program's public portal and WCG, Inc. has provided technical Salesforce development services in a reliable way to the City since 2021; and

WHEREAS, the additional funding and contract extension to December 31, 2027 will enable WCG, Inc. to update the BESO Program's Salesforce database and public portal to implement the new time of sale requirements; and

WHEREAS, funds for the additional scope of work in the amount of \$100,000 will be provided from the following funds: \$20,000 from a budget referral, budget code 011-53-583-611-0000-000-441-612990-, and \$80,000 from the Permit Service Center Fund baseline budget, budget code 621-53-583-611-0000-000-472-612990-.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute an amendment to Contract No. 32200042 with WCG, Inc., to update the BESO Program's Salesforce software system to implement the amendments to BESO, for an additional amount of \$100,000, for a total contract amount not to exceed \$124,750, and extending the term through December 31, 2027.