



Office of the City Manager

CONSENT CALENDAR
June 3, 2025

To: Honorable Mayor and Members of the City Council
From: Paul Buddenhagen, City Manager
Submitted by: Scott Gilman, Director, Health, Housing, and Community Services
Subject: Contract: SEP Technology Consulting, LLC for Environmental Health Database Migration to Accela Cloud

RECOMMENDATION

Adopt a Resolution authorizing the City Manager or designee to execute a contract and any amendments or extensions with SEP Technology Consulting, LLC. for the Environmental Health Division's database migration from Envision Connect to Accela Cloud, in an amount not to exceed \$325,000 for the period June 1, 2025, through June 30, 2026.

FISCAL IMPACTS OF RECOMMENDATION

Through a competitive Request for Proposal (RFP) process, SEP Technology Consulting, LLC was selected to provide professional services associated with the database migration process from Envision Connect to Accela Cloud for the Health, Housing, and Community Services Department's Environmental Health Division. The City initiated a formal RFP process and released the RFP on February 20, 2025. The RFP process yielded a single vendor proposal from SEP Technology Consulting, LLC. The contract will have a total not to exceed amount of \$325,000. Funding is available in the FY25 Revised Budget in General Fund (Fund 011) in the amount of \$275,000 and Public Health Realignment (Fund 156) in the amount of \$50,000.

CURRENT SITUATION AND ITS EFFECTS

Accela's Envision Connect (EC) Environmental Health software is used by the Environmental Health Division (EHD) to manage its permitting, inspection and billing functions, and is scheduled for an "End of Life" (EOL) effective December 31, 2025. This software is a critical tool that supports the data collection and management of all the Division's inspections. Without a replacement in place, the City would not be able to bill and track permitting, effectively respond to complaints and monitor high risk inspections. Due to the essential nature and to ensure a smooth transition in anticipation of the EOL date, EHD must begin the upgrade process to the Accela Civic cloud-based platform starting June of 2025 to complete before EC sunsets on December 31, 2025. The need of to upgrade the EHD database capabilities was identified in the City Auditor's report on the status of Restaurant Inspections presented to City Council on July 10, 2024.

EHD's transition to the Accela Civic Platform requires the use of a third-party vendor to facilitate the upgrade.

BACKGROUND

Envision Connect software has been the primary database software used by EHD since 2011 and was the software database used by the majority of the 58 Environmental Health jurisdictions in California. In August 2024, Accela (which is the parent company of Envision Connect) made an official announcement that it was ending its support of the Envision Connect software product and gave its EOL date of December 31, 2025. Since then, all Environmental Health jurisdictions in California began their transition to other software database systems.

The City released an RFP under Specification No. 25-11696-C. SEP Technology Consulting LLC submitted the sole proposal.

In addition, a City-initiated audit recommended improvements to the current database functionalities to ensure better overall data accuracy to help staff meet their inspection goals and to improve public access to food inspection data. EHD's migration to the Accela Environmental Health Civic Platform would place EHD in a position to meet these recommendations as it delivers the core functionality presently utilized by Envision Connect customers and introduces additional capabilities to optimize environmental health programs.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

The Accela Civic cloud platform offers an online billing platform which reduces the need for in-person payments at the Customer Service Center. The platform also integrates with mobile phones and/or tablets and reduces the need for redundant trips to inspection sites.

RATIONALE FOR RECOMMENDATION

SEP Technology Consulting LLC is highly experienced in Environmental Health software implementations with the Accela platforms. The company has made numerous upgrades from Envision Connect to Accela. By upgrading to the Accela Civic Platform for Environmental Health, a relatively smooth transition is anticipated since the Accela Civic Platform is currently used by several City Departments, including the Planning Department.

ALTERNATIVE ACTIONS CONSIDERED

EHD initially explored the possibility of working directly with Department of Information Technology (IT) staff to conduct the transition to the Accela cloud in-house, however, the IT Department does not have the capacity or level of expertise in Environmental Health required to implement the project.

Contract: SEP Technology LLC for Environmental
Health Database Migration to Accela Cloud

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CONTACT PERSON

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Ronald Torres, Environmental Health Division Manager (510) 981-5261

Attachments:

1: Resolution

2: Audit Findings, Recommendations and Status Updates

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

CONTRACT: SEP TECHNOLOGY CONSULTING LLC
FOR ENVIRONMENTAL HEALTH DATABASE MIGRATION

WHEREAS, the Environmental Health Division's (EHD) Envision Connect software database system is set for an "end of life" date of December 31, 2025; and

WHEREAS, the City released an RFP under Specification No. 25-11696-C and received a single bid from SEP Technology Consulting LLC; and

WHEREAS, there is an existing infrastructure of experienced and knowledgeable support within our I.T. Department for the Accela Civic Platform as this software is currently being used by the City's Planning Department; and

WHEREAS, SEP Technology Consulting LLC has facilitated database migrations for several Environmental Health jurisdictions in California who have successfully transitioned to the Accela Civic Platform; and

WHEREAS, funding is available in the FY 2025 Adopted Budget in the Environmental Health Division General Fund (Fund 011) in the amount of \$275,000 and Public Health Realignment (Fund 156) in the amount of \$50,000.

NOW THEREFORE, BE IT RESOLVED that the Council of the City of Berkeley authorizes the City Manager or designee to execute a contract and any amendments, extensions or change orders, until completion of the project in accordance with the approved plans and specifications with SEP Technology Consulting LLC, in an amount not to exceed \$325,000 for the period June 1, 2025 through June 30, 2026. A record signature copy of said agreement and any amendments to be on file in the Office of the City Clerk.

Audit Title: Berkeley Restaurant Inspections: Chronically Understaffed Program Did Not Meet Targets					
Issue Date: 07/10/2024					
Finding	Recommendation		Department	Last Period: Status	Current status update
The Division was significantly behind on inspections in 2023, increasing health risk.	1.1	Develop a plan to improve coverage of routine inspections throughout the City, which may require the Division to prioritize health and safety duties over other responsibilities. As part of this process: (a) Evaluate inspection targets to determine if current inspection frequencies are achievable, or establish different temporary targets to adapt to periods of understaffing. (b) Establish a baseline of inspection coverage for all permitted food facilities in the City and prioritize inspection of facilities with high risk and very high risk designations that were not inspected in 2023.	HHCS	N/A	Started. Following an evaluation of current staffing and overdue inspections, the Division developed new priority inspection targets. The new baseline requirement includes inspecting all high-risk food facilities by October 31, 2024, and completing at least one inspection for all low- and medium-risk food facilities by December 31, 2024. The October deadline to complete 184 high and very high-risk facilities was adjusted by two weeks to allow staff to complete legally mandated public records and information requests that took priority over inspections. According to Division management, as of October 31, 2024 there were 16 high-risk facilities remaining to be inspected by November 15, 2024. In addition, 110 of the 234 overdue low- and medium-risk facilities have been inspected leaving 124 to be done before December 31, 2024.
The Division was significantly behind on inspections in 2023, increasing health risk.	1.2	Develop a plan to ensure timely response to complaints involving alleged foodborne illness, which may require the Division to prioritize health and safety duties over other responsibilities.	HHCS	N/A	Started. According to Division management, the Division provided food inspectors training on complaint response times, including response to complaints involving alleged foodborne illness in May 2024. The Division provided documentation indicating that there will be a repeat training for all staff on 11/27/2024 regarding timely response to alleged foodborne illness complaints. Division management is also assessing the prioritization of staff resources to focus on acute health and safety-related complaints.
The Division did not track spending and left critical positions vacant.	2.1	Work with the Budget Office to track how the food inspection program revenues are used.	HHCS	N/A	Partly implemented. The Environmental Health Division has collaborated with Finance to establish revenue and expenditure account codes using the program code of 2001 for restaurant inspections. The Division has also made adjustments to personnel budget to reflect the changes and trained staff on how to correctly deposit restaurant inspection-related payments into the new code. The code in the online payment system has been updated so that food facility permits will be deposited into the new revenue account as of July 1, 2025.
The Division did not track spending and left critical positions vacant.	2.2	Take the following steps to fill positions and assess program staffing: (a) Open recruitment for the supervisor position. (b) If the recruitments for the supervisor and food inspector positions do not yield qualified candidates, work with the Human Resources Department (HR) to develop targeted recruitments for the inspector and supervisor roles. This may include conducting an analysis of compensation or other factors that affect recruitment. (c) Develop a trainee program to build a pipeline into the Division's inspector positions. (d) Work with HR as needed to identify staffing resources needed to meet inspection targets.	HHCS	N/A	Partly implemented. The Environmental Health Division filled the vacant Registered Environmental Health Specialist position in October 2024 and has interviews scheduled with qualified candidates for the supervisor position. Additionally, the Division entered into a contract with the California Association of Environmental Health Administrators in October 2024 to use temporary Registered Environmental Health Specialists to help with food facility inspections in the short term.
The Division did not track spending and left critical positions vacant.	2.3	Make the following updates to the inspection data: (a) Add a risk designation to all food facilities in the Envision database. (b) Correct the date of last inspection in the Envision software that inspectors use during inspections, or develop a workaround to	HHCS	N/A	Partly implemented. The Environmental Health Division brought on a Project Manager to monitor inspection data accuracy and provide inspectors with lists of priority facilities for inspections.

		ensure inspectors have an accurate list of facilities prioritized by last inspection date. (c) Develop a process to regularly verify that the Envision database includes all food facilities that should be permitted and inspected.			
The Division did not track spending and left critical positions vacant.	2.4	Work with the Department of Information Technology (IT) to develop list of database functionalities and/or data points needed to help meet the Division's targets and produce reports. If the current database cannot provide this functionality, document the limitations of the current database and include these requirements in the future request for proposals for a new database.	HHCS	N/A	Started. The Environmental Health Division is working with the IT department to identify database functionalities that will meet the needs of all its programs, especially the food safety and inspection program. The Division has a preliminary plan to utilize an existing City contract with Accela to provide an "out-of-the-box" Environmental Health module.
The Division did not track spending and left critical positions vacant.	2.5	Identify performance metrics and report them to the public at least annually.	HHCS	N/A	Started. Environmental Health Division staff are currently being trained in Results Based Accountability and will use this methodology to develop process improvement metrics and outcome metrics.
Public information about food safety was limited.	3.1	Work with Department of Information Technology (IT) to update the online system for sharing information on food inspections. As part of this process: (a) Develop internal guidance informed by state code that details what information the Division will share with the public online and defines responsibility for managing the data. (b) Make inspection history available online for all permitted food facilities in Berkeley. This could include sharing a copy of the most recent inspection report.	HHCS	N/A	Started. The Environmental Health Division assessed the current online system for sharing information on food inspections and plans to upgrade its current database to enable public access to food facility inspection results. The Division intends to ensure the system meets all state requirements for voluntary online posting of inspection results.
Public information about food safety was limited.	3.2	Develop a plan to implement placarding in Berkeley once staffing levels are stable. As part of this process: (a) Assess resources needed to implement placarding. (b) Consider adding elements such as community engagement for designing and implementing evidence-based, equitable placarding.	HHCS	N/A	Not started. This recommendation requires completion of other projects first, including an assessment of the Division's current staffing needs to ensure that it is adequately staffed to provide mandated services. This recommendation will begin no sooner than July 2026 with recommendations to the City Council for consideration during the FY27-28 budget process.