



Office of the City Manager

CONSENT CALENDAR  
June 24, 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. 32500005 Amendment: Accela, Inc. for Environmental Health Software

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute an amendment to Contract No. 32500005 with Accela, Inc. (“Accela”) to increase spending authority by \$90,200 for Environmental Health (“EH”) software for a total amount not to exceed \$1,414,393 for the period of July 1, 2024 to June 30, 2027.

FISCAL IMPACTS OF RECOMMENDATION

Additional funding in the amount of \$90,200 is available in the Fiscal Year 2026 and 2027 Alameda County Vector Grant fund. Spending for software in future years is subject to Council approval of the proposed city-wide budget and annual appropriations ordinances.

Fiscal Year	Amount	Fund Source
FY 2026	\$44,000	Alameda County Vector Grant, Fund 325
FY 2027	\$46,200	Alameda County Vector Grant, Fund 325

CURRENT SITUATION AND ITS EFFECTS

The EH division of the Health, Housing and Community Services (“HHCS”) department currently uses Accela’s Envision Connect product to manage its permitting, inspection and billing functions. The current version of this product is antiquated, and this product is scheduled for “End-of-Life” by Accela effective December 31, 2025 and will no longer be supported.

EH, in collaboration with Information Technology (“IT”), met with Accela to evaluate their upgraded cloud-based platform. The team found that Accela’s cloud-based system offers a significantly enhanced and automated user experience that streamlines business operations.

With this upgraded platform, customers will be able to apply for licenses, submit payments, and access reports entirely online. City staff will also gain mobile functionality,

enabling them to perform inspections in the field using tablets. Inspection results and any required corrections can be entered in real time, allowing for faster turnaround. In addition, the system will automate internal workflows and improve reporting capabilities, providing greater visibility into day-to-day operations. Overall, this solution marks a substantial improvement over the legacy Envision Connect system, offering increased efficiency, transparency, and service quality for both staff and the public.

As the City already contracts with Accela for permitting and business licensing, the City is able to attain attractive pricing and add the cloud-based EH system to the suite of applications it already owns.

This upgrade aligns with the City's strategic goals to "be a customer-focused organization that provides excellent, timely, easily-accessible service and information to the community" as well as to "provide state-of-the-art, well-maintained infrastructure, amenities, and facilities".

### BACKGROUND

In 2008, with Council approval, HHCS acquired the Decade Envision Connect system to support EH operations. Over the years, the system has been actively used by staff and received multiple upgrades and enhancements. It effectively met the department's needs for an extended period.

In 2019, Accela acquired the Decade Envision Connect system and continued to provide support. However, over the past couple of years, the platform has been slowly phased out as part of Accela's shift to focus towards a modern, cloud-based solution.

Partially due to the antiquity of the legacy Envision Connect system, the EH division has struggled over the past few years to perform timely inspections, accurate reporting, and accurate updates into the system. This culminated in a City Auditor report in July of 2024 that produced nine recommendations, one of which includes a new "database" platform that will be able to perform inspections, produce accurate reports, and provide easily accessible health certificate data online.

In July of 2024, the City executed a new contract with Accela for their new cloud-based system for *permitting and business licenses* for a period of three years.

In the fall of 2024, Accela announced that it will "End-of-Life" its legacy Envision Connect product and no longer provide support as of December 31, 2025.

### ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

The ability to apply for, purchase, and receive permits to operate online—without needing to travel to downtown Berkeley—will help reduce greenhouse gas emissions. Additionally, using tablets in the field will allow staff to enter real-time updates directly into the system, eliminating the need for paper forms and return trips to the office for data entry.

RATIONALE FOR RECOMMENDATION

Accela is a leader in the licensing and permitting market and the City has successfully used the Accela platform for permitting and licensing for years. EH staff require a new, modern system to manage permitting, inspection and billing functions. The current legacy version of the product is antiquated, and is scheduled for “End-of-Life” by Accela effective December 31, 2025 and will no longer be supported. City IT staff have extensive experience with the Accela platform suite and will be able to properly support EH staff with this upgrade.

ALTERNATIVE ACTIONS CONSIDERED

The City considered other alternative software platforms, however, given that the City already uses Accela and is familiar with the software platform suite combined with the fact that Accela is a top provider and used throughout California, staff felt it was in the best interest to move forward with the Accela cloud platform with a simple expansion of the system.

CONTACT PERSON

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

Attachments:

1: Resolution

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

CONTRACT NO. 32500005 AMENDMENT: ACCELA, INC. FOR ENVIRONMENTAL  
HEALTH SOFTWARE

WHEREAS, the Environmental Health (“EH”) division of the Health, Housing and Community Services (“HHCS”) department currently uses Accela’s Envision Connect product to manage its permitting, inspection and billing functions; and

WHEREAS, the current version of this product is antiquated, and scheduled for “End-of-Life” with no future support effective December 31, 2025; and

WHEREAS, the City already contracts with Accela for permitting and business licensing and is able to attain favorable pricing and add the modern cloud-based EH system to the suite of applications it already owns; and

WHEREAS, Accela’s upgraded, cloud-based EH system offers a significantly enhanced and automated user experience for EH that streamlines business operations; and

WHEREAS, funding for this software is available in the HHCS Alameda County Vector Grant fund in the amount of \$40,000 for FY 2026 and \$46,200 for FY 2027.

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. 32500005 with Accela, Inc. to increase spending authority by \$90,200 for Environmental Health software for a total amount not to exceed \$1,414,393 for the period of July 1, 2024 to June 30, 2027