

City of Culver City, California
Agenda Item Report

Meeting Date: 03/23/15		Item Number: <u>C-4</u>	
CITY COUNCIL AGENDA ITEM: Approval of an Amendment to the Existing Software Maintenance Agreement with Accela, Inc. in an Amount Not-To-Exceed \$55,857 to Support the City's Enterprise Permitting, Citizen Relationship Management (CRM) and Code Enforcement Tracking Systems; and (2) Authorize the City Manager to Extend the Agreement for Three Additional One-Year Periods for a Cost Not-To-Exceed the Prior Year by 10%.(1) Approval of an Amendment to the Existing Software Maintenance Agreement with Accela, Inc. in an Amount Not-to-Exceed \$55,857 to Support the City's Enterprise Permitting, Citizen Relationship Management (CRM), and Code Enforcement Tracking Software Systems; and (2) Authorize the City Manager to Extend the Agreement for Three Additional One-Year Periods for a Not-to-Exceed Cost Exceeding the Prior Year by 10%.			
Contact Person/Dept.: Michele Williams		Phone Number: (310) 253-5950	
Fiscal Impact: Yes ☒ No ☐		General Fund: Yes ☒ No ☐	
Public Hearing: ☐		Action Item: ☐ Attachments: ☐	
Commission Action Required: Yes ☐ No ☒		Date: _____	
Public Notification: Meetings and Agendas – City Council (03/18/15)			
Department Approval: Michele Williams (03/12/15)		City Attorney Approval: Carol Schwab (by H. Baker) (03/16/15)	
Chief Financial Officer Approval: Jeff Muir (by M. Noller) (03/17/15)		City Manager Approval: John M. Nachbar (03/18/15)	
<u>RECOMMENDATION:</u> Staff recommends the City Council (1) approve an amendment to the existing Software Maintenance Agreement with Accela, Inc. in an amount not-to-exceed \$55,857 to support the City's Enterprise Permitting, Citizen Relationship Management (CRM), and Code Enforcement Tracking systems; and (2) authorize the City Manager to extend the Agreement for three additional one-year periods for a cost not-to-exceed the prior year by 10%. <u>BACKGROUND:</u> On November 24, 1997, the City Council authorized entering into a contract with Sierra Computer Systems to obtain software and data conversion services for upgrading the City's permit tracking system. Primary users of the enterprise permitting system include staff from Building Safety, Finance, Fire Prevention, Planning and Engineering. In 2000, Sierra Computer Systems merged with Open Data Systems to form the company that is now known as Accela, Inc..			

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On September 9, 2005, the City Council authorized the software licensing of a Citizen Relationship Management (CRM) module and a Code Enforcement Tracking System from the vendor Government Outreach. The CRM module is a software system that provides a way for the public to send inquiries, comments, and issues to the attention of City staff. This system is available online via the City's website, and, in addition, a mobile app can also be used to submit and track issues. The Code Enforcement Tracking System is primarily used by Code Enforcement staff to track violations and manage the workflow associated with citations and enforcement issues.

DISCUSSION:

In October 2014, Accela Inc. acquired Government Outreach. Accela has incorporated the suite of software products previously offered by Government Outreach into their Civic Software Platform. They also provide maintenance and support for all of the products related to permitting, code enforcement, and citizen relationship management.

Accela's maintenance program provides direct telephone access to software technicians. If a problem is encountered that cannot be resolved over the telephone, remote diagnostic assistance is also available to further facilitate resolution. This maintenance program also ensures that software upgrades are immediately provided to the customer without an additional cost. Participating in the maintenance program is a critical component to the success and smooth operation of the software modules.

The following table outlines the maintenance cost for each software module. It should be noted that the enterprise permitting software includes various components (online permitting, geographical information systems integration, inspections, workflow, and point-of-sale) which explains the higher maintenance cost compared to the other modules.

Accela Software	Annual Maintenance
Enterprise Permitting System	\$42,057
Citizen Relationship Management	\$9,000
Code Enforcement Tracking	\$4,800
Total	\$55,857

The City currently has an existing maintenance agreement with Accela, Inc. to support the enterprise permitting system. Staff recommends modifying this agreement to

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include incorporating support for the citizen relationship management and code enforcement tracking software systems.

Pursuant to Culver City Municipal Code Section 3.07.045.E, the extension of this Agreement is exempt from the competitive bidding process as it involves computer software and software maintenance services.

FISCAL ANALYSIS:

Approval of the proposed amendment would result in a total expenditure not-to-exceed \$55,857.00.

Funding is appropriated in the Information Technology Repairs and Maintenance budget (10124100.600200) to cover the payment for this fiscal year.

ATTACHMENTS:

None.

MOTION:

That the City Council:

- 1) Approve an amendment to the existing software maintenance agreement with Accela, Inc. in an amount not-to-exceed \$55,857.00; and,
- 2) Authorize the City Manager to extend the agreement at the end of the initial term for three additional one-year terms for a cost not-to-exceed the prior year by 10%; and,
- 3) Authorize the City Attorney to review/prepare the necessary documents; and,
- 4) Authorize the City Manager to execute such documents on behalf of the City.