



AGENDA REPORT

TO: Sabrina B. Landreth
City Administrator

FROM: Andrew C. Peterson
Chief Information Officer

SUBJECT: Accela, Inc. Contract Renewal and
Fire Inspection Module Deployment

DATE: May 30, 2017

City Administrator Approval

Date:

Celija

RECOMMENDATION

Staff Recommends That the City Council Adopt A Resolution Authorizing The City Administrator, Or Designee, To:

1. **To award a contract(s) to Accela, Inc. Or Accela Authorized Vendors –**
 - i. **for Continued Maintenance, Hosting, Licensing And Professional Services To Support The Accela System for a period of Five Years in a total amount not to exceed Two Million Three Hundred Eleven thousand Four Hundred One Dollars (\$2,311,401), for all contracts awarded, and**
 - ii. **For Professional Services Associated With The Implementation Of A Fire Inspection Module For The Oakland Fire Department Fire Prevention Bureau in An Amount Not To Exceed Four Hundred Fourteen Dollars (\$414,000), for all contracts awarded, and**
2. **To Waive the Competitive Request for Proposal requirements for these contracts**

EXECUTIVE SUMMARY

The City went live with ¹Accela Inc. in 2014; Since then the Planning and Building Department (PBD) has moved its business operations and processes from an accounting based system to a land management system by integrating all property based information into a platform that effectively connects PBD's data management system.

As a result of many discussions and meetings with Oakland Fire Inspectors, it was decided to utilize the current Accela Civic Automation platform for the purpose of fire inspections, permits

¹ Accela is a cloud based Software as a Service (SaaS) solution that streamlines the permit issuance, inspections, and code enforcement processes.

tracking and enforcement. The Fire inspection module deployment and configuration will enable the City to take full advantage of the Accela Civic Automation platform, which will enhance City services by providing an avenue to:

- Use a common land management system to visualize the status of various inspections and collaborate permit tracking activities for any parcels located in the City;
- Leverage mobile capabilities to accelerate staff productivity;
- Share and review electronic documents across departments;
- Improve service delivery of the City's building and planning resources; and
- Build better community online access to submit, track, schedule and coordinate land management activities.

Staff recommends that Council approve a resolution to extend the City's annual maintenance and professional services contract with Accela, Inc. and its certified partners, while waiving the competitive bidding requirements. Additionally, staff recommends that the Accela platform be extended into Oakland Fire Department (OFD) and include options to amend the contract to include other departments as needed. This flexibility to amend the contract will allow City departments to take full advantage of the City's Accela Civic Automation System that is already in full use by the Planning and Building Department.

BACKGROUND / LEGISLATIVE HISTORY

Prior to the implementation of Accela, the City's Community and Economic Development Agency (CEDA) had been using a 25-year old Permit Tracking System (PTS) which was incapable of adapting to rapidly changing technological requirements. CEDA, now the Planning and Building Department, was the primary department for providing land management services such as building and code enforcement inspections, development permitting, and cashing -- requiring a more robust system capable of providing online capabilities to all the citizens of Oakland. As a result, CEDA along with the Information Technology Department (ITD) conducted market research in 2011 to vet vendors capable of providing the requirements needed by the City, and Accela was identified as the most qualified vendor for the project.

On May 17, 2011, City Council adopted Resolution No. 83358 C.M.S., which authorized a five (5) year contract with Accela, Inc. for a proprietary software application and professional services to license, configure, update, and remotely host a computerized land-use management system for the City.

On January 20, 2014, PBD went live with the Accela system, replacing the City's 25-year-old PTS legacy system.

ANALYSIS AND POLICY ALTERNATIVES

The City, via the Planning and Building Department (PBD), continues to provide development permitting and inspection services to residents, businesses, and the development community.

The use of Accela has allowed PBD to efficiently process and record information and documents essential to these permits and inspections. Some of the functionalities of Accela include:

- Issuance of permits (both online and in person);
- (Re)scheduling of inspections (both on premise and remote);
- Creating external customer accounts to enable full service for customers: including pay for services, inspection scheduling, filing of Code Enforcement Cases, search for records;
- Tracking complaints and blight issues via smart devices;
- Providing real-time information, geographically via maps, about projects and developments in the community;
- Ease of search of address with a comprehensive overview of all construction for a parcel; and
- Enabling smart 'watch-lists' to track development projects.

In addition to PBD, Accela is used in the Oakland Public Works Department (OPW) and the Department of Transportation (DOT) for permits that affect the public right-of-way (e.g., streets, sidewalks), such as:

- Utility work, e.g., excavation for underground pipes and installation of above-ground poles;
- "P-Jobs" (privately constructed public improvements);
- Encroachment permits, and sidewalk merchandise display; and
- Sewer lateral connections to the City's sewer main pipes, curb, gutter, sidewalk, and driveway permits.

Some of the main benefit's Accela brings to OPW include:

- Facilitating better communication and coordination between OPW/DOT, PBD and customers;
- Preventing potential safety and scheduling issues prior to project coordination and internal workflow designs, via this platform;
- Leveraging real-time, map-based coordination to provide visibility into all projects and events via our Accela Citizen Access portal; and
- Maximizing opportunity for cost-sharing and savings with other Oakland departments to reduce overall expenditures, across the board.

Currently, there is limited functionality in Accela available to Oakland Public Works and Department of Transportation. As such, OPW and DOT are requesting to allocate identified

funding in the amount of \$200,000 in Year 1 to be utilized for professional services for full integration into the existing Accela environment. The project scope includes the following:

- Configuration: Update existing configuration based on findings of a Gap Analysis on existing business processes, for customized and optimal functionality; and
- Product Training: Provide end user training in Accela and ancillary products such as Accela Mobile Inspector ("in the field" application that provides real-time Accela data from a mobile device).

Accela is the system that is used when a permit is needed, both for private property (PBD) and when related to the public right of way (OPW/DOT). For work on the City's infrastructure assets (e.g., streets, sewer pipes, traffic signals, City buildings, storm drain system, street lights, parks, traffic signs and striping, trees) OPW/DOT uses another system known as Cityworks.

Cityworks is also the tool used by the Oakland Call Center and tracks service requests from intake through completion. Accela and Cityworks are complimentary systems expected to be used by the City of Oakland for the foreseeable future.

Staff is also requesting authorization to allocate contingency funding for professional services, in the amount of \$50,000 in Year 1, and \$100,000 in subsequent years, through the life of the contract term (five years). This funding will be utilized on an as-needed basis only to cover any future customizations, additional training sessions, or expanded implementation efforts.

The City of Oakland has benefited greatly from the use of Accela's Land Management and online products. This web-based cloud solution has afforded the City the ability to record, transact and manage land use and community development activities needed to support and promote economic development. The use of Accela has enhanced staff's ability to effectively manage processes including (but not limited) to permits, building safety, fee calculations, application check-ins, and inspections & investigations.

Since implementation of the Accela program in May, 2014 the City has transacted over 85,925 building permits and record requests; documented and recovered over 3,880 enforcement cases and processed over 21,337 planning reviews/applications. Currently, we service over 110,000 customers, both on premise and virtually (online). With the upcoming contract renewal pending, it is imperative that we ensure these core services and functionalities continue to work and are properly maintained, going forward.

Table 1 below illustrates the productivity of the Accela system since its implementation.

Table 1

| ACCELA ANALYTICIS | | |
|-------------------|--------------------------------------|-----------------|
| MODULE | Total <i>Permits/Transactions</i> | Total Customers |
| BUILDING | 85,962 | 85,671 |
| ENFORCEMENT | 3,881 | 3,631 |
| PLANNING | 21,337 | 21,308 |
| SUM: | 111,180 | 110,610 |

Accela provides public access to search and view records online.

The contract renewal with Accela is necessary to ensure its core functionalities mentioned above continue to work and are properly maintained.

Accela Fire Inspection Module

The Oakland Fire Department currently uses the One Step software system for record management within Fire Prevention Bureau including inspections of permitted occupancies; multi-family dwelling inspections; code enforcement; building and site plan reviews; vegetation management and commercial inspections. The current One Step system fails to meet the needs of the Department, as well as the City, due to its inability to link with other systems, poor usability, and lack of integration with the City's billing system.

Since Accela is the inspection records management system currently used in the PBD, which most closely resembles Fire Prevention Bureau's business processes and practices, staff decided to examine Accela's functionality and use within other local jurisdiction fire departments including Long Beach Ventura, Rancho Cucamonga, and Roseville.

Members of the Roseville Fire Department visited Oakland to present a live demonstration of its fire inspection module and mobile applications. They also discussed why they chose Accela and provided insights on how they migrated from their previous system to Accela.

Through this research it became apparent that Accela was the best product capable of seamlessly integrating OFDs business practices, while providing the capability to interface with other City Departments including the Planning and Building and Finance.

Waiver of RFP/Q Competitive Selection Requirements

Oakland Municipal Code "OMC" Section 2.04.042 requires a multiple-step solicitation process for contracts for the combined purchase of products and professional services. OMC Section

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2.04.042 D. provides an exception to the multiple-step solicitation requirements of the OMC upon a finding and determination by the City Council that it is in the best interests of the City to do so.

Staff recommends that the Council find and determine that it is in the best interest of the City to waive the multiple-step solicitation process requirements for these contracts and for this project based on the following factors:

- **Enterprise Platform:** To meet these requirements, ITD and OFD conducted market research and inquiries on vendors who could provide the above-mentioned services of integrate into the City technology platforms, provide seamless interface with the PBD database, and meet OFD mobile inspection requirements. It was determined that Accela is currently the only U.S. based vendor who has effectively deployed multi lingual capabilities and 508 compliant software to a City of our size. Accela Automation provides unique qualifications as a sole source applicant.
- **Business Essential System.** Accela is already part of the core technology system within PBD. To pivot to a different Contractor with a new system would (i) cause significant disruption to what is now a core functionality within the City and (ii) result in a substantial fiscal impact as it would necessitate a huge capital investment for a new system implementation.
- **Cross Departmental Efficiencies.** By authorizing the expansion of the current Accela program into OPW and OFD, it would improve the existing platform by allowing for additional functions citywide. OPW and OFD will have the same capabilities as the PBD, which will aid all agencies in streamlining their processes and interdepartmental efforts.
- **Accela is the only vendor which is compatible with our existing Oracle platform.** The City of Oakland has made significant investments in Oracle R12 upgrade, including the integration of Oracle R12 modules with the Accela payment module. The ability to link existing systems directly into Oracle financials will facilitate reporting and financial accountability. ~~Accela is the only US Based permitting vendor that is 508 Compliant.~~ Section 508 of the Rehabilitation Act of 1973 was passed in 1997 and requires federal agencies to make their electronic and information technology accessible to people with disabilities.
- **Accela is the only vendor in this space that supports multi languages - providing a citizen access portal that could support the Spanish, Chinese and Vietnamese speaking population and the Asian population of the City of Oakland.** The ability to conduct business in multiple languages will increase the accessibility and transparency of City Government and meets the intent of the Equal Access Ordinance 12324 C.M.S. established by the City of Oakland in 2001.

FISCAL IMPACT

The first year maintenance and hosting costs are available in project carryforward funds in Development Services Fund (2415), Perts Technology Enhncmt & Maint-DSF Project

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(1001382), and funding for subsequent years have been requested as part of the 2017-19 proposed budget.

The one-time project cost for the OPW implementation is available in project carryforward funds in the Development Services Fund (2415), Perts Technology Enhncmt & Maint-DSF Project (1001382).

Table 2

| | YEAR 1 | YEAR 2 | YEAR 3 | YEAR 4 | YEAR 5 | TOTAL |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|---------------------|
| HOSTING | 127,957.50 | 131,796.23 | 135,750.12 | 139,822.62 | 144,017.30 | 679,343.77 |
| MAINTENANCE | 184,975.00 | 190,524.25 | 196,239.98 | 202,127.18 | 208,190.99 | 982,057.40 |
| PROFESSIONAL SERVICES AS-NEEDED | 250,000.00 | 100,000.00 | 100,000.00 | 100,000.00 | 100,000.00 | 650,000.00 |
| TOTALS | 562,932.50 | 422,320.48 | 431,990.10 | 441,949.80 | 452,208.29 | 2,311,401.17 |

There will be no additional fiscal impact for the implementation of the Fire Prevention Bureau Accela Project as monies to fund implementation will be from funds that were previously budgeted. Total one-time implementation costs will not exceed four hundred and fourteen thousand dollars (\$414,000) as follows:

Table 3

| Description of Activity | Cost |
|-----------------------------------|------------------|
| Project Management/Implementation | 200,000 |
| Consultant/Professional Services | 150,000 |
| Hardware/Tablets | 50,000 |
| Contingency/Misc. | 14,000 |
| Total Project Costs | \$414,000 |

The sources of funding for one-time project costs are:

- Wildfire Prevention Assessment District (2321), Fire Marshal's Office Org. (20311), Contract Services Account (54919), Project (1001319), Fire Prevention Bureau (PS23); in the amount of \$180,064; and
- General Purpose Fund (1010), Fire Marshal's Office Org. (20311), Contract Services Account (54919), Project (1000746), Fire Prevention Bureau (PS23) in the amount of \$233,936.

The on-going annual costs for support and maintenance, projected not to exceed twenty-five thousand dollars (\$25,000), will be budgeted as part of the Fire Prevention Bureau's Operations and Maintenance.

COORDINATION

This report was prepared in coordination with the City Administrator's Office, the City Attorney's Office, the Controller's Bureau, Planning and Building Department, Oakland Fire Department, Oakland Public Works and Department of Transportation.

SUSTAINABLE OPPORTUNITIES

Economic: This project indirectly benefits the local economy by improving efficiencies through combining multiple data management systems, enhancing services, and providing a functional platform for staff to perform daily tasks more efficiently.

Environmental: There are no identifiable environmental opportunities associated with this report.

Social Equity: Approval of this resolution will enhance and improve City services by leveraging mobile capabilities to accelerate staff productivity.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That the City Council Adopt A Resolution Authorizing The City Administrator, Or Designee, To:

1. **To award a contract(s) to Accela, Inc. Or Accela Authorized Vendors –**
 - i. **for Continued Maintenance, Hosting, Licensing And Professional Services To Support The Accela System for a period of Five Years in a total amount not to exceed Two Million Three Hundred Eleven thousand Four Hundred One Dollars (\$2,311,401), for all contracts awarded, and**
 - ii. **For Professional Services Associated With The Implementation Of A Fire Inspection Module For The Oakland Fire Department Fire Prevention Bureau in An Amount Not To Exceed Four Hundred Fourteen Dollars (\$414,000), for all contracts awarded, and**
2. **To Waive the Competitive Request for Proposal requirements for these contracts**

For questions regarding this report, please contact Ahsan Baig, Deputy Chief Information Officer, at Abaig@oaklandnet.com (510) 238-3010.

Respectfully submitted,



Andrew Peterson
Chief Information Officer

Reviewed by:
Darin Ranelletti
Interim Director
Planning and Building Department

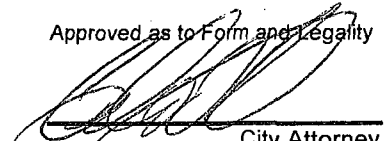
Mark Hoffmann
Acting Fire Chief
Oakland Fire Department

Wlad Wlassowsky
Acting Director
Public Works Department (OPW)

Prepared by:
Ahsan Baig
Deputy Chief Information Officer
Information Technology Department

FILED
OFFICE OF THE CITY CLERK
OAKLAND

Approved as to Form and Legality



City Attorney

2017 JUN -1 PM 0:43 OAKLAND CITY COUNCIL

RESOLUTION No. _____ C.M.S.

RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR, OR
DESIGNEE, TO:

1. TO AWARD A CONTRACT(S) TO ACCELA, INC. OR ACCELA
AUTHORIZED VENDORS –

I. FOR CONTINUED MAINTENANCE, HOSTING,
LICENSING AND PROFESSIONAL SERVICES TO SUPPORT THE
ACCELA SYSTEM FOR A PERIOD OF FIVE YEARS IN A TOTAL
AMOUNT NOT TO EXCEED TWO MILLION THREE HUNDRED
ELEVEN THOUSAND FOUR HUNDRED ONE DOLLARS (\$2,311,401),
FOR ALL CONTRACTS AWARDED, AND

II. FOR PROFESSIONAL SERVICES ASSOCIATED WITH
THE IMPLEMENTATION OF A FIRE INSPECTION MODULE FOR
THE OAKLAND FIRE DEPARTMENT FIRE PREVENTION BUREAU IN
AN AMOUNT NOT TO EXCEED FOUR HUNDRED FOURTEEN
DOLLARS (\$414,000), FOR ALL CONTRACTS AWARDED, AND

2. TO WAIVE THE COMPETITIVE REQUEST FOR PROPOSAL
REQUIREMENTS FOR THESE CONTRACTS

WHEREAS, the Planning and Building Department (PBD) continues to provide development permitting and inspection services to residents, businesses, and the development community citywide; and

WHEREAS, the City's 2014 implementation of Accela moved the Building and Planning Department from an accounting based system, to a land management system by integrating all property based information into a seamless platform that effectively interacts with the Department's data management system; and

WHEREAS, the use of Accela has allowed the Planning and Building Department to efficiently process and record information and documents essential to building permits and inspections; and

WHEREAS, the use of Accela has enhanced our ability to effectively manage processes including (but not limited) to permits, building safety, fee calculations, application check-ins, and inspections & investigations

WHEREAS, extended implementation of the Accela platform into the Fire Department will allow the City to take full advantage of the Accela Land Management System, thereby enhancing and improving City services by leveraging mobile capabilities to accelerate staff productivity; and

WHEREAS, OMC Section 2.04.042 requires a multiple-step solicitation process for the combined purchase of products and professional services by soliciting proposals, requiring vendor demonstrations when appropriate and feasible, and evaluating and rating proposals and performance in demonstrations on the basis of uniform criteria to be determined by the City Administrator on a case-by-case basis, for the purchase of supplies, equipment, and computer software; and

WHEREAS, OMC sections 2.04.042 D permits the City Council to waive the multiple-step solicitation process upon a recommendation of the City Administrator and a finding and determination that it is in the City's best interest to do so; and

WHEREAS, the City Administrator recommends that the Council make a finding and determination to waive the requirements of OMC section 2.04.042 and authorize the City Administrator to enter into an Agreement with Accela Inc., or Authorized Accela Vendor; and

WHEREAS, staff believes that it is in the best interest of the City to waive the competitive multiple-step solicitation process requirement based on the factors outlined in the staff report, including the fact that Accela is already a core technology system within the Planning and building Department, and to pivot to a different contractor with a new system would cause significant disruption to operations, as well as detrimental fiscal impact to fund the capital investment needed to implement a new system; now, therefore be it

RESOLVED: That the City Council hereby authorizes the City Administrator to Staff Recommends That the City Council Adopt A Resolution Authorizing The City Administrator, Or Designee, To: 1) Enter Into Maintenance, Hosting, Purchase, Licensing And/Or Professional Services Agreements With Accela, Inc. or Accela Authorized Vendors In An Amount Not To Exceed Amount of Two Million Seven Hundred Twenty-Five Thousand Four Hundred One Dollars (\$2,725,401) Without Return To Council, Of Which: a. a. Two Million Three Hundred Eleven Four Hundred One Dollars (\$2,311,401) Over Five Years Will Be For Continued Maintenance, Hosting, Licensing and Professional Services To Support The Accela System Within the City; and b. An Amount Not to Exceed Four Hundred Fourteen Dollars (\$414,000) Will Be For Professional Services Associated with the Implementation of a Fire Inspection Module For the Oakland Fire Department (OFD) Fire Prevention Bureau (FPB) with Options to Amend The Contract To Include Other City Departments As Needed; and 2) Pursuant to OMC Section 2.04.042 D, the City Council hereby finds and determines that it is in the best interests of the City to waive the multiple-step solicitation process requirements and authorizes entering into The Above Listed Agreements.; and be it

FURTHER RESOLVED: That funds to implement the Accela Fire Department module are available in the Wildfire Prevention Assessment District (2321), Fire Marshal’s Office Org. (20311), Contract Services Account (54919), Project (1001319), Fire Prevention Bureau (PS23); in the amount of \$180,064 and General Purpose Fund (1010), Fire Marshal’s Office Org. (20311), Contract Services Account (54919), Project (1000746), Fire Prevention Bureau (PS23) in the amount of \$233,936; and be it

FURTHER RESOLVED: That the annual maintenance costs are available in project fund balance in Development Services Fund (2415), Perts Technology Enhncmt & Maint-DSF Project (1001382). The one-time project cost for the OPW implementation is available in project fund balance in the Development Services Fund (2415), Perts Technology Enhncmt & Maint-DSF Project (1001382); and be it

FURTHER RESOLVED: That the City Administrator is hereby authorized to execute any amendments or modifications to said agreement with the exception of those related to an increase in total compensation or the allocation of additional funds, and provided that such amendments or modifications shall be reviewed by the City Attorney and filed with the City Clerk’s Office.

IN COUNCIL, OAKLAND, _____, 2016
CALIFORNIA,

PASSED BY THE FOLLOWING VOTE:

AYES – BROOKS, CAMPBELL WASHINGTON, GALLO, GIBSON MCELHANEY, GUILLEN, KALB, KAPLAN, AND PRESIDENT REID

NOES –

ABSENT –

ABSTENTION –

ATTEST:

LaTonda Simmons
City Clerk and Clerk of the Council
of the City of Oakland, California