



INNOVATION & TECHNOLOGY DEPARTMENT

CITY HALL

10300 TORRE AVENUE • CUPERTINO, CA 95014-3255

TELEPHONE: (408) 777-1333 www.cupertino.org

CITY COUNCIL STAFF REPORT

Meeting: December 19, 2017

Subject

Agreement with Avocette Technologies, Inc. for professional services in implementing Accela Permitting and Land Management System.

Recommended Action

Authorize the City Manager to execute a Services Agreement with Avocette Technologies, Inc. in the amount of \$299,143 for the implementation of Accela Permitting and Land Management System which represents \$139,143 in additional funding above the original June 21, 2017 contract of \$160,000 for a total of \$299,143.

Description

Staff recommends entering into the agreement for the implementation of Accela Permitting and Land Management System by Avocette Technologies, Inc. (Avocette). The proposed web-based application will allow the Community Development Department to streamline permitting workflows, including application check-in, electronic plan review, fee calculation and collection, inspections, sign-offs and task lists. A citizen-facing portal provides an easy and convenient view of planning, permitting and building information and activities.

Discussion

Background

A Permitting and Land Management System is instrumental to Community Development Department's ability to provide quality services. The software currently in use (Magnet) is a custom developed application that lacks in modern functionality, e.g. citizen portal, and continues to plague staff with both performance and functional issues.

Market Scan and Research

In mid-2016, the City determined the need to procure a well-established, reliable, and stable permitting and land management system that would meet the City's business needs and could be implemented in a reasonable time frame. City staff began evaluating options and conducted a preliminary market scan of permitting and land management solutions. A high level assessment of vendors' market reach and software solutions was

conducted. Staff also identified software currently in use by peer Community Development agencies in the State of California.

This preliminary analysis yielded two vendors with extensive permitting and land management experience, market share and reach, and modules that meet the majority of the City's business needs: Accela, Inc. and Tyler Technologies, Inc. To assess these two products staff conducted scripted reviews of both applications through various scenarios. Site visits to other agencies were performed to gauge user satisfaction and application functionality. Finally, additional agencies were asked about their experience with the vendor and software including functionality, implementation, and post-implementation support. A major differentiating factor was application functionality and market share within the State of California. Staff recommended moving forward with Accela's Permitting and Land Management System.

Procurement and Implementation

In June 2017 the City entered into two separate contracts for application licensing and implementation of the Accela Permitting and Land Management System. Accela licensing was procured through a California Multiple Award Schedules (CMAS) contract for the amount of \$151,714. Accela outsources implementation to their preferred partners, in Cupertino's case, Avocette Technologies Inc. The City agreement with Avocette covered implementation of the Accela Permit and Land Management System including integration or interface to New World Financials, Avolve ProjectDox, ESRI GIS, and Laserfiche Document Management System for an amount not to exceed \$160,000. The agreement with Avocette called for the use of Accela's prebuilt business process templates for the majority of our business work flows.

Staff began the process of cataloging work flows and business process in July 2017 along with training in Accela's user interface and modules. Formal project kickoff was held late August 2017 followed by project discovery. Discovery defines current business processes utilized by the City. Understanding how the City operates today identifies gaps within the Accela application. These gaps can then be accommodated by changing the City's business process or configuring the application in a different manner.

During discovery it became apparent that to change business processes to meet Accela's templates would be at a significant detriment to both City customers and staff. Additionally, staff learned the limits to what data would be migrated from Magnet, the City's current Permitting and Land Management System.

Proposed Solution

City staff have defined the most effective and efficient work flows for City customers and staff. To accommodate these workflows requires analysis, scripting, configuration, quality assurance and documentation by Avocette.

The second change to the original scope of work is the inclusion of detailed historical data conversion from the existing Magnet application.

Both of the proposed solutions are covered in the attached scope of work. The proposed changes would increase the value of the contract of \$160,000 by \$139,143 for a total sum of \$299,143.

Sustainability Impact

The Accela software is anticipated to reduce the volume of paper currently used for customer transactions, conserving natural resources and reducing greenhouse gases generated during the production and disposal of paper. When possible, staff will leverage the improved software to email receipts and permits. Additionally, in time, more customers are anticipated to complete permit requests online further reducing vehicle travel and use of paper. Implementation of paperless office strategies like this one are prioritized in Cupertino's Climate Action Plan (M-SW-1).

Fiscal Impact

Existing permitting and land management software implementation funding is allocated in the Innovation & Technology Department to fully fund the implementation of Accela Permitting and Land Management System as outlined in the recommended agreement.

Prepared by: Bill Mitchell, Chief Technology Officer

Approved for Submission by: David Brandt, City Manager

Attachments:

A – Scope of Work