



INNOVATION & TECHNOLOGY DEPARTMENT

CITY HALL

10300 TORRE AVENUE • CUPERTINO, CA 95014-3255

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

CITY COUNCIL STAFF REPORT

Meeting: November 5, 2018

Subject

Second Amendment 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 Second Amendment Agreement with Avocette Technologies, Inc. in the amount of \$109,362 to implement the Accela Permitting and Land Management System. The Council approved the First Amendment of \$299,143 which includes the original contract of \$160,000 for a total of \$408,505.

Description

Staff recommends accepting the addendum to the agreement for the implementation of Accela Permitting and Land Management System by Avocette Technologies, Inc. The proposed amendment includes the following:

- Change order to existing scope of work that 1) adds efficiencies to City business processes and 2) additional education. Cost: \$44,010
- Integrate Accela with BuildingEye. Cost: \$5,400
- Migration of legacy data from retired financial application. Cost: \$40,500
- 5% Contingency. Cost \$19,452

Discussion

Background

The City is currently working with Avocette Technologies Inc. to implement the Accela Permitting and Land Management System (Accela), the major software application for the Community Development Department. Additionally, Accela provides a public portal where residents and contractors can obtain building and planning permits and schedule building inspections from the convenience of their home or office.

During the system implementation, staff became aware of Accela functionality that would bring additional efficiencies to both the Building and Planning Divisions. Specific examples include:

- Enhancements to over the counter permits
- Ability to add fees in an easy straightforward manner

- Streamline multiuse permitting and inspection process

Additional training of the self-service portal for both staff and customers will help in a smooth transition and rollout of Accela.

The second proposed enhancement in the amendment is the integration with BuildingEye, an interactive software system that provides a user-friendly interface for the public to access planning application and building permits. The tool allows the public to create alerts that will send email notifications when building and planning permits or applications are posted in specific neighborhoods, or within a fixed radius. The integration between these two applications will provide a real time building permit and planning application data to Cupertino residents and other end users.

The third proposed enhancement in this amendment is the data migration for fee and scheduling historical data from Pentamation a legacy system that was utilized by the City prior to the current financial system, New World. The data migration will result in data consolidation in Accela, resulting in more timely response to public inquiries as well as enhanced reporting capabilities.

Proposed Solution

City staff recommends these enhancements that will result in better functionality and value for City customers and staff. The proposed changes add \$89,910 in scope plus a 5% contingency of \$19,452 to the Council approved First Amendment amount of \$299,143 for a total of \$408,505.

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: Amy Chan, Interim City Manager

Attachments:

A – Scope of Work

B – Draft Second Amendment Agreement