



City of San Antonio

Agenda Memorandum

File Number: 15-3460

Agenda Item Number: 5.

Agenda Date: 6/18/2015

In Control: City Council A Session

DEPARTMENT: Finance

DEPARTMENT HEAD: Troy Elliott

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Land Development, Permit, Inspection & Compliance Management Software

SUMMARY:

An Ordinance authorizing a contract with Accela, Inc. to provide the City with a comprehensive Land Development, Permit, Inspection, Licensing and Compliance Management Software System for an amount not to exceed \$15,763,472.00 funded from the Development Services Fund, the Capital Budget, and appropriating funds. The initial term of the contract with Accela, Inc. is upon award through June 30, 2018 with two, one year renewal options.

BACKGROUND INFORMATION:

Development Services is responsible for assisting customers through the development process and enforcing municipal codes, ordinances and regulations regarding the protection of health, safety and welfare of the citizens of San Antonio. Development Services Department uses four principal systems to support its business operations: Hansen, ECCO, TPLAT and LDS. The current permitting system, Hansen, is no longer under a maintenance agreement and the department relies heavily upon ITSD for software configuration to reflect ordinance, fee and business process changes. ECCO and TPLAT are antiquated, legacy mainframe systems that have been in operation and are very limited in capability, analytics and reporting. These systems do not share information with each other and integration with other systems is extremely limited. In addition to these four main systems, the department uses several other integrated and stand alone systems for managing land development processes, issuing permits via the web, scheduling inspections via the web and mobile devices, accountability of inspectors, notification to customers concerning permit activity, plat management, electronic plan review, zoning and land use management.

In order to replace these antiquated systems, the City hired Gartner, Inc. to assist the City in developing the requirements for the Request for Competitive Sealed Proposal (RFCSP) that was issued on September 16, 2014 to seek a solution that would provide the City the ability to effectively manage all land development, zoning, variance, appeals, permitting, inspections, licensing, and violation enforcement information related to a City location. Seven proposals were received on December 5, 2014.

An evaluation committee consisting of advisors from various departments including representatives from the City Manager's Office, Development Services, Information Technology Services, Office of Historic Preservation, Health, Police, Fire, Transportation and Capital Improvements departments and external City stakeholders from SAWS, CPS, Real Estate Council of San Antonio, and Gartner reviewed the proposals submitted. The Finance Department, Purchasing Division assisted to ensure compliance with City procurement policies and procedures. The proposals were evaluated based on several weighted factors, to include respondents experience, background, and qualifications and their proposed plan; which included their response to the City's technical and functional requirements.

The evaluation committee met on February 6, 2015 to discuss and evaluate the responsive proposals received. After an initial committee review and discussion, individual scores were submitted and the aggregate scores were presented. After the aggregate scores were presented, the selection committee shortlisted the two top-ranked firms for interviews which included; product demonstrations, site visits, and technical interviews, which concluded at the end of February. The evaluation committee met on March 19, 2015, individual scores were resubmitted and aggregate scores were presented again. After scores were finalized by the selection committee, the pricing scores were revealed. Accela, Inc. received the highest ranking and was recommended for award by the evaluation committee.

The RFCSP process was preceded by a Request for Information (RFI) in order to gain knowledge of available market solutions. The RFCSP was also preceded by a briefing to the High Profile Contract Council Committee.

The initial term for this contract is upon award through June 30, 2018. Two additional one-year renewals at the City's option shall also be authorized by this ordinance.

ISSUE:

This Ordinance approves a contract with Accela, Inc. to provide the City a comprehensive Land and Building Development Management System that includes the purchase of software, software licenses, system implementation and integration, training, testing, up to 5 years of maintenance, data assessment and migration, subscription and product support services which will allow the convergence of all the Development Services Department's core business operations into one for an amount not to exceed \$15,763,472.00 The initial term for this contract is upon award through June 30, 2018. Two additional one-year renewals at the City's option shall also be authorized by this ordinance.

For your information, the total implementation for the software system is \$18,258,306.00 plus annual maintenance expenses of \$480,629.00. This council action approves a \$15,763,472 contract with Accela; funds of \$2,494,834 are allocated in the project budget for professional services related to the program management and implementation of the new system. These professional services contracts have been procured through existing contracts. Consideration of additional staffing needs to support the software implementation and maintain its service level agreements will be evaluated as part of the City's budget process.

This contract is within the scope of the SBEDA Program. However, due to the type of commodities/services

being procured and value of the contract, no SBEDA tool is available.

The Local Preference Program Ordinance does not apply to goods/supplies contracts, so no preference was applied to this contract.

The Veteran-Owned Small Business Preference Program Ordinance does not apply to goods/supplies contracts, so no preference was applied to this contract.

ALTERNATIVES:

Should this contract not be approved, the City will be required to continue to use outdated systems that do not support an enterprise vision. Continued use of these systems limits the department’s ability to provide increased service levels to the development community and to enforce, monitor and report code violations.

FISCAL IMPACT:

This action authorizes the appropriations in the Development Services Fund and General Fund as shown in the table below. Appropriations beyond FY 2015 are contingent upon City Council approval in subsequent fiscal years:

	Development Services Fund	Capital Budget	General Fund	Total
FY 2015 Adopted Budget	\$4,275,404	\$2,082,995		\$6,358,399
Funds appropriated with this ordinance	6,931,333			6,931,333
FY 2016 to FY 2019 - Future Appropriations	1,556,735		917,005	2,473,740
Total	12,763,472	2,082,995	917,005	15,763,472

RECOMMENDATION:

Staff recommends the approval of a contract with Accela, Inc. and the appropriation of the additional funds to provide the City a comprehensive Land Development, Permit, Inspection & Compliance Management solution for an amount not to exceed \$15,763,472.00

This contract is procured by means of Request for Competitive Sealed Proposal and a Discretionary Contract Disclosure Form is required.