



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Planning and Building Department



**DATE:** June 11, 2012  
**BOARD MEETING DATE:** June 26, 2012  
**SPECIAL NOTICE/HEARING:** None  
**VOTE REQUIRED:** Majority

**TO:** Honorable Board of Supervisors  
**FROM:** Jim Eggemeyer, Community Development Director  
**SUBJECT:** Agreement with Accela, Inc.

**RECOMMENDATION:**

Adopt a Resolution waiving the Request for Proposals process and authorizing the:

- (A) President of the Board to execute an Agreement with Accela, Inc., for the provision of specialized licensed software, maintenance, hosting, and implementation services in an amount not to exceed \$462,463 for the term July 1, 2012 through June 30, 2017; and
- (B) Community Development Director or designee to execute contract amendments which modify the maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

**BACKGROUND:**

Since 1990, the Planning and Building Department has been utilizing different versions of Tidemark's automated permit processing and tracking system, currently called Advantage. In 2001, Tidemark was purchased by Accela, Inc., our current maintenance provider. Although Accela has continued to provide support for Advantage, it no longer invests in the development of any functional enhancements. This product is now considered an outdated system that has reached its end of life and is burdened with an accelerating maintenance fee schedule with no new significant upgrades to support the system.

Accela has continually provided excellent maintenance and support services since its acquisition of Tidemark and has been a reliable partner over the years in meeting the Department's automation needs for permit processing. Switching vendors now would significantly increase the cost and difficulty of converting to a new web-based system with such a wide scope of enhanced features and capabilities. Accela is in a unique position, as the owner of the proprietary software we currently use, to effectuate a

problem-free transition of data from the old system to the new one. Thus, waiving the Request for Proposals process is in the best interest of the County.

**DISCUSSION:**

The proposed contract with Accela is to replace the existing client/server Windows-based Advantage software with its newer Accela Automation product which will be implemented as a hosted cloud-based service, eliminating the need for a hardware server and considerably reducing maintenance costs. As importantly, Accela Automation provides a much improved citizen access module and an add-on to integrate the County's Geographic Information System (GIS) to better serve the public. The new system will pave the way for future improvements, efficiencies and cost savings, especially in the areas of field operations and electronic document processing.

The major expense of the contract is for implementation services, which consist of data conversion, design analysis, and configuring the screens, reports and workflows that will improve our existing capabilities. In addition to providing hosting and software maintenance, the contract also includes the free conversion of licenses for our existing versions of the new Land Management and Citizen Access modules, with a discounted price for the add-on GIS component.

A further benefit to upgrading to Accela Automation is its potential future capability for implementing a shared permitting system that supports many types of permits from various County departments, such as Environmental Health, Housing, Parks, CARE, and any other departments that issue permits or collect fees for services. Such a shared system would decrease individual departments' investments in separate systems doing similar tasks and result in cost savings and improved services countywide.

The Agreement and Resolution have been reviewed and approved by County Counsel as to form. The Contractor's insurance meets insurance certification requirements. The contract term beyond three years has been approved by the County Manager's Office. Information Services Department has reviewed and approved the Agreement.

The Contractor has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination, and equal benefits.

This Agreement contributes to the Shared Vision 2025 outcome of a Livable Community by providing improved permit processing and information services to residents and applicants.

**Performance Measure:**

<b>Measure</b>	<b>FY 2012-13 Estimated</b>	<b>FY 2013-14 Projected</b>
Percent of tasks completed to implement Accela Automation	<b>90%</b>	<b>100%</b>

**FISCAL IMPACT:**

The maximum fiscal obligation of this Agreement is \$462,463. These funds will be included in the FY 2012-13 budget as a June revision through an intrafund transfer from the General Fund to be repaid from the Information Technology Surcharge that is levied on all planning and building permit fees for this purpose. There is no Net County Cost associated with this Agreement.