



# County of San Mateo

## Inter-Departmental Correspondence

---

**Department:** PLANNING AND BUILDING

**File #:** 18-208

Board Meeting Date: 3/13/2018

---

**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Steve Monowitz, Community Development Director  
**Subject:** Agreement with Accela, Inc

**RECOMMENDATION:**

Adopt a resolution waiving the request for proposals process and authorizing an agreement with Accela, Inc., for the provision of specialized subscription software services in an amount not to exceed \$864,102 for the term July 1, 2017 through July 1, 2022.

**BACKGROUND:**

In June 2012, the Board of Supervisors approved a five-year contract with Accela, Inc. to provide implementation, data conversion, licensing, hosting, and maintenance services to allow the Planning and Building Department ("Department") to switch to Accela software for automated permit processing and tracking. Accela, Inc. is the owner of this proprietary software. Prior to Accela, the Department tried a variety of permit tracking software that eventually became outdated. Since its implementation over five years ago, Accela has proven to be an effective permit processing and tracking system that meets the needs of the Department.

**DISCUSSION:**

The proposed new five-year contract with Accela will continue the Department's ongoing arrangement to receive specialized services for its permit processing and tracking system. Accela is critical to the Department's day-to-day operations, and the continued provision of these software services are key for the system to continue to function effectively. Given the investment of resources in the Accela conversion and its successful implementation, the Department has determined that alternative software systems are not feasible at this time.

The prior contract with Accela was for hosting and licensing services. This new contract provides the needed technical services under a Software as a Service (SaaS) contract, which will allow the Department to have access to the full range of modules offered by Accela (Civic Platform, Citizen access, Cannabis module), along with its expansive menu of services related to custom reporting. In the prior contract, individual licenses for specific modules had to be purchased on a piecemeal basis. Given the expanded use of Accela by the Department and its partner agencies, the switch to a SaaS

contract is a more cost-effective long-term solution for the Department.

The Accela contract supports the County Shared Vision 2025 goals of livable community, and collaborative community by facilitating responsive, effective, and collaborative government. Accela allows for improved permit processing and information services to County residents and applicants. Additionally, Accela is now used by other County departments such as Environmental Health, Housing, Office of Sustainability, and Fire. A common permitting system allows for collaborative work among County departments and better public service coordination.

The resolution contains the County's standard provisions allowing amendments of the County's maximum fiscal obligation by no more than \$25,000 (in aggregate).

The agreement and resolution have been reviewed and approved by County Counsel as to form. Additionally, the agreement has been reviewed and approved by Risk Management and the Information Services Department. The proposed contract term of five years has been approved by the County Manager's Office.

**FISCAL IMPACT:**

The maximum fiscal obligation of this Agreement over five years is \$864,102. The FY 2017-19 costs are included in the recommended budget for the same period. Similar arrangement will be made for FY 2019-22. There is no Net County Cost associated with this Agreement.