

STAFF REPORT
City of Lancaster

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12/09/14
MVB

Date: December 9, 2014

To: Mayor Parris and City Council Members

From: Barbara Boswell, Finance Director

Subject: **Award of Contract for Accela Automation**

Recommendation:

Award contract for Accela Automation to Accela, Inc. in the amount of \$661,810 plus an annual subscription fee in the amount of \$49,460; and authorize the City Manager or his designee to modify and execute the contract. Appropriate \$434,000 from the IT Reserve Fund to Account No. 101-4315-302.

Fiscal Impact:

\$711,270; with these actions, including the appropriation of \$434,000 from the IT Reserve Fund, sufficient funds will be available in Account No. 101-4315-302.

Background:

In November 2000, the City's current permitting software, Permits Plus, was installed. Since that time, no enhancements have been made to the system to allow for efficiencies, streamlined processes, or for new automation to be used effectively. Staff has automated as much as practical but the current system is 14 years old and needs replacement as the technology is obsolete and can no longer be enhanced. In short, the current system limits the city's ability to truly take advantage of online and automated services for the benefit of our community.

After exploring and seeing demonstrations of various other applications, Staff elected Accela Automation as the system that would best allow us to enhance customer service to the members of our community. Processes that were previously manual will be automated and mobile technology will be fully incorporated into daily processes for staff and citizens alike.

Accela Automation will provide citizens with convenient online access to government services 24 hours a day, 7 days a week. Interdepartmental communication will be increased resulting in real time updates on permits, business license, and other applications. Citizens will be able to upload plans and other documents via mobile devices, no longer having to leave their work sites to deliver such items to City Hall. Field workers and supervisors will be able to document completion of tasks, process workflow and add supporting information to applications and work orders from a mobile device at the work site. Business owners will be able to apply for a new Business License, renew an existing, and pay license fees online or from a mobile device. A complete electronic document review and e-Plan Check process will be implemented which will significantly enhance our existing process by allowing industry professionals the ability to submit multiple documents as well as providing access for them to review their marked up documents via a mobile device therefore streamlining the review and resubmission process.

Additionally, the City will be able to optimize the infrastructure and facilities that improve and enhance the quality of life in our community by tracking and managing infrastructure assets such as water, streets, parks, and more.

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Attachments:

Sample Order Form
Sample Services Agreement
City of Lancaster Terms and Conditions
Accela Subscription Terms and Conditions
Statement of Work.