



RESOLUTION NO. 38782

1 A RESOLUTION related to the purchase of materials, supplies or equipment, and
2 the furnishing of services; authorizing the waiver of competitive
3 procurement procedures, as deemed in the best interests of the City; and
4 authorizing the execution of a contract with Accela, Inc. in the approximate
5 amount of \$1,622,744, sales tax not applicable, budgeted from the
6 Surface Water, Wastewater and Permit Services Funds, for web-based
7 software used to process Building, Land Use, and Site Development
8 permits.

9 WHEREAS the City has complied with all applicable laws and processes
10 governing the acquisition of those supplies, and/or the procurement of those
11 services, inclusive of public works, as is shown by the attached Exhibit "A,"
12 incorporated herein as though fully set forth, and

13 WHEREAS the Board of Contracts and Awards has concurred with the
14 recommendation for award as set forth in Exhibit "A"; Now, Therefore,

15 BE IT RESOLVED BY THE COUNCIL OF THE CITY OF TACOMA:

16 Section 1. That the Council of the City of Tacoma concurs with the
17 Board of Contracts and Awards to adopt the recommendation for award as set
18 forth in the attached Exhibit "A," and authorizes the waiver of competitive
19 procurement procedures, as deemed in the best interests of the City.

20 Section 2. That the proper officers of the City are hereby authorized to
21 enter into a contract with Accela, Inc., in the approximate amount of \$1,622,744,
22 sales tax not applicable, budgeted from the 4301 ES Surface Water,
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1 4300 ES Wastewater, and 4110 PDS Permit Services Fund, for web-based
2 software used to process Building, Land Use, and Site Development permits,
3 consistent with Exhibit "A."
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5 Adopted _____
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7 _____
8 Mayor

9 Attest:
10 _____
11 City Clerk

12 Approved as to form:
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14 City Attorney

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City of Tacoma
Planning and Development Services

EXHIBIT "A"

DATE: November 4, 2013
TO: Board of Contracts and Awards
From: Peter Huffman, Interim Director
Planning and Development Services
SUBJECT: Direct Negotiation of Professional Services
Accela Permitting Software as a Service
Budgeted from the Surface Water, Wastewater and Permit Services Funds

RECOMMENDATION: The Planning and Development Services Department recommends a contract be awarded to **Accela, Inc., San Ramon, California**, for a web-based software used to process Building, Land Use and Site Development permits. The recommendation is for a five-year contract term with a base amount of **\$1,475,222**, sales tax not applicable, plus a 10% contingency, for an cumulative total of **\$1,622,744**, sales tax not applicable.

EXPLANATION: Accela software services will provide a comprehensive permitting tool City staff can use in the permit application process. The Accela software tool provides a centralized location in which permit related activities can be processed and monitored. In addition, applicants and citizens will have access via the internet to apply for permits, check status of permits, and to request inspections. The benefits of purchasing and implementing Accela automated permitting software include increased staffing capacity by reducing duplicative work efforts and allowing for the concurrent review of permit applications and plans by all necessary departments. Customer service improvements include enhanced on-line permitting application, review tracking and inspection scheduling capacity. Accela will increase both external and internal transparency of the permit review and inspection processes resulting in greater accountability and effectiveness of the City's permitting process. It is anticipated that Accela will initially increase permit review capacity by 10 percent resulting in significant reductions in permit review times and improved levels of service for permit applicants.

In addition, purchasing Accela as a software as a service will allow the City of Tacoma to focus on delivering streamlined processes and service and not IT support. This approach will save time and labor cost by reducing the need for staff to configure, administer and keep systems current. Software as a service is more flexible and scalable providing elasticity for agencies to scale up-and down-IT capacity. Nearly half of the permitting agencies surveyed in making this recommendation are planning to invest within the next 12 months in new permitting, licensing and asset management systems that utilize cloud solutions rather than on premise hardware.

COMPETITIVE ANALYSIS: The City researched and evaluated software technology options used in other jurisdictions for similar permitting purposes. No other software is used as extensively, nor with such high regard as Accela. Accela is the 'best in breed' choice for permitting software. In addition to being the industry standard for permitting software, Accela especially meets the City's configuration needs by its ability to interface with SAP systems and other software systems used by permitting partners like TPU and the private sector. In addition, Accela's emphasis on mobile web-based customer interfaces will allow the City to continue to

enhance the on-line permitting applications currently in use and expand future capacity into such areas as asset management and code enforcement.

CONTRACT HISTORY: New contract.

FUNDING: Funds for this purchase are available in the 4301 ES Surface Water, 4300 ES Wastewater, and 4110 PDS Permit Services Funds. The purchase amount will be paid in a first installment of approximately \$950,000 for implementation services and first year operations with four subsequent annual payments of approximately \$150,000 each for the remainder of the contract period. After the five year contract period expires the contract will be renegotiated and it is anticipated that future cost of the service will be slightly higher than \$150,000 annually taking into account inflation and other services that may be desired as part of the renegotiated contract. Funds for the contract extension will come from the same sources.

SBE COMPLIANCE: SBE staff was contacted on October 3, 2013.
There are no HUB-qualified vendors at this time.

PROJECT COORDINATOR: David Johnson, Planning and Development Services Department, 253-229-6663.



Peter Huffman
Interim Director of Planning and Development Services

Insert Initials (WLP:mr)

cc: Chuck Blankenship, Senior Buyer, Finance/Purchasing
HUB Coordinator