



CITY OF COMMERCE AGENDA REPORT

TO: Honorable City Council

Item No. _____

FROM: City Administrator

SUBJECT: A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF COMMERCE APPROVING AN AGREEMENT WITH AVOCETTE TECHNOLOGIES TO ASSIST THE CITY IN IMPLEMENTING THE CITY'S NEW LAND MANAGEMENT SYSTEM

MEETING DATE: September 6, 2016

RECOMMENDATION:

Adopt a Resolution to implement an Agreement between the City of Commerce and Avocette Technologies to allow for the implementation of the City's new Land Management System.

BACKGROUND/ANALYSIS:

Since the 1990's, the City has been working with a dated Land Management System (LMS) to manage all planning and building records. Since then, there have been many advances and updates on how government is able to properly implement and utilize modern Land Management Systems, especially with the commercial availability of the Internet. With this understanding, Public Works and Development Services determined that the existing LMS is static and lacks many of the modern amenities required to operate efficiently in today's government.

A modern LMS is typically defined as a robust, real-time, tract-based GIS (Geographic Information System) integrated land administration system that allows for the management of both public and privately-owned property within the City. An LMS can be tailored to meet the needs of Public Works and Development Services, by creating modules to regulate and manage all permitting activities such as, but not limited to management of ownership information, permit activity, lease records, and right of way information. The request to update and modernize the LMS will give PWDS staff the opportunity to handle the abovementioned tasks with ease, resulting in a positive streamlined customer service experience.

To meet our LMS needs the City is requesting to contract with Accela via, Avocette Technologies to assist in implementing our new land management system. For more than 15 years, Accela has been the industry leader in designing and delivering productivity and engagement software to help government agencies meet the high expectation of data delivery. Accela is proposing to provide a robust, cloud-based platform of solutions that increase engagement, improve efficiency and deliver transparency via their Accela Civic Platform. Currently, the system is utilized by more than 2,200 communities worldwide, including over half of America's largest cities. Agencies such as San Diego County, Cities of Sacramento and Anaheim have successfully implemented the Accela Program. More local to us, Cities of Downey and Baldwin Park utilize Accela.

As proposed, Avocette Technologies will be working with Accela to build and roll-out our new Land Management System. Specifically, the work will be broken down into a six-step methodology which includes:

Initiation

Initiation will be the first stage in the process and will entail the initial Project Plan to be finalized. During this time the project scope and objectives will be reviewed. In addition, high-level training on the Accela software is conducted in order to introduce the project team to the City.

Analysis

During the Analysis stage, Avocette will review existing City documentation, interview Agency staff, and conduct workshops to understand the "To-Be" vision of the Agency that can be executed with the aid of Accela Civic Platform. It is during this stage that Avocette gains a deeper understanding of the City processes and business rules; simultaneously, the Agency begins to gain a deeper understanding of the methodology and the Accela Civic Platform capabilities.

Solution Foundation

Solution Foundation begins upon completion of the Analysis stage, and, depending on the project may overlap briefly with the Build stage. During this stage, the Accela Civic Platform will be built to match the to-be processes agreed to in the early Analysis stage. Essential to this effort is the configuration of the Record types (e.g., Case, Application, Permit, Work Order, etc.) that were agreed to during the To-Be Analysis stage.

Build

During the Build stage, all defined elements during the Analysis stage beyond the Solution Foundation will be built and quality checked. This includes objects such as conversions, business rules, interfaces and reports.

Readiness

During the Readiness stage, Accela Civic Platform is fully tested, errors are identified, documented, and corrected. Additionally, the solution is prepared for deployment. As well, system administrators and end users are trained so that Agency staff members are prepared to use and maintain the software once it is in production.

Deploy

During the Deploy stage, the applications are moved to production; all requisite pre-production activities are identified, tracked and completed, and post-production analysis and review is completed. Upon moving to production, the relevant aspects of Accela Civic Platform applications are transitioned to the Accela Customer Support Center ("CSC") for ongoing support. The CSC instructs the Agency on available communication channels (e.g., telephone, email, online tracking system) and usage of the Accela knowledge base.

ALTERNATIVES:

1. Approve staff recommendation
2. Reject staff's recommendation
3. Provide staff with further direction

FISCAL IMPACT:

The total proposed amount requested to upgrade the City's land management system is \$245,700. On June 21, 2016 as part of the Fiscal Year 2016-2017 Capital Improvement Program (CIP), City Council approved \$660,000 in Measure AA funds to upgrade the City's permit software and GIS.

On July 19, 2016, the Council approved an allocation of \$259,881 to fund the GIS component and associated computer upgrades. That particular approval will ensure the City is receiving the latest GIS system, as well as provide a new cloud-based GIS system that staff will be able to access via the internet without the need of any complex computer software.

The request this evening is solely for the permitting software component, which includes the design, build-out and implementation of the system. Following the July 19th Council approval, there was a balance of \$400,119 of AA Funds that are intended to cover the cost of this contract. Below is a breakdown showing what council has approved to date, along with the current request. It is worth mentioning, staff successfully obtained multiple bids for the necessary upgrades and came in under the amount request during the June 21, 2016 Measure AA meeting:

Description of Services	Fee	Council Approval
Nobel GIS Contract	\$ 233,820	July 19, 2016
ESRI GIS Computer Upgrades	\$ 26,061	July 19, 2016
Accela Implementation (pending CC approval)	\$245,700	September 6, 2016
Total Fees To Date:	\$505,581	
Total Measure AA Funds Award:	\$660,000	

RELATIONSHIP TO 2012 STRATEGIC GOALS:

The proposed Resolution is associated with Council's 2012 Strategic to, "Improve and maintain infrastructure and beautify our community."

Recommended by: Maryam Babaki, Director of Public Works and Development Services

Approved as to form: Eduardo Olivo, City Attorney

Respectfully submitted: Jorge Rifá, City Administrator

ATTACHMENTS:

1. Resolution
2. Professional Services Agreement
3. Avocette Technologies Proposal