
CITY OF TEMPE
REQUEST FOR COUNCIL ACTION**Council Meeting Date: 02/25/2016**
Agenda Item: 5B5

ACTION: Approve a one-year sole source contract renewal for software maintenance and support services with Accela, Inc. for the City's enterprise-wide permitting software solution.

FISCAL IMPACT: Total cost of this contract will not exceed \$111,521.31 during the one-year contract renewal period. Sufficient funds have been appropriated in General Fund cost center – 1991 (IT Administration) for the anticipated expenditures.

RECOMMENDATION: Approve the contract renewal.

BACKGROUND INFORMATION: (IT09-037-003) City Council originally approved the award of a sole source contract to Accela, Inc. on June 27, 2013 for an enterprise-wide permitting software solution which allows information to be shared across departments and with Tempe residents and businesses.

The Accela Automation application is an enterprise-wide permitting solution that is citizen-centric and allows information to be shared across departments. This technology supports a robust workflow for streamlining the permit approval process. It has automated the application process, plan reviews, fee calculations and collections, inspection and investigation tasks, and additional services.

The web-based technology provides 24/7 access for citizens and employees via the Internet. This functionality allows citizens to apply for permits online, submit and track their project plans, attach documents, and make payments over the Internet.

This procurement is considered a sole source as Accela, Inc. is the only company that can provide software updates and technical support for their products.

Contractor Performance

The performance of Accela, Inc. was rated by City staff on the following criteria:

Criteria	Rating
Personnel are responsive, cooperative and available	B
Overall quality of products or services delivered	B
Timeliness of performance	B
Quality of follow-up in resolving complaints or problems	B
Firm's promptness in submitting accurate invoices	B

(A = Exceeds Standards; B = Meets Standards; C = Below Standards)

Annual Maintenance and Support Renewal Cost

This year's price represents an approximate 1 percent increase from the previous year's pricing. Software maintenance renewals typically include a 3 to 10 percent price increase on average.

ATTACHMENTS: N/A

STAFF CONTACT(S): Dave Heck, Deputy Internal Services Director - Information Technology, (480) 350-8777

Department Director: Renie Broderick, Internal Services Director
Legal review by: David Park, Assistant City Attorney
Prepared by: Ted Stallings, CPPB, Procurement Officer