

City Council – Action Request Form

Date: May 20, 2019

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Thomas Kureczka, Chief Information Officer; Tasha Logan Ford, Assistant City Manager; Marla Newman, Community Development Director

Council Action Requested:
Resolution Approving a Contract with Accela for a New Code Enforcement System

Strategic Focus Area: Livable Neighborhoods
Strategic Objective: Improve Character and Condition of Neighborhoods
Strategic Plan Action Item: No
Key Work Item: Yes



Summary of Information:

Replacing the City’s current Code Enforcement system is a key work item for Community Development and Information Systems. The City purchased the existing solution in 1997 and was one of the initial business systems migrated from the City’s legacy mainframe computers. The system has served the City well, at a very affordable annual cost. While staff has upgraded the system with vendor updates periodically over the years, at this time the system does have critical limitations. The current system is address-based only, with no capabilities for interfacing with and leveraging the City’s Geographical Information System (GIS). The current system does offer some reporting and integration with City Link’s Customer Relationship Management (CRM) system, but these are limited.

Staff wrote a Request for Proposal (RFP) for a new solution based on the needs of Community Development staff and citizens. The RFP was released to the public, and responses were accepted through December 31, 2018. Staff received six vendor responses and, using the review and selection criteria defined in the RFP, invited five vendors on-site for product demonstrations. Two of the vendors have offices in North Carolina, none in Forsyth County. Three of the vendors received credit in the review of responses for the M/WBE requirement. Exhibit B provides the combined scores of the evaluation panel for the each of the five vendors.

Committee Action:

Committee	Finance 5/20/19 CDHGG 5/21/19	Action	Approval
For	Unanimous	Against	

Remarks:

Staff recommends Accela as the preferred vendor for meeting the City’s needs. Accela’s proposal and on-site demonstration of their solution substantiated their high scores within the experience/methodology, functional architecture, and critical requirements scoring categories. Accela has a 37-year history of implementing civic solutions, with customers in over half of the top 50 cities in the U.S. and thousands of public agency customers. Accela demonstrated that their solution satisfies 133 of the 134 requirements listed in the City’s RFP, with the remaining requirement partially met. The chart below illustrates each vendor’s scoring in these categories.

Evaluation Criteria	Weight (%)	Accela	CityView	HealthSpace	Timmons/ Cityworks (On-Premise)	Tyler
Experience/ Methodology	20	92	79	59	49	81
Functional Architecture	10	46	40	31	25	38
Critical Requirements	10	47	37	28	29	37
Final Score	40	185	155	118	103	156

Accela does not have an office in North Carolina. They do have home-based employees living in North Carolina. They have also stated that upon approval of a contract that an employee living in the Charlotte area will be the City’s Account Executive.

Accela is not a certified M/WBE, but has committed to partner with the City to identify services that can be delivered by Accela’s certified M/WBE partners and/or local M/WBE vendors recommended by the City, for 10% of the services required for a successful project.

Accela has committed to provide brief on-site demonstrations of their solution to all interested City Council Members. Staff is working with Accela to offer multiple time options during the week of the May City Committee meetings for Council Members to schedule a session to attend.

The new system will utilize spatial opportunities through the City’s GIS platform to improve on the efficiency, accuracy, and data visibility of the operations performed by Neighborhood Conservation Officers in the field. It will provide improved mobile capabilities for staff with real-time data for the Neighborhood Conservation Officers who are working on a complaint or case. Workflow within the system will improve accuracy requirements, support conformance to practices and policies, and offer checkpoints throughout all code enforcement operations.

The new system will provide tighter integration with the City Link Customer Relationship Management (CRM) system. This will allow City Link agents greater visibility into the status of service requests and inspections. It will also allow for a seamless integration between a service request created in the CRM system and corresponding work orders initiated in the Code Enforcement system.

The system will interface with the new City website currently being developed, allowing citizens on-line inquiries into the status of open complaints. It will allow Community Development staff to view related permit and zoning information in the Permitting and Inspections system used by the Inspections Division of the Planning and Development Services Department for an open complaint or case.

The proposed contract with Accela totals \$616,320 for the project implementation and the first-year hosted subscription fees. Accela’s commitment is that increases in annual subscription fees will not exceed 5%. The one-time implementation costs and annual subscription fees for years one through five are below, with a five-year total of \$880,255.

One-time Implementation Cost	1 st Year Cost	2 nd Year Cost	3 rd Year Cost	4 th Year Cost	5 th Year Cost	Total 5 Years
\$558,000	\$58,320	\$61,236	\$64,298	\$67,513	\$70,888	\$880,255

Funding for all implementation costs and the first year subscription fees is available in the 2018 Housing Bonds budget. Funding for the subscription fees for years two through five will be in Community Development’s annual operating budget for Code Enforcement. Staff recommends that the City enter into a contract with Accela for the new Code Enforcement system.

M/WBE comment: Notifications were sent to all local M/WBE and area HUB businesses on a weekly basis. The bid opportunity was advertised on the City and State of NC Purchasing websites. See Exhibit A for a complete list of businesses notified of this bid and the workforce demographics of Accela.