

City Council – Action Request Form

Date: August 8, 2022

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

From: Johnnie Taylor, Assistant City Manager
Thomas Kureczka, Chief Information Officer

Council Action Requested:

Resolution Approving a Contract with RedMark Technologies for Consulting for Implementation of the Accela Code Enforcement System for Community Development

Strategic Focus Area: Service Excellence

Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness

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 system in 1997 as one of the initial business systems migrated from the City’s legacy mainframe computers. The system has served the City well, at an 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 leveraging the City’s Geographical Information System (GIS). The current system offers only limited reporting and integration with City Link’s Customer Relationship Management (CRM) system.

In 2019, City Council approved a contract with Accela for their Code Enforcement system. This was the result of the release and review of responses to a Request for Proposals for a new solution. Accela has a 40-year history of providing civic solutions, with customers in over half of the top 50 cities in the U.S. and thousands of public agency customers.

Committee Action:

Committee	<u>Finance 8/8/22</u>	Action	<u>Approval</u>
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For	<u>Unanimous</u>	Against	<u></u>
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Remarks:

The Accela 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 provides 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 City Link's CRM system, allowing City Link staff greater visibility into the status of service requests and inspections. This also provides a seamless integration between a service request created in the CRM system and corresponding work orders initiated in the Code Enforcement system. An interface with the City's website will allow citizens on-line inquiries into the status of open complaints.

Staff began working on the implementation of the new system with the Accela team in early 2020. Progress on the deployment has been impacted by multiple factors, including:

- The loss and shortage of available staff due to employee separations, hard-to-fill vacancies, and priorities being re-directed in response to the Covid-19 pandemic. This included positions very critical to the project, operational subject matter experts in both the back-office and out in the field.
- The underestimated work effort required to match the City's operational processes with the functionality provided by the Accela system out-of-the-box.
- The objective to include adjusting the daily operational processes with respect to the community's needs, legal requirements, advanced technology, and staffing considerations as part of the implementation.

To assist staff in getting this implementation completed, a decision was made to obtain outside consulting assistance. Accela provided contacts for all certified Accela Partner agencies. Staff then released a Request for Information (RFI) to the Partners, with five responses being received. The five responses were narrowed to two vendors, staff met with representatives from both firms, and RedMark Technologies (RedMark) was recommended as the preferred vendor.

Staff contacted all references provided as a part of the RFI response and received high recommendations from High Point, NC and Pinellas County, FL for RedMark, both of which have recently implemented the Accela system while partnering with RedMark. High Point continues to use RedMark for on-going support assistance.

Staff then executed a contract with RedMark for services costing \$16,500 to perform an assessment of the project's current state, meet with staff to understand and document gaps and needs, and return a level of effort and pricing required to complete this project.

Staff has further contracted with RedMark for \$68,200 to complete a To-Be-Analysis to document the processes for current Code Enforcement operations, incorporate changes as mentioned above, and map these processes to the Accela system.

RedMark has provided a proposal for their assistance and expertise for completion of the implementation of the Accela system. The deliverables will include system configuration; historical data migration; integrations to the City's CRM, GIS, and financial systems; reporting; user testing and training; the cut-over to production; and post-deployment support. The cost of these services is \$213,500.

Funding for all services provided by RedMark Technologies is available in the FY22-23 Information Systems operating budget. Staff recommends that the City enter into a contract with RedMark Technologies for assistance with the new Code Enforcement system.

See Exhibit A for the workforce demographics of RedMark Technologies.