

Resolution #22-0410
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**RESOLUTION APPROVING A CONTRACT WITH REDMARK TECHNOLOGIES
FOR CONSULTING FOR IMPLEMENTATION OF THE ACCELA CODE
ENFORCEMENT SYSTEM FOR COMMUNITY DEVELOPMENT**

WHEREAS, replacing the City's current Code Enforcement system, purchased in 1997, is a key work item for Community Development and Information Systems; and

WHEREAS, in 2019, following the release of a Request for Proposals, City Council approved a contract with Accela for their Code Enforcement system; and

WHEREAS, staff began working with the Accela team on the implementation of the new system in early 2020; and

WHEREAS, progress on the deployment has been impacted by multiple factors, including:

- The loss and shortage of available staff in positions critical to the project due to employee separations, hard-to-fill vacancies, and response needs to the Covid-19 pandemic,
- An underestimated work effort required to match the City's operational processes with the functionality provided by the Accela system,
- The adjustment of daily operational processes with respect to the community's needs, legal requirements, advanced technology, and staffing considerations; and

WHEREAS, to assist staff in getting the implementation completed, staff requested Accela to provide contacts for all the certified Accela Partner agencies; and

WHEREAS, staff released a Request for Information (RFI) to the Partners, with five responding to the RFI; and

WHEREAS, having narrowed the five responses down to two vendors, staff met with representatives from both firms; and

WHEREAS, staff contacted all references provided for each vendor, including High Point, NC and Pinellas County, FL for RedMark Technologies (RedMark), both of which have implemented the Accela solution while partnering with RedMark; and

WHEREAS, RedMark Technologies was recommended as the preferred vendor; and

WHEREAS, staff executed a contract with RedMark for services costing \$16,500 to perform an assessment of the project's state and provide a level of effort and pricing required to complete the project; and

WHEREAS, staff has further contracted with RedMark for \$68,200 to complete a To-Be-Analysis to document the processes for current Code Enforcement operations, and to map the processes to the Accela system, with changes as identified; and

WHEREAS, RedMark has provided a proposal for their assistance and expertise for completion of the implementation of the Accela system and post-deployment support for the cost of \$213,500; and

WHEREAS, funding for all services to be provided by RedMark Technologies is available in the FY22-23 Information Systems operating budget; and

WHEREAS, staff recommends that the City enter into a contract with RedMark Technologies for assistance with the new Code Enforcement system at a cost of \$213,500.

NOW, THEREFORE, BE IT RESOLVED that the Mayor and City Council of the City of Winston-Salem hereby authorize the City Manager to enter into a contract with RedMark Technologies for consulting services at a cost of \$213,500.

BE IT FURTHER RESOLVED that the City Manager is hereby authorized to execute the contract on behalf of the City.