



City Council Report

Date: September 26, 2016
To: City Council
Through: Kari Kent, Assistant City Manager
Mike Kennington, Chief Financial Officer
From: Christine Zielonka, Development Services Director
Edward Quedens, Business Services Director
Matt Bauer, MBA, CPPO, CPPB, CPSM, Procurement Administrator
Subject: Contract Amendment and Dollar Limit Increase to the Contract for the Purchase of the Replacement Development Information Management Enterprise Solution (Citywide)

Purpose and Recommendation

Council is requested to approve a contract amendment and dollar limit increase to the Contract for the Purchase of the Development Information Management Enterprise Solution (DIMES) as recommended.

Development Services, Business Services and Purchasing recommend authorizing a contract amendment and a dollar limit increase to the contract with Accela Inc. and Open Counter Enterprises in the amount of \$157,090.00 increasing the dollar limit including contingency from \$1,665,721.68 to \$1,822,811.68. This project is funded by the Development Services Technology Improvement Fee.

Background / Discussion

City Council previously approved the purchase of a Development Information Management Enterprise Solution. This system will replace the current, very outdated permitting system that is used for the land development process (Tidemark), the Mesa-built special regulatory licensing system (COMET) and the Mesa-built PD Alarms database.

Tidemark is the City's permitting and code compliance system that is over 13 years old and is beyond its useful life. COMET was built in-house and is also beyond its useful life. PD Alarms is used by Business Services and was also built in-house, and it is unstable and beyond its useful life. These systems are a challenge to support and do not provide the functionality and the customer self-service that is demanded today. This system is used by numerous departments in the City including Water Resources, Energy Resources, Transportation, Solid Waste, the City Manager's Office including Council Assistants, Business Services, Code Enforcement and Animal Control.

The complexity of this project and the draw on City staff resources was underestimated at the time of award. The competing needs of daily work and the project have caused the project timeline to be extended. Additionally, project management by both the City and

Accela has been strengthened to better manage the tasks required to complete the project. The project's original budget is not able to absorb any more changes without a Change Order for additional Accela hours and related costs. The majority of the Change Order is for 440 additional hours for Accela's Project Manager to assist staff in project implementation. Project tasks that remain include script writing, report development, data conversion, acceptance testing and training. The project is currently planned for go-live on February 27, 2017. Electronic Document Review (EDR) will be implemented in phases this Fall/Winter.

The original contract for DIMES, and this requested change order, is 100% funded by the Development Services Technology Improvement Fee. The Technology Fee was adopted by Council several years ago as a lifecycle replacement funding source for the land development and regulatory licensing software applications. The Technology Improvement Fee is currently assessed at the rate of 4% on every permit issued by Development Services. The concept of the fee was originally endorsed by the Developers Advisory Forum and was established to make sure the City had a dedicated funding source to continually improve the level of customer service for the development community through enhanced technological applications.

Alternatives

Council may choose not to authorize the increase and staff will re-evaluate the scope modifications. Failure to complete the entire system will result in significant decreases to staff efficiencies and customer service.

Fiscal Impact

The increase amount is funded by the dedicated Technology Improvement Fee.

Coordinated With

Development Services, Business Services, Information Technology departments and Purchasing

PURCHASING INFORMATION

Action: Dollar Limit Increase

Procurement Type: Request for Proposals

Solicitation Number: 2014102

Responses: 4 (January 29, 2014)

Original Council Award: December 8, 2014

AWARD SUMMARY

12/8/2014 Council Award to Accela Inc.
12/1/2015 Amend Award to Add Open Counter Enterprises. Funded by project contingency - No additional funds
12/1/2015 Dollar Limit Increase to Accela to add scope of work for PD Alarms System Replacement for the Business Services Department
8/25/2016 Administrative Award of a Professional Services Agreement with System Innovators to provide a 2-way/real-time interface with the City's Cashiering System - \$86,980.00 +\$7,500 Annual Support & Maintenance

DOLLAR LIMIT INCREASE RECOMMENDATION

Change Order to modify Scope of Work as quoted by Accela Inc.

Original Base Award	\$1,414,185.03
Contingency	<u>\$194,926.65</u>
Combined Total Award (12/8/2014)	\$1,609,111.68
 PD Alarms Scope Addition (12/1/2015)	 <u>\$56,610.00</u>
Current Award Amount	\$1,665,721.68
 This Change Order/Increase	 \$132,090.00
Replenish Contingency	<u>\$25,000.00</u>
Revised Dollar Limit	\$1,822,811.68