



# Pinellas County

## Staff Report

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File #: 19-1807A, Version: 1

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### **Subject:**

Amendment No. 4 to the purchase authorization with Carahsoft Technology Corporation for the Accela Civic Platform software system.

### **Recommended Action:**

Approval of Amendment No. 4 to the purchase authorization with Carahsoft Technology Corporation for the Accela Civic Platform software system.

- Amendment No. 4 provides the Construction Licensing Board system implementation and integration services to Accela Civic Platform with the Accela Citizen Access Accela GIS, and Accela Mobile Applications.
- The Board of County Commissioners approved the purchase authorization from General Services Administration contract GS-35F-0315X for the technology upgrade of Accela's Civic Platform software on April 27, 2017.
- The original purchase of Accela software was to replace Permits Plus, which was utilized for approval of land use, building permits, inspections and code enforcement.

Contract No. 167-0244-G (JJ); increase in the amount of \$456,750.06; for a revised total contract amount of \$6,367,618.34. Authorize the Chairman to sign and the Clerk of the Court to attest.

### **Strategic Plan:**

Continual Economic Growth and Vitality

4.3 Catalyze redevelopment through planning and regulatory programs

4.4 Invest in infrastructure to meet current and future needs

Deliver First Class Services to the Public and Our Customers

5.2 Be responsible stewards of the public's resources

5.3 Ensure effective and efficient delivery of county services and support

5.4 Strive to exceed customer expectations.

### **Summary:**

Amendment No. 4 provides PCCLB a modern case management system for managing contractor licensing activity, unlicensed contractor enforcement, fee payments and other business processes by leveraging the County's investment in Accela Civic Platform. This investment will address deficiencies in the current Oracle system as identified in items 30-39 of the Clerk's Inspector General Audit of the PCCLB systems and processes from 2017 (See RPT2017-14.pdf attachment). The retirement of the Oracle system will provide opportunity for future financial offsets in Oracle software licensing and hardware (server) capital expenses in Business Technology Services (BTS).

### **Background Information:**

On April 25, 2017, BCC Board authorizes contract (167-0244-G) with Carahsoft Technology Corporation for \$2,415,467 for on-premises implementation services for migrating legacy permit system (Permits Plus) to Accela Civic Platform (Land Management). Permits Plus was acquired in 2002 and was highly customized over its 15-year life and without maintenance/support for many years. Original business case for contract developed from 2014-2016 by Business Technology Services (BTS), Development Review Services and Building Services.

On September 13, 2018, BCC Board approves contract amendment with Carahsoft Technology Corporation (Amendment 1) at the request of the newly formed Office of Technology and Innovation and replaces on-premises implementation with a cloud-hosted implementation of Accela Civic Platform. Amendment includes a six (6) year licensing/support agreement totaling \$2,285,843 along with implementation services totaling \$1,861,956. Implementation scope of work includes migrating all County permitting workflows for five operating divisions (Building, Development Review, Air Quality, Public Works, Code Enforcement) and retire four legacy systems (Permits Plus, Oracle Custom (2), Microsoft Access). Project currently targeted for completion in May 2020.

On October 8, 2019, BCC Board approves two contract amendments with Carahsoft Technology Corporation (Amendments 2 & 3) at the request of the Office of Technology and Innovation for implementation services to bring Animal Services and Consumer Protection onto the Accela Civic Platform (Case Management). Total cost of implementation services is \$756,036 (Consumer Protection - \$248,499, Animal Services - \$516,537) and will retire two legacy systems (Petpoint, Oracle Custom). Project kickoff meetings have been scheduled for January 2020 with completion anticipated within twelve (12) months.

**Fiscal Impact:**

Approved expenditures to date not to exceed:	\$5,910,868.34
Increase estimated expenditure not to exceed:	\$ 456,750.06
Revised contract total expenditure not to exceed:	\$6,367,618.40

Funding will be derived from the Construction Licensing Board Fund based on allocation of costs through the BTS cost plan.

Funding in the amount of \$456,750.06 has been included in the FY20 Adopted Budget for this purpose.

**Staff Member Responsible:**

Gay Lancaster, Director, Construction Licensing Board  
Bryan Zumwalt, Director, Office of Technology and Innovation  
Merry Celeste, Division Director, Purchasing and Risk Management Division

**Partners:**

N/A

**Attachments:**

Amendment No. 4