



# Pinellas County

## Staff Report

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**File #:** 17-316A, **Version:** 1

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### **Subject:**

Purchase authorizations with Carahsoft Technology Corporation for the Accela Civic Platform Land Management Technology Upgrade project and Selectron Technologies, Inc. for the Selectron Relay Platform.

### **Recommended Action:**

Approve and execute the statements of work related to the purchase authorization with Carahsoft Technology Corporation for the Accela Civic Platform Land Management Technology Upgrade Project, which includes a technology solution from Selectron Technologies, Inc for the Selectron Relay Platform.

Contract no. 167-0244-G(RG) for Accela Civic Platform in an amount not to exceed \$2,415,467.76 as per the pricing, terms and conditions of General Services Administration (GSA) contract GS-35F-0119Y. The term of this purchasing authorization is twenty-five (25) months from the authorized start date.

Contract no. 167-0248-G(RG) for Selectron Relay Platform in an amount not to exceed \$86,333.55; as per the pricing, terms and conditions of GSA contract GS-35F-0315X for a term of twenty-four (24) months from the authorized start date.

Chairman to sign and Clerk of Circuit Court to attest.

### **Strategic Plan:**

Practice Superior Environmental Stewardship

3.3 Protect and improve the quality of our water, air, and other natural resources

Foster Continual Economic Growth and Vitality

4.1 Proactively attract and retain businesses with targeted jobs to the county and the region

4.2 Invest in communities that need the most

4.3 Catalyze redevelopment through planning and regulatory programs

4.4 Invest in infrastructure to meet current and future needs

4.5 Provide safe and effective transportation systems to support the efficient flow of motorists, commerce, and regional connectivity

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:**

The Accela Civic Platform Land Management Technology Upgrade Project will enable the County to develop, maintain and regulate a comprehensive, manageable and sustainable land use plan, which will serve to protect and enhance economic growth land development, transportation impacts, property values, life safety, construction and ordinance enforcement.

This tool will allow the County to better serve our customers and the public by creating a central data repository that functions as an enterprise wide source of land management information. This central database will allow the County's customers to access parcel specific information and obtain a wide range of project/permit/case history that will aid them in making educated and informed decisions, as well as reduce processing timelines.

More specifically, the upgrade will provide for the utilization and retention of electronic development and construction documents such as drawings, plans, design professional documentation and photographs, which is expected to reduce process time on development and construction plan review up to seventy-five percent (75%). Web-portal applicants will have the ability to electronically apply for and obtain simple permits, submit payments and requests inspections anywhere and anytime they have internet connectivity, without the need for staff involvement. This capability will provide significant savings to all stakeholders both internal and external to the organization.

From an internal perspective, the enterprise wide solution will allow multiple departments, such as the Planning Department, Development Review Services Department, Code Enforcement, Utilities Department, Public Works Department, Solid Waste Department, and Air Quality the ability to create a single point of entry for our customers. The customer will be able to have a true "one-stop" experience.

Project implementation is estimated at twenty-five (25) months and will be implemented in conjunction with Selectron's Relay software, a multi-channel, multi-agency platform that is designed to connect customers, constituents, and field workers to government agencies and utilities. The platform will provide interactive voice response, web, mobile, outbound, call center agent, and field worker capabilities in a single platform.

**Background Information:**

Since 2002, the County has utilized Accela Permits Plus (Permits Plus) to process activities related to the request and approval of land use and building permits, inspections and code enforcement.

The operability of Permits Plus has been greatly hampered due to the advancement of hardware and operating systems. Hence, Permits Plus and other peripheral programs are now unstable and are subject to outages.

Permits Plus has experienced several outages, sometimes for as long as a week, causing severe hardship to both customers and staff. When an outage occurs, all automated and database functions cease, requiring Building Services, Development Review Services, and their customers to transition to manual procedures.

Staffing is not adequate to provide for manual demands. In addition, when it is necessary to revert to manual mode data is usually lost and must be recreated, bringing into question the reliability of the information.

The Accela Civic Platform Business Case rated the project Low Risk with High Value through comparison of costs versus benefits for the five year project timeline. Benefits include staff efficiencies and accuracy in key areas with high transaction rates, efficiencies and cost saving related to an automated and electronic document review process, productivity increases for field inspections and code officer staff through wireless technologies and cost savings on cost allocations elimination

by in-house document retention. While the business case focuses on the business impacts, it is important not to lose sight of the overall benefits to the customers. The County's ability to improve our service delivery directly translates to reduced costs and greater speed to market for development projects, as well as improved public input and increased transparency in the review process for the general public.

The expected annual cost savings are estimated at approximately \$1.4M in years two through five after go live, and total cost recovery is anticipated to occur in the first quarter of year seven.

It is anticipated that additional opportunities to affect savings will be developed as staff and external stakeholders begin utilizing this technology.

The cost savings to external stakeholders is expected to far exceed those realized by county government. These will be in the area of electronic submissions of documents and development and construction plans, online permit purchases and payments, online inspection requests and results, and transparent online tracking of staff approval processes.

**Fiscal Impact:**

Estimated expenditure for Accela Civic Platform Land Management not to exceed \$2,415,467.76

Estimated Selectron Relay Platform expenditure not to exceed \$86,333.55

Total estimated project costs not to exceed \$2,501,801.31

Funding will be derived from reserves in the Building Services Budget and the Business Technology Services (BTS) Operating Budget.

**Staff Member Responsible:**

Larry Goldman, Director, Building Services

Blake Lyon, Director, Development Review Services

Marty Rose, Chief Information Officer, Business Technology Services

Joe Lauro, Director, Purchasing

**Partners:**

N/A

**Attachments:**

Carahsoft Statement of Work

Carahsoft Quote No. 9115038

Selectron Quote No. E4340

Selectron Software License Agreement

Selectron Software Support and Maintenance Agreement