



Pinellas County

Staff Report

File #: 22-0655A, Version: 1

Subject:

Purchase Authorization with Carahsoft Technology Corporation for Accela licensing and maintenance services.

Recommended Action:

Approval of the Purchase Authorization (Contract) with Carahsoft Technology Corporation for Accela maintenance services.

- This Contract provides for the continued maintenance services of County's Accela Civic Platform Land Management Technology.
- The Contract utilizes County terms and conditions while utilizing pricing established through GSA Schedule 47QSWA18D008F.
- New Purchase Authorization in the amount of \$5,421,053.89 with a seven-year term.
- The new contract will supersede and replace the prior Contract No. 167-0244-G Accela Civic Platform Technology Upgrade in the amount of \$6,367,618.40 previously held with Carahsoft.
- Funding is budgeted and available in Enterprise Licenses and Maintenance Support Services cost center within the Business Technology Fund.
- Annual costs for ongoing Accela licensing and support services in Fiscal Year 2023 total **\$800,101.11** and include the following components:
 - Base licensing agreement - 265 users - **\$599,843.40**
 - Enhanced reporting database/analytics - **\$65,982.35**
 - Training Environment - **\$14,306.49**
 - Accela Premium support (optional) - **\$119,968.87**

Contract No. 22-0475-G for seven years for a total not to exceed amount of \$5,421,053.89 through June 29, 2029.

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:

This contract provides for the licensing, maintenance, and support services for the County's investment in Accela Civic Platform which provides critical business functionality in the areas of land management, permitting, licensing and enforcement. County divisions/departments currently dependent on Accela for business operations include Building Services, Planning, Development Review Services, Contractor Licensing, Public Works (Environmental Management & Air Quality), Utilities, Code Enforcement, Consumer Protection and Human Services.

Accela's citizen access portal is a primary revenue system for the County that provides Pinellas County citizens with digital access to the services provided by these departments. Citizens can electronically apply for and obtain simple permits, submit payments and requests inspections anywhere and anytime they have internet connectivity. This capability provides streamlined business processes and significant cost savings to all stakeholders both internal and external to the organization for providing these critical services.

Accela is a key component of BTS's application modernization strategy.

Background Information:

In 2018, Business Technology Services began a two-year project to implement Accela Civic Platform and unify all permitting and review processes on one information technology platform for 210 users across County departments. Go-live for the new system occurred in October 2020, and shortly thereafter implementation services were expanded to include Contractor Licensing (PCCLB) and Consumer Protection business processes and systems, adding an additional 27 users to the annual licensing agreement (237) for a total annual licensing cost of \$525,945.66.

BTS continues to expand the use of the Accela platform to the following BCC programs/projects which will require an additional 28 users for a total requirement of 265 user licenses bringing the annual licensing for Accela to \$599,843.40:

- Utilities Private Lateral Inspection/Rebate Program (Utilities)
- Utilities Private Sewer Inspection Program (Utilities)
- Grease Management and Inspection Program (Utilities)
- Funeral Home Billing (Human Services/Medical Examiner)
- Remote Building Inspections (Building Services)
- Electronic Plan Review (Development Review)

In addition to the user licensing requirements, departments under the County Administrator have requested the following additional services included in the new maintenance contract:

- Enhanced Reporting Database (\$65,982.35)
- Testing/Training Cloud Environment (\$14,306.49)
- Accela Premium Support (optional) (\$119,968.87)

BTS estimates approximately \$300,000 in offsets for these new licensing and additional costs with retirement of legacy capital/infrastructure, and further reduction in our licensing agreements with Oracle, Microsoft, VMWare, Rubrik and other infrastructure-centric services.

No additional BTS staff will be required to support these new programs.

The total fiscal impact of this new agreement with Accela is outlined below.

Fiscal Impact:

Year 1:	\$373,914.19 (Co-terming all services)
Year 2:	\$800,101.11
Year 3:	\$816,102.67
Year 4:	\$832,426.07
Year 5:	\$849,074.04
Year 6:	\$866,056.34
<u>Year 7:</u>	<u>\$883,379.47</u>
Total Contract expenditure not to exceed:	\$5,421,053.89

Funding is budgeted and available in Enterprise Licenses and Maintenance Support Services cost center within the Business Technology Fund.

Staff Member Responsible:

Bryan Zumwalt, Chief Technology Officer, Business Technology Services

Jeff Rohrs, Chief Information Officer, Business Technology Services

Merry Celeste, Division Director of Purchasing and Risk Management, Administrative Services

Partners:

N/A

Attachments:

Purchase Authorization