



Pinellas County

Staff Report

File #: 23-0735A, Version: 1

Subject:

Amendment No. 5 increase to the purchase authorization with Carahsoft Technology Corporation for the implementation of Accela Civic Platform software system for Contractor Licensing.

Recommended Action:

Approval of Amendment No.5 to the purchase authorization with Carahsoft Technology Corporation (Carahsoft) for the implementation of Accela Civic Platform land management software system for Contractor Licensing (PCCLB).

- Amendment No. 5 provides \$272,792.52 for the Construction Licensing Board system implementation and integration services to Accela Civic Platform.
- This project is to retire a legacy (unsupported) Oracle system that provides current business functionality to PCCLB.
- This project also addresses material deficiencies and controls outlined in a 2017 audit performed by the Inspector General's office of the Clerk of the Circuit Court.
- The original purchase of the Accela Civic Platform software was to replace Permits Plus, which was utilized for approval of land use, building permits, inspections, and code enforcement. Business Technology Services (BTS) recommended also that PCCLB move to Accela for delivery of its internal and citizen-facing business functions.
- Amendment No. 5 increases the contract by \$272,792.52 (includes 10% contingency) for a total contract amount of \$6,640,410.86.
- The Board of County Commissioners (BCC) 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 \$272,792.52 increase is consistent with the Fiscal Year 2023 Budget within the Strategic Projects cost center in the BTS Fund. This increase will be charged back to the Construction Licensing Board Fund through the BTS cost allocation plan in future years.

Contract No. 167-0244-G; increase in the amount of \$272,792.52; for a revised total contract amount of \$6,640,410.86; Authorize the Chairman to sign and the Clerk of the Circuit 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. 5 provides PCCLB with implementation services to complete the migration of business functionality to Accela Civic Platform, the County's current solution for e-government services including permitting, inspections, plan review and other critical public services. Currently, PCCLB is on an unsupported Oracle solution that requires modernization. This implementation also addresses material deficiencies that were identified by a 2017 audit performed by the Clerk Inspector General's office.

Background Information:

On April 25, 2017, the BCC authorized contract (167-0244-G) with Carahsoft for \$2,415,467.76 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, the BCC approved contract Amendment No. 1 with Carahsoft at the request of the newly formed Office of Technology and Innovation and replaced on-premises implementation with a cloud-hosted implementation of Accela Civic Platform. This amendment included a six (6) year licensing/support agreement totaling \$2,285,843 along with implementation services totaling \$1,861,956.69. Implementation scope of work included 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 was targeted for completion in May 2020.

On October 8, 2019, the BCC approved Amendment Nos. 2 and 3 with Carahsoft 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 was \$756,036.99 (Consumer Protection - \$248,499, Animal Services - \$516,537) and retired two legacy systems (Petpoint, Oracle Custom). Completion was anticipated within twelve (12) months.

On December 10, 2019, the BCC approved Amendment No. 4 with Carahsoft to implement the integration of the Accela Civic Platform with the Accela Citizen Access GIS and Accela Mobile Applications for the Construction Licensing Board system. The total cost of the implementation was \$456,750.06.

Fiscal Impact:

Approved expenditures to date not to exceed:	\$6,367,618.34
Increase estimated expenditure not to exceed:	<u>\$ 272,792.52</u>
Revised contract total expenditure not to exceed:	\$6,640,410.86

The \$272,792.52 increase is consistent with the FY23 Budget within the Strategic Projects cost center in the BTS Fund. This increase will be charged back to the Construction Licensing Board Fund through the BTS cost allocation plan in future years.

Staff Member Responsible:

Michelle Krickovic, Director, Pinellas County Contractor Licensing Department

Bryan Zumwalt, Director, Office of Technology and Innovation

Merry Celeste, Division Director, Purchasing and Risk Management Division

Joe Lauro, Director, Department of Administrative Services

Partners:

N/A

Attachments:

Amendment No. 5