



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: Planning &
Development, Public
Works
Department No.: 053, 054
For Agenda Of: December 6, 2022
Placement: Administrative
Estimated Time: N/A
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Lisa Plowman, Planning and Development
Director(s) Scott D. McGolpin, Public Works
Contact Info: Elise Dale, Assistant Director, P&D
Julie Hagen, Deputy Director, Public Works

SUBJECT: Accela Licensing, Premium Citizen Experience Software, and Services Agreement

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- a) Approve and authorize the Chair to execute a three-party Professional Services Agreement with Accela, Inc. and Granicus LLC (parent company of OpenCities, Inc) for an Agreement amount not to exceed \$60,000.00 for implementation services as provided to implement a Premium Citizen Access Interface (Attachment 1). The term for services ends June 30, 2023; and
- b) Approve and authorize the Planning & Development (P&D) Director or designee to make immaterial amendments in accordance with Section 35 of the Professional Services Agreement, upon review and approval by County Counsel, Risk Management, and Auditor-Controller; and
- c) Approve and authorize the Planning & Development (P&D) Director or designee to execute an Order Form (Attachment 2) subject to the County's Master Subscription Agreement with Accela Inc. as amended (Board Contract Number BC19-110) for subscription services for the Premium Citizen Access Interface for a total Agreement amount not to exceed \$147,854.06 for a term of December 15, 2022 through June 30, 2026 subject to annual budget allocations; and

- d) Determine that the recommended actions are not a project under the California Environmental Quality Act (CEQA) pursuant to CEQA Guideline Sections 15378(b)(2) and 15378(b)(5) because the recommended actions involve continuing administrative or maintenance activity, and involve organizational or administrative activity of government that will not result in the direct or indirect physical change in the environment.

Summary Text:

Accela is a software company that provides a cloud-based platform of government software solutions aimed at accelerating growth, efficiency, and transparency within governmental agencies. Its solutions allow citizens and businesses to request permits, licenses, and inspections via the web. The application also provides analytical dashboards for County executives to review work activity across multiple County departments in real time. Accela's Civic Platform provides opportunities to bring on additional County departments as needed, making this a truly enterprise solution that creates a consistency of experience for County constituents and staff. Accela's Civic Platform is currently in use by the County's Executive Office – Cannabis Business Licensing Unit, Planning and Development Department, and the County's Public Health Department for Environmental Health Services.

The Premium Citizen Access Interface will allow participating Departments using the Accela Civic Platform to develop "permitting wizard" web forms that will help the public navigate and determine the appropriate department to contact as well as their permit specific needs. This Professional Services agreement will authorize Accela staff, in coordination with Granicus (parent company of OpenCities, LLC), to work with Planning and Development to develop a more user-friendly interface when interacting with Accela's basic Citizen Access portal. Once implemented, the subscription for this interface will be a part of the County's Master Subscription Services Agreement (Attachment 3) as provided in the Order Form included as Attachment 2 to this board letter.

The County's Public Works Department will be sharing the cost of the Premium Citizen Access interface because their Water Resources Division is currently using the Accela Civic Platform for permitting that intersects with Planning and Development. Public Works is also interested in bringing their Transportation Division onto the platform as well. Therefore, the Premium Citizen Access interface will benefit both Departments.

Background:

The Chief Executive Office-Cannabis Business Licensing Unit, Planning & Development Department, Public Works Water Resources Division, and Public Health Department-Environmental Health Services Division are all currently using Accela software for their respective permit processing needs. Planning and Development has migrated their On-Premise software solution to the same environment as the Cannabis Business Licensing Unit as of July 2022. Environmental Health Services are in the process of migrating their On-Premise software solution to mirror the Cannabis Business Licensing Unit's Cloud-Hosted solution.

During the initial discussions of the public facing portal, the Planning and Development Department and the Public Works Department recognized the need to simplify the public facing portal for our customers. The two departments engaged the Accela team to discuss a Premium Citizen Access Interface that will make the standard Citizen Access more intuitive and user-friendly for the public. The Public Works

Department intends to participate and will share in the cost of the Premium Citizen Access subscription costs as part of their overall work effort.

The Professional Services Agreement (Attachment 1) and the attached Order Form for subscription services for Premium Citizen Access (Attachment 2) contemplate usage by up to three Departments currently: the Chief Executive Office-Cannabis Business Licensing Unit, the Planning and Development Department, and the Public Works Department. The Public Health Department-Environmental Health Services Division is also interested in the Premium Citizen Access Interface but is not yet ready to begin this process until their migration is completed.

Performance Measure:

1. Software Services will maintain 99% uptime.

Contract Renewals and Performance Outcomes:

N/A

Fiscal and Facilities Impacts:

Budgeted: Yes Costs associated with Accela subscription licensing are included in each Department’s budgets.

Fiscal Analysis:

<u>Dept</u>	<u>Funding Source</u>	<u>Description</u>	<u>FY 22-23 Annualized Cost*</u>	<u>Total One-Time Contract Cost*</u>
P&D	P&D Permit Revenue	Premium Citizen Access	\$ 10,876.72	\$ 30,000.00
Public Works	PW Permit Revenue	Premium Citizen Access	\$ 10,876.71	\$ 30,000.00
Total	\$ -	\$ -	\$ 21,753.43	\$ 60,000.00

Narrative:

Per the Order Form for Premium Citizen Access in Attachment 2, the annual subscription cost for FY 22-23 totals \$21,753.43 is pro-rated for a period from 12/15/2022 through 6/30/2023. There are minor annual increases up through FY 2025-2026. These annual subscription costs will be split between Public Works and Planning and Development. One time implementation cost of \$60,000 will also be split between Public Works and Planning and Development. Costs are paid through each department’s budgeted Software Maintenance funds and will be funded by permit revenue for each department.

Key Contract Risks:

Granicus requires that the agreement is assignable to an affiliate or successor-in-interest resulting from a sale of assets, merger, reorganization, or share exchange of its company. Under the assignment clause, Granicus is required to provide the County with the opportunity to grant preliminary approval of such assignment prior to the Board of Supervisors final approval. The risk of assignability is further mitigated by inclusion of the County’s standard clause allowing the Agreement to be terminated for convenience.

Staffing Impacts:

Legal Positions:

0

FTEs:

0

Special Instructions:

1. Please return a copy of the minute order and executed documents to Planning and Development, Attention Linda Liu, Project Manager.
2. Please return a copy of the minute order and executed documents to Public Works, Attention Larry Lowman, IT Manager.

Attachments:

1. Professional Services Agreement for Implementation of Premium Citizen Access Interface
2. Order Form for Premium Citizen Access Subscription
3. Existing Master Subscription Agreement (MSA) between County and Accela signed 8/14/2018 and as amended on 7/12/2022

Authored by:

Linda Liu, Planning and Development
Larry Lowman, Public Works

CC:

Lisa Plowman, Planning and Development, Director
Elise Dale, Planning and Development, Assistant Director
Linda Liu, Planning and Development, Project Manager
Susan McKenzie, Senior Deputy County Counsel
Scott D. McGolpin, Public Works, Director
Julie Hagen, Public Works, Deputy Director
Larry Lowman, Public Works Department, IT Manager
Mark Garcia, General Services, Project Portfolio Manager