



DATE: April 26, 2023

TO: GEORGEANNE WHITE, City Manager
City Manager's Office

FROM: BRYON HORN, Chief Information Officer
Information Services Department

SUBJECT: Uniquely Qualified for Accela

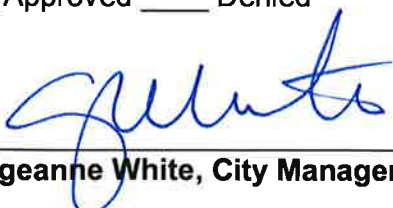
The purpose of this memorandum is to request authorization to dispense with the City of Fresno's (COF) standard Request for Proposal (RFP) process set forth in Administrative Order 6-28, so that the Information Services Department (ISD) may enter into a five-year agreement with Accela in the amount of \$4,869,900.76 for SaaS Land Management software, and contract with Accela for a one-year project to upgrade our software and move to the hosted SaaS platform, which will cost an additional \$219,100.

Accela is widely used within the City of Fresno by Planning and Development, CAO/Code Enforcement, the Fire Department, the Department of Public Works, and the City Manager's Office use Accela. They City has been using Accela since 2018 as our enterprise application for land management activities such as planning entitlements, building permits, code enforcement cases, and plans review. The City provides online services to the building industry and the residents of Fresno through the Accela Citizen Access portal.

Our contract with Accela is up for renewal on July 1, 2023, and at the end of 2022 and the beginning of 2023, we conducted an assessment with Accela. The City concluded that in order to improve and modernize our Accela software to provide the best service and experience for the City and our customers, we should upgrade to the latest version of the Accela Civic Platform and migrate to the hosted SaaS version of the software. This will clear up many issues that we currently have with the software as well as improve the customer experience with additional features.

Because of prior use, the data and configuration contained in Accela Civic Platform, and the investment we have made forming a skilled internal Accela IT team, we feel it is uniquely qualified to continue as the City's land management software in order to maintain the level of service that the City approve the purchase with Accela.

☒ Approved ☐ Denied



Georgeanne White, City Manager