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Title: Approve the First Amendment to the Professional Consultant Services Agreement with Silver Lining Solutions, LLC, Inc., to increase the Agreement by \$50,000 for the development of additional specialized user products (reports and scripting) related to the implementation of Accela, the City's new Land Management System. (Citywide)

Sponsors: Planning and Development Department

Indexes:

Code sections:

Attachments: 1. First Amendment to Agreement, 2. Original Agreement

Date	Ver.	Action By	Action	Result
1/11/2018	2	City Council	approved	

REPORT TO THE CITY COUNCIL

January 11, 2018

FROM: Jennifer Clark, AICP, Director
Development and Resource Management Department

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Development and Resource Management Department

SUBJECT

Approve the First Amendment to the Professional Consultant Services Agreement with Silver Lining Solutions, LLC, Inc., to increase the Agreement by \$50,000 for the development of additional specialized user products (reports and scripting) related to the implementation of Accela, the City's new Land Management System. (Citywide)

RECOMMENDATION

Staff recommends that City Council approve the First Amendment to the Professional Consultant Services Agreement with Silver Lining Solutions, LLC, Inc., to increase the Agreement by \$50,000 for the development of additional specialized user products (reports and scripting) related to the implementation of Accela, the City's new Land Management System; and authorize the Director of the Development and Resource Management Department or designee to execute the amendment on behalf of the City of Fresno.

EXECUTIVE SUMMARY

Silver Lining Solutions was retained by the City for technical assistance related to the Accela project. As a certified provider for Accela, the team was engaged to develop specialized scripts and reports needed across the participating departments; this work is in addition to the original Accela contract and not included in the scope. The additional work being performed by Silver Linings Solutions is needed in order to meet a “go-live” date of Spring, 2018.

BACKGROUND

The City of Fresno entered into a contract with Accela in June of 2016 for approximately \$3.6 million for a term of four years. The costs identified within the agreement include software licensing and maintenance fees as well as implementation costs. Silver Lining Solutions was retained by the City to provide technical assistance for the Accela project in June of 2016, in order to manage several items that were not included in the original Accela contract.

As part of the original \$50,000 contract, Silver Lining Solutions has developed and tested several scripts, reports and other technical deliverables for Fresno on an as-needed basis. A script is a command that makes something happen in the land management system, typically done to automate a process. For example, one type of script will send an automatic e-mail to an applicant when a project is on hold for a certain number of days and about to expire. Another example is a script that displays additional questions based on previous responses. A report is any automated document produced out of the system that uses data from the system. Examples include an approval letter, violation notice, detailed invoice and printed permits. Silver Lining has also built an interface between Accela and Progressive Solutions (used by Business Tax) to further automate several minor building and fire permits. This interface will eliminate the need for staff to manually verify a contractor has a valid business license.

At the time the City entered into the original contract with Accela, staff estimated the number of scripts and reports that would be needed before knowing what the system was capable of and also relied on the advice of Accela. Their advice was based on their experience with similarly sized cities. However, because staff is trying to automate many processes in order to expedite the review and approval process, especially the development permit and issuances of conditional use permits (CUP), the system has become highly scripted. This out-of-scope scripting was deemed necessary because it will allow staff to be more efficient when it comes to preparing conditions of approval for these types of projects.

As mentioned above, many of these out-of-scope scripts and reports are being completed in house by DARM, DPU and ISD staff, but additional support is needed in order to meet a “go-live” date of Spring, 2018. Staff originally believed the initial \$50,000 would cover all of the out-of-scope items, but because of staff limitations in regard to both technical expertise and time, an additional \$50,000 is being recommended needed in order for Silver Lining to complete all outstanding tasks.

The First Amendment to the Professional Consultant Services Agreement with Silver Lining Solutions utilizes a standard template form that has been approved as to form by the City Attorney’s Office. Upon approval by the City Council, the amendment will be executed by the Director of the Development and Resource Management Department or designee.

ENVIRONMENTAL FINDINGS

By the definition provided in the California Environmental Quality Act (CEQA) Guidelines Section 15378, the approval of the amendment does not qualify as a “project” for the purpose of CEQA.

LOCAL PREFERENCE

Local preference does not apply to this action because this is an amendment to an existing Agreement.

FISCAL IMPACT

The funding for this amendment is being provided by funds previously allocated for the Accela project and budgeted as “contingency” funding.

Attachments:

First Amendment to Agreement

Original Agreement