



DISCUSSION

City of San Bernardino Request for Council Action

Date: November 20, 2024

To: Honorable Mayor and City Council Members

From: Rochelle Clayton, Acting City Manager;
C. Jeannie Fortune, Interim Director of Finance & Management Services

Department: Finance & Management Services

Subject: **Approval of the Software and Implementation Services with Gray Quarter / Accela for the integration of a Land Management System, and Related Staffing Actions (All Wards)**

Recommendation:

It is recommended that the Mayor and City Council of the City of San Bernardino, California:

1. Approve the software and implementation services with Gray Quarter / Accela, for the implementation of an integrated Land Management System (LMS) in a not-to-exceed amount of \$3,200,000, for the term beginning January 1, 2025 and ending June 30, 2027;
2. Authorize the City Manager, or designee, to sign the agreements, make ministerial revisions and any subsequent amendments to the scope of work without increase to the contract award amount, subject to the review and approval by the City Attorney as to form;
3. Authorize the City Manager, or designee, to execute seven (7) optional one-year amendments at approximately \$500,000 annually for FYs 2026-27 through 2032-33;
4. Authorize the City Manager, or designee, to execute a Professional Services Agreement with Onsite Computing for data conversion services for an amount not to exceed \$520,000 (includes a 10% contingency) and execute all documents to effectuate the Agreement for the term beginning January 1, 2025 and ending December 31, 2026; and

5. Authorize the City Manager, or designee, to execute a Professional Services Agreements with Willdan, CSG Consultants, and Rick Engineering each for an amount not to exceed \$448,800 respectively (includes a 10% contingency), for supplemental staffing and execute all documents to effectuate the Agreement for the term beginning January 1, 2025, and ending December 31, 2026.

Executive Summary

Upgrading to a modern land management system with permitting capabilities can help improve a local government's workflow, reduce risks, and improve stakeholder trust:

- Reduce risks - Land management systems can help reduce the likelihood of operational and reputational risks;
- Improve stakeholder trust - Land management systems can improve stakeholder trust, which can impact projects and schedules;
- Improve workflow - Land management systems can automate routine tasks, which can improve workflow efficiency and reduce manual effort;
- Improve compliance - Land management systems can help with compliance with local, state, and national legislation, regulatory requirements, and social obligations;
- Improve transparency - Land management systems can bring together subject matter experts into one process, allowing them to collaborate and communicate more effectively;
- Improve communication - Land management systems can improve communication between agency offices and concerned parties.

Background

The City of San Bernardino was awarded \$77,656,407 under the American Rescue Plan Act (ARPA). The City received half of the funds in May 2021, and the remainder of the funds in May of 2022. On July 19, 2023 staff presented an ARPA Update to the Mayor and City Council. At that time, \$10,000,000 in ARPA funds was allocated to fund the City's Enterprise Resource Planning (ERP) systems for financial, budgeting, human capital management and the Land Management system (LMS) to improve city-wide operations, streamline processes related to permitting, building safety, and other land management functions. The LMS will replace outdated systems like PermitsPlus, which has been in place for years but lacks the flexibility and automation necessary for modern city planning. These improvements aim to enhance efficiency, transparency, and service delivery for managing land-related activities in the City, making it easier for officials and the public to access and track relevant information. Staff's estimate that a system able to serve all of the permitting, building and safety, and other land management functions will cost approximately \$5,000,000, of which \$3,200,000 will be ARPA funded.

Discussion

A land management system helps municipalities organize and manage land use, development, and property information. It handles important tasks like zoning, issuing

building permits, keeping property records, and planning infrastructure like roads and utilities. The system ensures that land is used in a way that supports the community's goals, protects the environment, and provides necessary public services. It also makes it easier to involve the public in land-related decisions, helping the municipality grow in a balanced and efficient way.

The City of San Bernardino currently operates with PermitsPlus for land management. This system is outdated and limits the City's ability to provide efficient and streamlined services to citizens and businesses. PermitsPlus is a legacy system that has served its purpose but is no longer viable due to its outdated infrastructure. Current technological advancements have outpaced its capabilities, and the system is no longer being developed or supported by Accela, the product manufacturer. This leaves the City with outdated tools, limited functionality, and growing operational risks. Transitioning to a modernized LMS will address key challenges such as outdated technology, fragmented processes, and difficulty in accessing real-time data. This initiative is part of the broader effort to modernize City operations and ensure long-term sustainability in land management activities.

SOFTWARE

RFP #F-23-78 was posted on October 16, 2023. At the time of the close of the RFP on November 30, 2023, proposals were received from 10 vendors:

- Accela
- Applications Software Technology, LLC
- CentralSquare Technologies, LLC
- Infor US, LLC
- MainStar
- Online Solutions, LLC
- The Davenport Group USA, LTD
- TruePoint Solutions
- Tyler Technologies
- Visionary Integration Professionals

The 10 proposals were evaluated by the LMS Project Management Firm, ClientFirst Technology Consulting, based on non-price factors such as alignment with the project scope, implementation approach, business process expertise, past experience, project management capabilities, consultant skills and experience, ability to meet functional requirements, and compliance with the City's contract terms. The final decision was primarily based on how well each proposed solution met the City's overall functional requirements, as outlined in the RFP.

Accela's land management system is a cloud-based Software as a Service (SaaS) solution that helps government agencies and planning departments manage land use and planning processes such as Civic Application for Planning; this will automate and streamline planning applications, zoning regulations, development projects, public engagement, plans review, and permit applications.

Accela has been selected to modernize the City's land management and permitting systems, based on its strong reputation and extensive experience in government technology. With over 20 years of service and a client base of more than 600 government agencies globally, Accela is recognized for providing reliable, scalable solutions that improve operational efficiency and public service delivery. Accela's proven track record in successfully transitioning municipalities from legacy systems to modern, integrated platforms was a key factor in its selection. The company's history and deep understanding of government processes ensure that the City will benefit from a trusted partner capable of supporting its long-term goals and evolving needs.

Accela Automation offers modern features that PermitsPlus lacks, such as integration with geographic information systems (GIS), mobile inspections, enhanced cross-departmental workflows, and real-time updates for public and internal users. Field workers can perform inspections or updates even in areas without network access, which was previously impossible with PermitsPlus. This offline functionality will allow for work in remote areas and ensure faster project completion. The transition to Accela enables streamlined workflows, automated permit tracking, and reporting. For example, instead of manually managing tasks across multiple departments, Accela automates these functions, reducing errors and duplication of efforts.

Approval is requested to contract with Accela based upon RFP #F-23-78 issued by the City of San Bernardino on October 16, 2023. The effective date of the contract is January 1, 2025 through December 31, 2026 and has ten (10) optional one-year amendments.

DATA CONVERSION

Onsite Computing Inc. (OSCI) will assist the City of San Bernardino with its transition to the new Land Management System (LMS) within Accela. With over 20 years of experience serving businesses, non-profits, and government organizations in Southern California, OSCI offers expertise in areas such as cybersecurity, compliance, and data migration.

OSCI's proposal focuses on data extraction and conversion, supporting the transition of various records from existing systems like ESRI ArcGIS, PermitsPlus, Go Enforce, Go Gov, and Progressive Solutions into the new Accela LMS. The project involves migrating significant volumes of records, including building permits, inspections, planning projects, and business licenses, with a retention period of five years for each.

The proposed project cost is \$520,000 (includes a 10% contingency), spanning two years, with a planned kick-off in January 2025 and completion by January 2027. This includes the establishment of secure cloud resources within AWS Gov-Cloud for data extraction and staging, ensuring a secure and compliant environment throughout the process. OSCI will also provide technical support and training for City staff to ensure a seamless transition.

SUPPLEMENTAL STAFFING

Staff seeks approval to enter into a Professional Services Agreement with Willdan, CSG Consultants, and Rick Engineering Company for temporary staffing support during the implementation and integration of the City's Land Management System (LMS). The contracted personnel will assist with daily operations, allowing City staff to focus on key tasks such as system integration, data migration, user training, and technical support. This temporary support will help ensure the smooth integration of the LMS into municipal functions, minimizing disruptions and meeting project deadlines.

For 60 years, Willdan has delivered engineering and energy solutions that have transformed the public sector, implementing over 100 utility programs and supporting 230,000 public entities. Willdan also specializes in providing skilled temporary staffing for large-scale projects, ensuring well-trained personnel maintain operational continuity. Temporary staffing is particularly important for departments like Community Development & Housing and Public Works, allowing City staff to focus on key tasks such as workflow validation, technical troubleshooting, and data migration without disrupting daily operations.

Since 1991, CSG Consultants has exclusively served public agencies, sharing their commitments to the members of their communities and seamlessly providing a wide range of municipal services—from planning to community preservation. CSG Consultants seamlessly delivers a wide range of municipal services and contract staff support to over 200 communities throughout California and Nevada, which includes providing contract staff support, entitlement services and project management. In November 2018, CSG Consultants announced that it would transition to a 100% employee-owned company. The decision to become an employee-owned company ensures their commitment to each of their clients.

For over 65 years, Rick Engineering Company has partnered with public and private entities to provide innovative engineering, planning, and design solutions across multiple disciplines. Rick Engineering has supported cities and municipalities with a range of services, including civil engineering, land use planning, transportation design, and environmental consulting. Their expertise ensures that complex projects, such as infrastructure improvements and urban development, are executed efficiently, helping public agencies achieve their operational and community goals.

Temporary staffing is crucial for the successful implementation of the Land Management System (LMS) in departments like Community Development & Housing and Public Works. In Community Development & Housing, the LMS transition involves migrating workflows related to permit applications, inspections, code enforcement, and public inquiries. While permanent staff focus on validating workflows, resolving system issues, and ensuring regulatory compliance, temporary staff will maintain daily operations, such as permit issuance and zoning compliance. In Public Works, temporary staffing will support tasks like project documentation, plan reviews, and

technical inquiries, allowing permanent staff to focus on validating engineering workflows and addressing system issues. This ensures operational continuity and uninterrupted services during the LMS integration.

The investment in temporary staffing, will be balanced by the benefits of ensuring uninterrupted services and the successful implementation of the LMS. Willdan's, CSG Consultants', and Rick Engineering's services are proposed for the period from January 2025 through December 2026.

The Agreement with Onsite Computing for data conversion services and Willdan and CSG Consultants for supplemental staffing is being brought forward for the Mayor and City Council's approval in accordance with Section 3.04.010 D.3. of the City's Municipal Code and Section V (e) of the City's Purchasing Policy (Attachment 4). As outlined in both the Municipal Code and Purchasing Policy, a purchase that is otherwise approved by the action of the Mayor and City Council in a public meeting is exempt from the City's Purchasing Policy.

Mayor, City Council and City Manager Goals and Objectives

Investments in the community using the American Rescue Plan funds support Key Strategic Goal 2. Focused, Aligned Leadership and Unified Community, b. Evaluate operations and performance, investment in resources, technology, and tools to continually improve organizational efficiency and effectiveness; and Goal 3. Improved Quality of Life.

Fiscal Impact

The total estimated cost for the ERP Migration project is detailed below:

Funding Sources	Project/Vendor	Amount
1. ARPA	Land Management System – Gray Quarter	\$3,200,000
2. IT Adopted FY2024-25 Budget	Onsite Computing – Data conversion	\$520,000
3. IT Adopted FY2024-25 Budget	Willdan – Supplemental staffing	\$448,800
	CSG Consultants – Supplemental staffing	\$448,800
	Rick Engineering Company – Supplemental Staffing	\$448,800
	TOTAL PROJECT ESTIMATE	\$5,066,400

Conclusion

It is recommended that the Mayor and City Council of the City of San Bernardino, California:

1. Approve the software and implementation services with Gray Quarter / Accela, for the implementation of an integrated Land Management System (LMS) in the

amount of \$3,200,000, for the term beginning January 1, 2025, and ending June 30, 2027;

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Attachments

Attachment 1 Accela Subscription Agreement

Attachment 2 Gray Quarter Subscription / EPH Subscription Agreements

Attachment 3 Gray Quarter Professional Services Agreement

Attachment 4 Purchasing Policy

Attachment 5 Professional Services Agreement Onsite Computing Inc.

Attachment 6 Professional Services Agreement Willdan Engineering

Attachment 7 Professional Services Agreement CSG Consultants

Attachment 8 Professional Services Agreement Rick Engineering Company

Ward:

All Wards

Synopsis of Previous Council Actions:

N/A