



COUNTY OF HUMBOLDT

For the meeting of: 6/16/2020

File #: 20-646

To: Board of Supervisors

From: Planning and Building Department

Agenda Section: Consent

SUBJECT:

Execute a Purchase Order Between the County of Humboldt and Carahsoft Technology Corporation for the Accela Standard Web-Based Permitting Software and Approve a Supplemental Budget for Environmental Health (4/5 Vote Required)

RECOMMENDATION(S):

That the Board of Supervisors:

1. Receive the staff report;
2. Authorize the Director of the Department of Health and Human Services-Public Health (DHHS-PH) to enter into, and execute, an agreement with Carahsoft Technology Corporation for SEP Technology Consulting for the migration of DHHS-PH Division of Environmental Health (DEH) to the Accela standard web-based permitting software after review and approval by County Counsel and Risk Management;
3. Authorize the Director of Planning and Building and the Director of DHHS-PH to enter into, and execute, an agreement with Carahsoft Technology Corporation to subscribe to the Accela standard web-based permitting software and to renew the subscription annually for five (5) years after review and approval by County Counsel and Risk Management; and
4. Direct the Auditor-Controller to supplement Fund 1175, Budget Unit 486 - Land Use for fiscal year 2020-21 in the amount of \$170,000 (4/5 vote required).

SOURCE OF FUNDING:

Planning and Building Department: Permit fees and General Fund contribution for the Code Enforcement budget unit portion.

Environmental Health: Public Health Fund

DISCUSSION:

The Planning and Building Department is requesting that the Board authorize and direct the Director of Planning and Building to execute a purchase order between the County of Humboldt and Carahsoft Technology Corporation to continue utilization of the Accela standard web-based permitting software and to continue to renew this subscription annually for five (5) years.

With previous Board approval to issue purchase orders, the Planning and Building Department successfully migrated to the Accela standard web-based permit processing system in September of 2018 via a pre-competed contract with Carahsoft Technology Corporation, a General Services Administration approved vendor. Due to the requirements of the Purchasing Policy, it is necessary that DHHS-PH and Planning and Building enter into, and execute, a professional services agreement for the services proposed. The terms and conditions of the services have been established through a pre-competed vetting process and are not subject to negotiation. Upon review and approval of County Counsel and Risk Management, staff recommend your Board authorize the Director of DHHS-PH and Planning and Building to execute the required agreements with Carahsoft Technology Corporation.

Unlike the previous permitting software system used by the Planning and Building Department, the Accela web-based subscription service has seen consistent upgrades and improvements since our transition. The Accela web-based subscription service requires no on-site system or server hardware beyond the standard desktop computer. Unlike the previous system, there are no operating system or hardware maintenance costs. This allows staff to access needed files and information from any computer with internet access. This global access has been instrumental in our continuity of operations during emergency and field operations and has proven to be a vital tool throughout the department's ongoing Coronavirus Disease 2019 (COVID-19) response. Since the transition in 2018, the software has gone from version 10 to version 20.1.1 resulting in many new features and repairs that improve stability and efficiency. These upgrades do not result in additional cost to the department because upgrades are included in the subscription service.

Adaptability and rapid improvements are among the benefits of the Software as a System (SaaS) model utilized by Accela. The Accela subscription service is both flexible and scalable, providing significant potential to continually evaluate, improve and automate our staff processes.

The Accela web-based subscription service transitioned to the Microsoft Azure Cloud on March 30, 2020. The Planning and Building Department opted to partner with Accela to be one of the first agencies to make this transition. The transition to the Azure Cloud provides numerous advantages over the previous database and web servers, including improved service availability, uptime, performance and streamlined troubleshooting and support for customer agencies. Additionally, the transition to Azure Cloud facilitates the use of dynamic informational tools within Accela to provide reports and data to staff and management to inform decision making and department process improvement.

The Accela Citizen Access Portal (ACA) allows the public to monitor and interact with applications and permits. Frequently requested reports may also be made publicly available via this portal, minimizing staff time to respond to inquiries and requests for data. There are many options available to enhance the public portal to enable the public to open permit applications and pay fees and there are plans to continue to expand the use of these options for our customers over the course of the continued subscription.

DEH is also requesting that the Board authorize and direct the Director of DHHS-PH to execute a purchase order between the County of Humboldt Carahsoft Technology Corporation to provide data

migration services through SEP Technology Consulting and to subscribe to Accela standard web-based permitting software with an annual renewal for five (5) years.

DEH currently uses the Interneer platform and Accela Envision Connect, currently being phased out by Accela, for permitting services for the DEH Land Use and other programs. This system consists of custom on-site hardware and applications that have been developed, maintained and operated by Planning and Building Department personnel. This software has never been fully developed or updated to track projects through the entire process. By moving to the Accela web-based permitting software, land use permits, and other programs processed by the Planning and Building Department and DEH can be accomplished through a single system. Additionally, this will allow the full retirement of the aging on-site computer hardware and software that continues to host DEH's computer applications

DEH will continue to use Accela Envision Connect as a bridge for three (3) months until the Accela web-based subscription service becomes effective. This bridge coverage will allow DEH to continue to track complaints, track inspections, record daily activity and time reporting and track billing and revenue activities.

With Board approval, DEH will transition to the Accela web-based subscription permitting service which is considered the industry standard. The program is compliant with the Americans with Disabilities Act (ADA) and the software suite is in use by over thirty counties in California and many other city, county and state jurisdictions nationwide.

The subscription includes training and access to the industry's best practices and product templates along with technology and security updates from vendors and user groups. Access to this support increases interoperability with other county and state agencies.

These cooperative efforts will benefit the permit streamlining process by providing a single system that allows for project tracking across both departments. Citizens and staff will be able to utilize the ACA portal to obtain and exchange information about project activity from a single platform with tailored applications available via the internet and/or the county internal network while maintaining dynamic compliance with all required security and ADA protocols.

FINANCIAL IMPACT:

The costs to the Planning and Building Department are separated into the same three (3) components on the existing agreement which include 1) initial sixty-five (65) user licenses, 2) additional forty-five (45) licenses purchased by Board approval in 2018, and 3) Accela Citizen Access Portal (ACA). The subscription fees for the five (5) year term are as follows:

	Year One (1)	Year Two (2)	Year Three (3)	Year Four (4)	Year Five (5)
65 Licenses	146,464.50	150,857.85	155,383.80	160,044.95	164,846.50
45 Licenses	94,770.45	97,613.10	100,541.70	103,558.05	106,664.85
ACA	4,282.52	4,407.02	4,543.96	4,680.90	4,805.39

TOTAL	\$245,517.47	\$252,877.97	\$260,469.46	\$268,283.90	\$276,316.74
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The cost increases by 3% each year. No supplemental budget is requested for the Planning and Building Department because the department budget includes the cost of the Accela web-based subscription service in the fiscal year (FY) 2020-21 Proposed Budget. A three-year extension is an available option at a higher cost per year and higher overall costs from both Accela and Carahsoft.

The costs to DEH for the Accela web-based subscription service include only the migration fees and the Accela subscription service. Because DEH is new to the Accela subscription service, the ACA fees are included in the subscription costs.

Implementation and Migration Fees: \$208,265.40

Three Month Envision Connect Bridge Coverage: \$11,462.68

Year One (1)					
Year Two (2)					
Year Three					
(3Year Four (4)					
Year Five (5)					
30 Licenses	\$63,000.00	\$64,890.00	\$66,836.70	\$68,841.60	\$70,906.80

To support the purchase of the Accela Civic Platform web-based subscription service, DEH is requesting a supplemental budget to increase Fund 1175, budget unit 486 (Land Use Program) for FY 2020-21 in the amount of \$170,000.00. The remaining funds required have already been included in the FY 2020-21 Proposed Budget. Approval of the Environmental Health portion of the agreement will have no impact on the General Fund.

STRATEGIC FRAMEWORK:

This action supports your Board’s Strategic Framework by streamlining county permit processes and managing our resources to ensure sustainability of services.

OTHER AGENCY INVOLVEMENT:

Planning and Building Department, Department of Health & Human Services Division of Environmental Health

ALTERNATIVES TO STAFF RECOMMENDATIONS:

The Board could choose not to approve this request; however, this is not recommended as it would negatively impact the ability of the departments to meet the permitting needs of the public.

ATTACHMENTS:

- Attachment 1 Carahsoft quote
- Attachment 2 SEP Technology Consulting quote

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Attachment 3 Carahsoft GSA Terms and Conditions
Attachment 4 Environmental Health Supplemental Budget

PREVIOUS ACTION/REFERRAL:

Board Order No.: N/A

Meeting of: May 23, 2017 and June 19, 2018

File No.: 17-1907 and 18-624