



## **CITY OF MENIFEE**

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SUBJECT: Fiscal Year 2022/23 On-Call Professional Services Agreement with IK Consulting for Accela, Inc. Software Consulting Services

MEETING DATE: December 7, 2022

TO: Mayor and City Council

PREPARED BY: Michelle Sarkissian, Information Technology Manager

REVIEWED BY: Ron Puccinelli, Chief Information Officer

APPROVED BY: Armando G. Villa, City Manager

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### **RECOMMENDED ACTION**

1. Approve and authorize the City Manager to execute a professional services agreement for fiscal year 2022/23 with IK Consulting (IKC) for on-call technical support and training services in the amount not to exceed \$138,310; and
2. Authorize the City Manager to approve two optional one-year renewals for as-needed technical support and training to IKC for \$37,700 per year for fiscal years 2023/24, and 2024/25 at the City's discretion; and
3. Authorize the City Manager to amend the 2022/23 Professional Services Agreement and future years amendments, up to \$100,000 contingent on budget availability for additional projects needed to support the permitting operations.

### **DISCUSSION**

As the City's development activity expanded following city incorporation, an important step to organizing and streamlining the development application, review and permitting process was to establish a comprehensive and robust permitting system. To that end, the City of Meniffee underwent a transition from its original permitting system of Magnet to Accela during FY 2013/14. In 2018, a deeper analysis of the City's Accela Automation environment was conducted over a 2-day period by Accela. It was their recommendation that the city engage with an outside partner to help augment the existing configuration of the system to achieve faster turnaround times, lower project costs, and more flexible schedules. After going through an evaluation process consisting of three different agencies, a professional services agreement was awarded to IKC to perform tasks associated with the design, implementation, and support of Meniffee's Accela Automation environment.

Since entering a professional services agreement with the city, IKC has helped staff create a more robust, and efficient development processing system that has allowed the city to keep up with the high levels of development activity experienced over the past couple of years. Accela continues to provide a complete solution for automating critical tasks associated with various departments and divisions within the City. It has also enhanced the ability of the city to streamline processes between departments and serve our customer needs. The partnership with IKC has ensured that the City is able to maintain current functionality while adding various new updates and integration capabilities to enhance efficiency with the development process.

Currently, IKC holds several separate agreements with various departments within the City to provide consulting, design, and support services. The goal is to consolidate all current open and pending projects into one agreement that will be overseen by the Information Technology (IT) Department. Combining all active and pending projects into one master agreement would allow for a more efficient way to track and manage the work that is being carried out by IKC and the various departments and divisions within the city. The following is a list of current and pending projects from the various departments that use Accela for their day-to-day operations:

<b>Training</b>	<b>Department(s)</b>	<b>Status</b>	<b>Cost</b>
ACA Administrator Training	Information Technology	Pending	\$1,740.00
Civic Platform Administrator Training (Standard) 3-Days	Information Technology	Pending	\$5,220.00
Civic Platform Administrator Training (V360) 2-Days	Information Technology	Pending	\$3,480.00
<b>Total</b>			<b>\$10,440.00</b>

<b>Special Projects</b>	<b>Department(s)</b>	<b>Status</b>	<b>Cost</b>
ACA Records Implementation (30)	Building & Safety	Pending	\$38,135.00
Paperless/Post Issuance Requests	Building & Safety	Pending	\$14,500.00
ACA Records Implementation (4)	Building & Safety	Pending	\$4,060.00
Conditions of Approval	Planning	Pending	\$4,350.00
<b>Total</b>			<b>\$61,045.00</b>

<b>Existing Solution Integrations</b>	<b>Department(s)</b>	<b>Status</b>	<b>Cost</b>
Laserfiche	City Clerk	Pending	\$13,600.00
GoEnforce	Code Enforcement	Pending	\$15,525.00
<b>Total</b>			<b>\$29,125.00</b>

<b>As-Needed Support</b>	<b>Department(s)</b>	<b>Status</b>	<b>Cost</b>
Technical Support (200-Hours)	Multiple	Pending	\$29,000.00
Training (5-Days)	Multiple	Pending	\$8,700.00
<b>Total</b>			<b>\$37,700.00</b>

Given the familiarity with the needs of the city related to the Accela environment, it is important to continue the partnership with IKC to maintain the City's current functionality while also being able to implement existing and new updates like the ones listed above. It is for this reason that staff recommends that the City enter into a professional services agreement for fiscal year 2022/23 with IK Consulting (IKC) for on-call support services to assist with the current and pending improvements to the existing Accela environment.

### **STRATEGIC PLAN OBJECTIVE**

Responsive and Transparent Government

### **FISCAL IMPACT**

Funding for the proposed agreement is available within the Fiscal Year 2022/23 budget, within Account No. 110-4115-52800 (Professional Services). No additional budget appropriation(s) would be required for this action.

Future years' extensions, if utilized at the City's discretion, would be budgeted in the corresponding fiscal year(s). Additionally, should additional projects be identified during the agreement performance period, corresponding agreement amendments will be processed, contingent on availability of funding with the corresponding approved budget.

### **ATTACHMENTS**

1. IK Consulting (IKC) Agreement