



Government and Finance Committee

Accela Contract Amendment

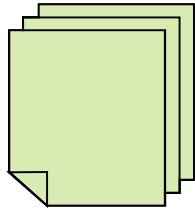
November 7, 2012

Andrea Denis, Director
Program Management Office (PMO)
Technology Services

Executive Summary

- ❑ A cross-agency team supported a competitive RFP that was awarded to Accela in September 2010. The project will positively impact thousands of customer transactions annually when fully operational (phased rollout).
- ❑ Beyond the project's executive sponsors, the project includes an executive steering committee from CPD, DS, PW, DFD, DEH, and EL.
- ❑ As an enterprise solution, Accela represents a significant opportunity for Denver, including but not limited to societal benefits, creating an e-service solution platform for customers and staff by automating routine functions, provided greater options for customer to complete transactions, and reducing costs of doing business.
- ❑ This ordinance request amends the current contract with Accela by adding \$220,000 to the original project budget of \$2,309,578.85 to complete the project scope.

Accela Project Objective



- **The opportunity:** nearly 70% of the 50,000 transactions (permits) issued are high volume/low complexity interactions. One of the key aspects of Accela will include changing the way we interact with many of our customers - **from an expensive, slow and often cumbersome in-person/paper-based system to an integrated, more responsive, self-guided and less costly web-based solution** (anytime/anywhere).
- Metrics that will be used to determine success:
 - Improved inspection cycle time
 - Increased number of inspections/inspector
 - Reduce cost per inspection
 - Reduced # of re-inspections
 - Reduced data entry
 - Increased customer satisfaction by reducing time to complete inspection process

Accela Benefits



Provide City agencies and citizens with automated permitting, licensing and inspection services as well as 24/7 online access:

- ❑ On-line customer access and self service (e-Permits)
- ❑ On-line collaboration, storage and retrieval
- ❑ On-line fee payment (integration with cashiering system)
- ❑ Workflow management and workload balancing
- ❑ Dashboard tracking of deliverables and key performance metrics
- ❑ Dynamic location mapping and reporting with all integrated systems
- ❑ Mobile connectivity (for building inspectors, Fire Department, Parks & Recreation, etc.)

Accela Implementation Anticipated Rollout

- ❑ 2012 Q4 - Release 1 (R1) Target – Implement Accela Automation to include the following record types (includes ~100 users)
 - Project – Concept Review, Site Dev Plan Review, Sub Division, Transportation Engineering Plan Review and Storm and Sanitation Review
 - Building – Demolition, Res Construction, Commercial Construction, General Construction, Special Construction, Electrical, Access Control, Plumbing, Boiler and Commercial AC, Mechanical, Sewer Connection and Drainage.
 - Fire Prevention – Fire Suppression, Low Voltage Life Safety Systems, Smoke Control, High Piled Storage and Racking, HMIS, General and Tank/Vessel
 - Address Assignment
 - Admin Modification
- ❑ 30 days after R1 – Accela Citizen Access (ACA) (**approximately 30 days following Release 1**)
 - Read-only permit and license lookup
 - User could be anonymous and not be registered to view the permit
 - Schedule/Cancel inspections
 - Recommend that a user be registered to schedule/cancel inspections and/or perform any activities other than searching/viewing permit data.
- ❑ 30 days after ACA R1 – Release 2 (R2) – Implement Accela Automation to include the following record types (includes ~30 users)
 - Planning - Pre-application, Official Zoning Map Amendment, General Development Plan, Zoning Text Amendment, Rules and Regulations, Regulating Plans, Comprehensive Sign Plan, Small Area Plan, View Plain Appeals and Variances
 - Landmark Designation - Designation Process, Design Review, Demolition, Certificate of Non-Historic Status, Tax Credit Process Initial Approval and Tax Credit Process Final Approval
- ❑ 30 days after R2 – Accela Citizen Access
 - Quick permits and license functionality
 - Ability to pay fees online
 - Includes license renewals
 - Submit documents
 - Require that a user be registered to access this functionality.

Accela Costing Details

Break down of total contract dollar amount:

<i>Date Effective</i>	<i>Description</i>	<i>Purpose</i>	<i>Cost</i>	<i>Total</i>
12/15/2010-12/31/2015	Contract Control Number CE06026	Accela Licensing, Professional Services, Travel Expenses	\$ 2,284,578.85	\$ 2,284,578.85
12/15/2010-02/01/2016	Amendatory Agreement Contract Control Number CE06026	Add Crystal Reports Licensing, M&S	\$ 25,000.00	\$ 2,309,578.85
10/25/2012	Amount requesting to add to Contract Control Number CE06026	New dollar amount required to complete project		\$ 220,000.00
	<i>Total</i>			<i>\$ 2,529,578.85</i>