



CITY OF HUNTINGTON BEACH

City Council Interoffice Communication

To: Honorable Mayor and City Council Members
From: Travis Hopkins, Acting Assistant City Manager 
Date: September 3, 2019
Subject: **SUPPLEMENTAL COMMUNICATION FOR AGENDA ITEM 16**

This memorandum is to provide background information an update on the development and implementation plan for Agenda Item 16:

“Approve a Professional Services Contract with IK Consulting for \$180,000 for Project Management and Implementation Services; and, approve Amendment No. 2 to the Professional Services Agreement with Go-Live Technology for as-needed Information Technology Project Management Service for \$135,000 to complete implementation of the citywide Enterprise Land Management (ELM).”

The City performed a IT Strategic Plan the identified key systems for replacement. The upgrading of the ELM System was identified on this list and due to current systems offering automation for Land Management, Business License, Citizen Access, Mobility, and connectivity between multiple Departments providing enhanced opportunities for customer utilization via the internet and mobile devises. After a request for proposals and a indepth select process the Accela system was selected and a contract approved for system development and implementation in June of 2016. The effort to provide the automation of eight main City functions (Building, Planning, Code Enforcement, Business License, Fire Inspection, Engineering, Urban Runoff and Cashiering) required over 30 City staff project leads and several consultants. The following are the project resources and consultants utilized for the ELM project:

- **Accela Inc.:** 80% of Implementation / Consulting services
Installation and configuration, Product development, product project management
- **IK Consulting:** 20% of Implementation / Configuration
Implementation consultant, contracted by City to fill gaps for City staff providing scripting, reports and staff augmentation. (COHB's 20%)
- **Go-Live Technology:** Project Management & Oversight
City's Project Manager Consultant responsible for managing city project resources, tracking tasks and managing the project deliverables.
- **COHB:** 30 project leads from different departments responsible for process analysis and design, specification development, data conversion, testing functionality, reports, and scripts.

Financial Update

On the May 16, 2016, City Council approved the purchase of a new land management system, Accela Automation to replace the old CityView system for \$3.2 million, including a 15 percent

9/3/2019 SUPPLEMENTAL COMMUNICATION
AGENDA ITEM # 16 (19-926)

contingency of \$326,052. Funding sources identified were one-time: the Triple Flip Windfall received from the State for \$2.0 million, \$889,000 that was set-aside in the General Fund reserves from the 4% Automation Fee adopted by the City Council in 2002 designed to support costs associated with the City's permitting system, and finally \$300,000 from AQMD Funds for a total of \$3.2 million. To date, the City has spent \$2.6 million of the Accela Automation contract. The balances will be utilized towards the final payment upon go-live and the continued professional staffing support that IK Consulting and Go Live offer. Sufficient funding is available to cover the project expenses through the go-live date.

Accela Inc. for purchase and development of ELM software system

Original Contract Amount	\$3.2 million	
Currently Expended	\$2.6 million	(1)

(1) Project projected for completion within budget and contract amount.

Accela Inc. Annual Maintenance

Year 1	\$96,000	
Year 2	\$98,000	
Year 3	\$185,000	
Future Years	\$195,000	

IK Group

Previous expenditures	\$171,000	
Contract requested	\$180,000	(1)

(1) Contract on Sept. 3 City Council Meeting Agenda

Go Live Technology

Previous expenditures	\$296,000	(1), (2)
Change order #2	\$180,000	(3)

(1) - \$200,000 of this contract for implementation of the Utility Billing software and cashiering system.

(2) Change Order Number 1 for \$96,000 for Project Management of ELM project.

(3) Contract Amendment on Sept. 3 City Council Meeting Agenda.

Schedule Update

The project is in the final steps of product acceptance and configuration of the system and preparing for testing and data conversion. The cut-over from the existing system and go-live roll out is February 2020. Staff is currently developing a Public Communication Plan that will help inform customers of the new ELM systems and provide education, training, and information on the use of the program. This will include contractor workshops, one-on-one help for registration on the system, customer focus groups, "how to" guides, and press releases.

The following table provides the project progress and remaining tasks:

Project Tasks	% Complete	Completion
Initiation Workshops	✓ 100%	March 2017
To-Be Analysis / Documentation	✓ 100%	July 2017
Solution Foundation (Record Configuration / Validation)	✓ 100%	July 2018
Business Process Review (Scripting / Automation)	95%	September 2019
Interfaces	50%	October 2019
Data Conversion	80%	September Test February 2020 Live
Report Development	90%	September 2019
System / User Acceptance	85%	November 2020
End User Training	0%	January 2020
Go-Live	0%	February 2020