



City of Huntington Beach

File #: 21-645

MEETING DATE: 9/7/2021

REQUEST FOR CITY COUNCIL ACTION

SUBMITTED TO: Honorable Mayor and City Council Members

SUBMITTED BY: Oliver Chi, City Manager

PREPARED BY: Travis K. Hopkins, Assistant City Manager

Subject:

Approve and authorize execution of Amendment No. 1 to the Professional Services Contract with Go Live Technology, Inc., in the amount of \$85,000, for project management and technical staffing services for the City of Huntington Beach's Enterprise Land Management (ELM) Project

Statement of Issue:

City Council approval is requested to amend the professional services contract with Go Live Technology, Inc., the City's ELM consultant, to increase the contract amount by \$85,000, for project management and technical staffing services required to address post go-live issues related to the implementation of Accela, the City's ELM software.

Financial Impact:

If approved, the action will result in an \$85,000 increase in our contract with Go Live Technology, Inc. Sufficient appropriation is available in business unit 32440217.

Recommended Action:

Approve and authorize the Mayor and City Clerk to execute "Amendment No. 1 to Professional Services Contract Between the City of Huntington Beach and Go Live Technology, Inc., for Technical Staffing Services for City of Huntington Beach's Enterprise Land Management (ELM) Project."

Alternative Action(s):

Do not approve the recommended action and direct staff accordingly.

Analysis:

In June 2020, the City entered into a Professional Services Contract with Go Live Technology, Inc. for \$90,000. Go Live Technology provided essential project management services for the successful implementation of the Accela ELM system. The City went live on Accela in March 2021.

Accela Enterprise Land Management (ELM) System provides an online permit and application processing system that is available to the public 24 hours a day 7 days a week. This new virtual

platform provides automated online access to eight City Permitting functions including Building, Code enforcement, Business license, Fire Department permits and inspections, Engineering Permits and Inspection, Urban Runoff Permits and Inspections, and Online Payment Processing. Through this system residents, businesses, contractors and developers are able to request permits, process permits, complete payments, receive permits, request inspections, and receive final permit approvals. Additionally the programs has automated the coordination and processing permits.

During the implementation and lessons learned over the past year working in a virtual environment due to COVID-19, additional functionality were identified to enhance the customer online access of documents and functions across multiple permit applications which include the following:

- Provide enhanced Building Permit functionality including electronic job cards, automatic defaults for plan check corrections, and provide required automated turnaround permits review.

- Enhance online functions for code enforcement complaints and provide access of case records.

- Provide businesses and developer online access for Fire inspection, tests, and maintenance requirements and notices of non-compliance.

- Enhance the Fire permitting process to include state mandated inspection requirements.

- Provide online self-certification module for Urban Runoff permit where maintenance and inspection for structural treatment controls are required.

- Provide online processing of Certificates of Compliance.

- Provide additional records for Public Works permitting including haul routes, cross connection inspections and checklists, and grading plan check log.

- Provide online access to additional Public Works records including final parcel and tract maps, Street vacations.

- Provide process streamlining for business license applications.

Ongoing post go live project management services is necessary to work with City staff and IK Consulting to address post go live issues and implement additional system functionalities to improve the customer's online experience. The proposed contract amendment is for \$85,000. The current agreement ends on June 6, 2023 and the proposed amendment does not extend the term of the agreement.

Environmental Status:

Not applicable

Strategic Plan Goal:

Community Engagement

Attachment(s):

1. Amendment No. 1 to the Professional Services Contract with Go Live Technology, Inc. for technical staffing services for the City of Huntington Beach's Enterprise Land Management (ELM) Project
2. Original Professional Services Contract with Go Live Technology, Inc. dated June 6, 2020.