



Agenda Report

2725 Judge Fran Jamieson
Way
Viera, FL 32940

Consent

F.1.

7/23/2024

Subject:

Approval to Enter into Negotiations for Accela Civic Platform Cloud Services License/s, and for Associated Migration and Modernization Project

Fiscal Impact:

Accela SaaS Migration/Modernization
FY 25: \$2,666,674

Accela Civic Platform SaaS Annual User Licenses, Storage, and Enhanced Reporting Database
FY 25: \$478,312.00
FY 26: \$502,227.60
FY 27: \$527,338.98
FY 28: \$553,705.93
FY 29: \$581,391.22

Dept/Office:

Planning and Development

Requested Action:

It is requested that the Board of County Commissioners: (1) authorize staff to enter into negotiations with Accela to procure Accela Civic Platform SaaS user licenses, migrate to the SaaS model, and modernize Brevard County's Accela Civic Platform configuration; and (2) authorize the County Manager to execute order forms, agreements, task orders, change orders, modifications, and amendments, provided that the cost is not to exceed the figures listed in the fiscal impact of this report; and (3) authorize the County Manager to establish the necessary budget to implement this SaaS upgrade and implementation.

Summary Explanation and Background:

The County has utilized Accela Civic Platform since 2006, when it was competitively procured via Proposal #P-4 -06-02. This software effectively serves as the backbone of the County's permitting and development application processes and is the direct entry point for most applications by the public and contractors (via BASS), in addition to routing applications by type to the appropriate agencies and individuals for review. The County utilizes Accela software systems for the review, approval, & inspection of all development applications (including subdivisions, site plans, building permits, fire permits, and right-of-way permits). The system also automates the contractor licensing process & the enforcement of unlicensed contractors. In addition, the County uses the software to administer the processing of code enforcement investigations. Moreover, the software functions as a records repository, with real-time public access via BASS.

The breadth of information that is stored in Brevard County's Accela database is immense. There are more

than 421,000 records, with over 2.1 million documents attached to them. Meanwhile, the public has utilized its permitting features in droves; there are now more than 19,000 registered user accounts on BASS. Those user accounts are associated with about 94 new records generated every day, as well as 164 scheduled building inspections per day, and payment transactions of about \$142k per day.

In 2016, the Board approved a contract with Accela for software optimization in order to implement new features and technology. On May 3, 2022, the Board approved RFP 3-23-03 to competitively procure a consultant to migrate the County's Accela implementation (version 9) to a newer version, 23, in addition to related work. On August 21, 2023, this contract was awarded to TruePoint Solutions, and this work remains ongoing. This effort is not duplicative of what is being requested; this upgrade allows the County to be in a better position to migrate to a software as a service (SaaS) implementation.

Accela has notified Brevard County they are ending support for all on-premise implementations of its Accela Civic Platform on December 31, 2025. Going forward, Accela will only be supporting SaaS users (i.e., its cloud-based platform). Staff recommends moving forward with this next step of modernization. Since its adoption in 2006, Brevard County staff has deeply embedded this software into many of its practices and has developed significant expertise in managing and utilizing the software's features. For example, the software is partially responsible for allowing staff to be far more efficient in processing permit applications. More than twice the number of permit applications are processed per Planning and Development employee now compared to when the software was implemented. While the software is not flawless, staff's experience with the software is largely positive and therefore staff recommends continuing to utilize Accela.

In order to continue the trend of increasing efficiency, staff also recommends including, as part of the scope of services, streamlining implementation to utilize recommended best-practices to the greatest extent possible. This streamlining would ensure the ability to take advantage of current and future features such as an AI component that is currently in development. Accela recently completed a similar project with the City of Tampa, implementing what they consider an "on-rails" configuration. While there is a significant cost and effort associated with a project such as this, the work would have considerable impacts for many years to come.

As owner and manufacturer of the Accela Civic Platform and related software and services, Accela is the sole provider of technical support and maintenance for the software. No third-party entity is authorized to develop new features for, provide development services for, or maintain their products and services.

Accela has provided not-to-exceed costs for this project based on numerous assumptions. As part of negotiations, staff intends to trim aspects of the scope of services to reduce costs. If approved, staff would enter into negotiations with Accela after they have had the opportunity to thoroughly review the County's current configuration. If an agreement can be reached with a scope of services encompassing the County's goals, the County Manager would be authorized to execute a contract with a value not to exceed the figures herein, and would be further authorized to execute amendments, change orders, and task orders to effectuate the project. Should the requested action be approved, Planning and Development has sufficient funding to absorb the costs without requiring additional revenue streams or a reduction in services.

Clerk to the Board Instructions:

F.1.

7/23/2024

Please send a copy of the Board action memo to Planning and Development and Central Services



Kimberly Powell, Clerk to the Board, 400 South Street • P.O. Box 999, Titusville, Florida 32781-0999

Telephone: (321) 637-2001
Fax: (321) 264-6972
Kimberly.Powell@brevardclerk.us

July 24, 2024

MEMORANDUM

TO: Tad Calkins, Planning and Development Director

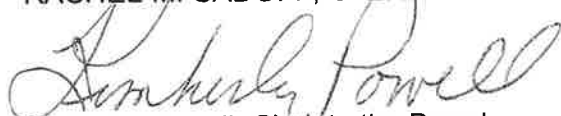
RE: Item F.1., Approval to Enter into Negotiations for Accela Civic Platform Cloud Services Licenses, and for Associated Migration and Modernization Project

The Board of County Commissioners, in regular session on July 23, 2024, authorized staff to enter into negotiations with Accela to procure Accela Civic Platform SaaS user licenses, migrate to the SaaS model, and modernize Brevard County's Accela Civic Platform configuration; authorized the County Manager to execute order forms, agreements, task orders, change orders, modifications, and amendments, provided that the cost is not to exceed the figures listed in the fiscal impact of this report; and authorized the County Manager to establish the necessary budget to implement this SaaS upgrade and implementation.

Your continued cooperation is always appreciated.

Sincerely,

BOARD OF COUNTY COMMISSIONERS
RACHEL M. SADOFF, CLERK


Kimberly Powell, Clerk to the Board

/ns

cc: County Manager
Central Services
Finance
Budget



2633 Camino Ramon, Suite 500
San Ramon, CA, 94583

Proposed by: Jeffrey Reese
Contact Phone:
Contact Email: jreese@accela.com
Quote ID: Q-33819
Valid Through: 9/8/2024
Currency: USD

Order Form

Address Information

Bill To:

Brevard County, FL BCC
2725 Judge Fran Jamieson Way,
Bldg. A-119
Viera, Florida 32940
United States

Ship To:

Brevard County, FL BCC
2725 Judge Fran Jamieson Way,
Bldg. A-119
Viera, Florida 32940
United States

Billing Name: Joe Clanton
Billing Phone: (321) 617-7395 ext 52902
Billing Email: joe.clanton@bevardscounty.us

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 1	10/1/2024	9/30/2025	12	\$1,730.00	245	\$423,850.00
> Accela Building - SaaS	Year 1	10/1/2024	9/30/2025	12	\$0.00	245	\$0.00
> Accela Planning - SaaS	Year 1	10/1/2024	9/30/2025	12	\$0.00	245	\$0.00
Enhanced Reporting Database (ERD)	Year 1	10/1/2024	9/30/2025	12	\$50,862.00	1	\$50,862.00
Additional Data Storage (500GB per unit)	Year 1	10/1/2024	9/30/2025	12	\$900.00	4	\$3,600.00
TOTAL:							\$478,312.00

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 2	10/1/2025	9/30/2026	12	\$1,816.50	245	\$445,042.50
> Accela Building - SaaS	Year 2	10/1/2025	9/30/2026	12	\$0.00	245	\$0.00
> Accela Planning - SaaS	Year 2	10/1/2025	9/30/2026	12	\$0.00	245	\$0.00
Enhanced Reporting Database (ERD)	Year 2	10/1/2025	9/30/2026	12	\$53,405.10	1	\$53,405.10
Additional Data Storage (500GB per unit)	Year 2	10/1/2025	9/30/2026	12	\$945.00	4	\$3,780.00
TOTAL:							\$502,227.60

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 3	10/1/2026	9/30/2027	12	\$1,907.32	245	\$467,294.62

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
> Accela Building - SaaS	Year 3	10/1/2026	9/30/2027	12	\$0.00	245	\$0.00
> Accela Planning - SaaS	Year 3	10/1/2026	9/30/2027	12	\$0.00	245	\$0.00
Enhanced Reporting Database (ERD)	Year 3	10/1/2026	9/30/2027	12	\$56,075.36	1	\$56,075.36
Additional Data Storage (500GB per unit)	Year 3	10/1/2026	9/30/2027	12	\$992.25	4	\$3,969.00
TOTAL:							\$527,338.98

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 4	10/1/2027	9/30/2028	12	\$2,002.69	245	\$490,659.36
> Accela Building - SaaS	Year 4	10/1/2027	9/30/2028	12	\$0.00	245	\$0.00
> Accela Planning - SaaS	Year 4	10/1/2027	9/30/2028	12	\$0.00	245	\$0.00
Enhanced Reporting Database (ERD)	Year 4	10/1/2027	9/30/2028	12	\$58,879.12	1	\$58,879.12
Additional Data Storage (500GB per unit)	Year 4	10/1/2027	9/30/2028	12	\$1,041.86	4	\$4,167.45
TOTAL:							\$553,705.93

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 5	10/1/2028	9/30/2029	12	\$2,102.83	245	\$515,192.32
> Accela Building - SaaS	Year 5	10/1/2028	9/30/2029	12	\$0.00	245	\$0.00
> Accela Planning - SaaS	Year 5	10/1/2028	9/30/2029	12	\$0.00	245	\$0.00
Enhanced Reporting Database (ERD)	Year 5	10/1/2028	9/30/2029	12	\$61,823.08	1	\$61,823.08
Additional Data Storage (500GB per unit)	Year 5	10/1/2028	9/30/2029	12	\$1,093.96	4	\$4,375.82
TOTAL:							\$581,391.22

Pricing Summary

Period	Net Total
Year 1	\$ 478,311.99
Year 2	\$ 502,227.60
Year 3	\$ 527,338.99
Year 4	\$ 553,705.93
Year 5	\$ 581,391.22
Total	\$ 2,642,975.73

Additional Terms:

1. No additional or conflicting terms or conditions stated in Customer's order documentation, including purchase orders, will be incorporated into or form any part of this Order Form or the governing agreement, and all such terms or conditions will be null.
2. This Order Form, including any OnPrem Licenses, Maintenance and Support, and Subscription Services, Enhanced Reporting Database and Managed Application Services will be governed by the applicable terms and conditions. If those terms and conditions are non-existent, have expired, do not apply or have otherwise been terminated, the following terms at <https://www.accela.com/terms/> will govern as applicable, based on the Customer's purchase.
3. All Software Licenses, Maintenance, and Subscription purchases are non-cancelable and non-refundable.
4. If Customer has a prior agreement with Accela, and this purchase is co-terming with that prior agreement, if the start date on this Order Form is before the actual delivery date of the purchase, Accela may pro-rate this purchase so that it can co-term with the prior agreement.
5. If this Order Form is executed and/or returned to Accela by Customer after the Order Start Date above, Accela may adjust the Order Start Date and Order End Date without increasing the total price based on the date Accela activates the products and provided that the total term length does not change.
6. Pricing is based upon payment by ACH or check. Payment by credit card (including Purchase Cards) for product and services in this Order Form will be subject to a service charge of 3%. There is no service charge for ACH or check payment.
7. Enhanced Reporting Database pricing is based on a percentage of Customers SaaS Annual Contract Value if applicable. As SaaS Annual Contract Value increases/decreases based on seat count changes or annual uplift ERD pricing will be adjusted accordingly at contract renewal.

Signatures**Accela, Inc.****Customer**

Signature:

Signature:

Print Name:

Print Name:

Title:

Title:

Date:

Date:

Proposal Overview

This document represents the estimated budgets to modernize the Brevard County Accela On-Premise instance to the Accela SaaS Platform. This is not just a, “Lift-and-Shift” but a true modernization effort. We have provided costing for all things identified in the Accela Assessment completed by Jack Tu. Our customers going through this process prioritize their modernization items and the scope becomes focused on key items.

SaaS Migration

The SaaS migration will migrate your current on-premise Accela instance to the Accela Cloud. Below is a summary of the effort.

- Accela Civic Platform code base conversion to the latest version
- Script Engine Upgrade
- Conversion of 85 reports
- Repointing of the following integrations
 - o GIS with XAPO, Credit Card Payment Adapter (RLI), Onbase EDMS, Project Dox, Power BI, Document Imaging, ACA Custom Component, Teller cashiering, VuSpex
- 9 Month Migration Project

Modernization

The modernization effort for budgetary purposes is assuming all findings from the Accela Assessment would be in scope. The modernization record types are as follows:

- Implement Civic Applications as many record types within the County fit within a corresponding Civic Application. Since Civic Applications also include Accela’s configurable scripts, the County will be able to leverage the automation included to streamline current processes
- The records associated with Licenses are the same because additional consolidation meetings would need to be conducted due to the nature of complexity within the solutions. That said, Accela is confident that the 146 unique solutions can be significantly consolidated.

Module	Current Record Count (Solutions)	Future Record Count (Solutions)
Building	94	39
Development	39	18
Enforce	9	4
Utilities	1	1
Licenses	146	

Budgetary Pricing

Below is budgetary pricing and Accela would like to confirm some of the assumptions made in the process to revise the associated costs accordingly.

Service	Budget	Notes
SaaS Migration	\$176,674	85 SSRS reports and current integrations
Modernization	\$2.49M	On average, our customers have been prioritizing modernization items and spending in the range of \$900k to \$1.5M



July 11, 2024

Brevard, FL – County of
Building C Room 203
2725 Judge Fran Jamieson Way
Viera, FL 32940-6605

Re: Sole Source Status

To Whom It May Concern:

Please allow me to offer the following information to clarify the source status of Accela, Inc.'s ("Accela") products and services. Accela, as owner and software manufacturer of Accela software products and services, is the sole source provider of technical support and maintenance for all Accela software products and services licensed to Brevard County, FL Board of County Commissioners, including The Accela Civic Platform, Accela ERD, and Additional Storage. No third-party vendor, company, or entity is authorized to develop new features for, provide development services for, or to maintain these products and services. As such, Accela is uniquely suited/positioned to engage in a code modernization project for Brevard County, FL since Accela owns the product code.

If you have any questions or concerns, please contact Madina Sharifi via email at msharifi@accela.com.

Sincerely,

DocuSigned by:

73668EE5EB274C8...
Michael Gigliello
Controller