



AGENDA	
Section	Consent
Item No.	II.A.4.

Meeting Date
1/24/2017

AGENDA REPORT
 BREVARD COUNTY BOARD OF COUNTY COMMISSIONERS

SUBJECT:	Permission to Purchase off State Contract: Staff Augmentation for Accela Software Support
DEPT/OFFICE:	Planning and Development Department & Information Technology

Requested Action:

It is requested that the Board give Planning and Development permission to utilize the State of Florida Information Technology (IT) Consulting Services Contract, #973-561-10-1, effective through 02/28/2017, as superseded by STC 80101507-SA-15-1 which becomes effective March 1, 2017 through February 28, 2019, for staff augmentation and consulting services to support and enhance Brevard County's Accela Application: Building, Development, Enforcement, and Licensing modules. It is further requested that the Board authorize the Chairman to execute the agreement, pending County Attorney and Risk Management review; and authorize any associated budgetary changes.

Summary Explanation & Background:

The State Term Contract provides for a broad range of IT Services to assist organizations with software development, integration, support, and staff augmentation. Contractors selected from the State of Florida contract are pre-qualified in specific project and practice areas and are well versed in relevant technologies, re-design, configuration, development, and implementation of Accela Application software, add-ons, database, apps and report writing tools.

The Board of County Commissioners, in regular session on May 16, 2006, awarded Proposal #P-4-06-02 to Accela, Inc. in the amount of \$1,082,170 for the new Community Development Software Program. The County utilizes their software for the review, approval, & inspection of all development applications (e.g., subdivisions, site plans, building permits, & right-of-way permits). The system automates the contractor licensing process and enforcement of unlicensed contractors, and administers the processing of code enforcement investigations. The Accela software has allowed staff the ability to effectively manage over 25,568 records in 2016.

Since its initial implementation, Accela has developed new technologies and continually refines the existing software functionality. Staff augmentation and consulting services provide the County with the ability to configure the software as necessary for efficient application processing as required by the development community. Staff augmentation for time and materials utilizes an ongoing contracted resource pool of multidisciplinary skills, from multiple companies, in the most productive and cost efficient manner. It enables staff to direct these highly skilled resources to address current demands as circumstances dictate.

The enhancements will focus on the following areas: (1) upgrade software release (2) expand online services (e.g., Subdivision & Site Plan application submittal, building inspection scheduling, Contractor License renewals, etc.); (3) implement electronic document review for Site Plan & Subdivision applications; (4) incorporate system improvements to reduce Site Plan and Subdivision review timeframes; and (5) leverage the mobile/smart phone technologies for inspection & investigations that will allow real-time updates while staff is in the field.

Fiscal Impact:
 The total cost of services over 2 years will not exceed \$250,000, which is currently budgeted in Fund 1080, Cost Center 257040.

Contact: Tad Calkins, Assistant Director, Planning & Development, 321-633-2070 x56532

Clerk to the Board Instructions:

Exhibits Attached: None

Contract /Agreement (If attached):	Reviewed by County Attorney	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	PR	<input type="checkbox"/>
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County Manager	Assistant County Manager	Department Director / Extension
Stockton Whitten	Frank Abbate	Robin DiFabio x56363 / Director of Planning & Development
		Jeff McKnight x52135 / Director of Information Technology



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

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Tammy.Rowe@brevardclerk.us

January 25, 2017

MEMORANDUM

TO: Robin DiFabio, Planning and Development Director Attn: Tad Calkins

RE: Item II.A.4., Permission to Purchase Off State Contract for Staff Augmentation for Accela Software Support

The Board of County Commissioners, in regular session on January 24, 2017, granted you the permission to utilize the State of Florida Information Technology (IT) Consulting Services Contract, #973-561-10-1, effective through February 28, 2017, as superseded by State Term Contract (STC) 80101507-SA-15-1 which becomes effective March 1, 2017, through February 28, 2019, for Staff Augmentation and consulting services to support and enhance Brevard County's Accela Application: Building, Development, Enforcement, and Licensing modules; authorized the Chairman to execute the agreement, pending County Attorney and Risk Management review; and authorized any associated budgetary changes.

Your continued cooperation is greatly appreciated.

Sincerely yours,

BOARD OF COUNTY COMMISSIONERS
SCOTT ELLIS, CLERK

Tammy Rowe, Deputy Clerk

/ds

cc: Assistant County Manager Abbate
Information Technology Director
Finance
Budget

Professional Service Agreement

THIS AGREEMENT, is made this 13th day of February, 2017, between Woolpert, Inc. ("Woolpert/Consultant") with its business address at 6100 Blue Lagoon Drive, Suite 440, Miami FL 33126 and Brevard County ("Brevard/Client"), a political subdivision of the State of Florida, with its business address at 2725 Judge Fran Jamieson Way, Viera, FL 32942.

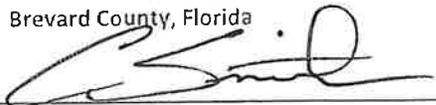
The agreement provides for the following Professional Services and is subject to the terms and conditions set forth in the Master Consulting Services Agreement [Area 4 of the Florida State Term Contract for IT Consulting Services (973-561-10-1)] between the parties (the "Consulting Services Agreement"), which is hereby incorporated herein; provided, however, that in the event of any conflict between the terms of the attached Exhibit A - Statement of Services (SOS) and those set forth in the Master Consulting Services Agreement, the SOS shall prevail. This SOS outlines the staff augmentation for the reengineering and configuration of Accela software systems. Compensation to be paid to Woolpert for providing the requested Services shall be as set forth in the attached Exhibit A. This Agreement shall remain in effect for one year from the execution date or when terminated as provided herein.

Venue for any legal action by any party to this Agreement to interpret, construe, or enforce this Agreement shall be in a court of competent jurisdiction in and for Brevard County, Florida and any trial shall be non-jury. In the event of any legal action to enforce the terms of this Agreement each party shall bear its own attorney's fees and costs. This clause does not in any way alter, or impact, any of the Consultant's duties under Section 4.19 of the Master Consulting Services Agreement [Area 4 of the Florida State Term Contract for IT Consulting Services (973-561-10-1)].

The services being provided pursuant to this agreement will be on a "per request" basis that is subject to availability of Woolpert resources at the time of the request. Should Woolpert not have the staff available at the time of request, there will be no assessment of liquidated damages under to Section 5.4 in the State Contract (937-561-10-1). Once staff is provided to augment the County's staff on a particular project, said liquidated damages provision will be effective and fully enforceable. The parties agree that Woolpert shall not be liable, and liquidated damages shall not be imposed, for any delays caused by reasons beyond the reasonable control of Woolpert, including delays by the County and Force Majeure events as prescribed in the State Term Contract.

This Agreement embodies the entire agreement and understanding between the parties.

Brevard County, Florida

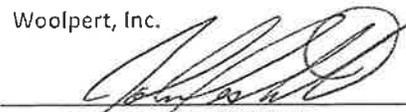


Curt Smith, Chair

2/27/17

Date

Woolpert, Inc.



John Costnick, Vice President

SENIOR ASSOCIATE JC

2017-02-23

Date

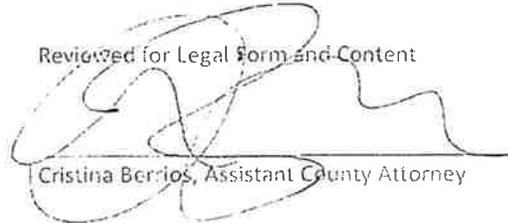
As approved by the Board on January 24, 2017.

ATTEST:



Scott Ellis, Clerk

Reviewed for Legal Form and Content



Cristina Berrios, Assistant County Attorney

Exhibit A:

Woolpert Scope of Services Accela Support

Overview

This scope of Services outlines Brevard County's desire to contract a qualified vendor(s) for staff augmentation and consulting services to support and enhance Brevard County's Accela Application: Building, Development, Enforcement and Licensing modules; under State Term Contract (STC) 973-561-100-1, IT Consulting Services. The Vendor would be expected to be well versed in relevant technologies: redesign, configuration, development, and implementation of Accela Automation application software, add-ons, database, apps and report writing tools within a self-hosted environment. Since Brevard County has determined that staff augmentation for time and materials provides more flexibility to utilize Vendor provided resources in the most productive manner; Woolpert will provide these resources that will work at the direction of a Brevard County project manager.

Services to Be Provided

Task Orders will be created for each engagement which will include requirements and a list of deliverables specific to that task order. The specific task orders will be determined by Brevard County based on the immediate needs of the overall Accela Application.

Woolpert is providing designated Accela experienced staff time and materials and may include, but not be limited to, the following services.

- 1) Staff augmentation and consulting services to support, but not limited to:
 - a) Accela Application release 7.3.1 through current in modules:
 - i) Building
 - ii) Development
 - iii) Enforcement
 - iv) Licensing
 - b) Accela Application Add-ons release 7.3.1 through current:
 - i) Accela Citizen Access (ACCA)
 - ii) Accela Document Services (ADS)
 - iii) Accela Report Writer (ARWW)
 - iv) Accela Graphical Information System (AGIS)
 - v) Accela Mobile Office (AMOO)
 - vi) Accela Wireless (AW)
 - c) Accela Apps:
 - i) Accela Inspector app
 - ii) Accela Code Enforcement app
 - iii) Accela Contractor Central
 - d) Accela Application analysis, configuration and implementation of the following components:
 - i) Workflows
 - ii) Electronic Document Review
 - iii) Calendars
 - iv) Communication Manager
 - v) Auto Inspection n Scheduling / Assignment
 - vi) Scripting version 1.0 through 3.0
 - vii) Online Licensee renewals
 - viii) Other configuration components as assigned by Brevard County.

- e) Accela software installation:
 - i) Server setup and maintenance
 - ii) Initial application installation
 - iii) Release software updates and associated database updates
 - f) Data base experience:
 - i) Oracle
 - ii) SQL Server
 - g) Report development experience in:
 - i) Crystal Reports
 - ii) ARW Accela Report Writer
 - iii) Accela Ad Hoc Reports
 - iv) SSRS SQL Service Reporting Service
- 2) The services of this project must include:
- a) Analysis, Design, Code and Implementation of the required services;
 - b) The responsibility of the code migration between the environments (development, staging and production) and support for a period of time after go-live to address any issues;
 - c) Project documentation including, but not limited to, technical documents, user guides and training documentation.
 - d) Knowledge Transfer for maintainability purposes;
 - e) Training – a train the trainer approach must be conducted in order for all content users to be updated with any new features and functionality due to this project.

Review & Acceptance Process

Upon notification by Woolpert that a task is completed and available for review and acceptance, Brevard will review and test. Brevard will provide notification of acceptance or rejection once the review is completed.

Brevard Responsibilities

The following is a list of Brevard responsibilities necessary for the successful competition of this effort. Brevard will be responsible for the following activities:

- Provide project management and direction on to Woolpert staff should focus on each day.
- Brevard County manages the project schedules, since the Consultant is providing technical resources.
- Coordinate all activities for all parties involved.
- Conduct user acceptance testing.
- Make reasonable best efforts to facilitate the timely resolution to all issues.
- Make reasonable best efforts to ensure the committed participation of all appropriate Brevard technical, subject matter experts, and user personnel throughout this engagement, including during periodic project status reviews (if any).
- Grant Woolpert access to the Brevard premises and network/server environment as needed.
- Provide exposure/access to any digital library of project plans, source code, database schema, requirements, specifications, design, imagery and/or collateral that will benefit Woolpert in better understanding the objectives of the Brevard.



Woolpert Responsibilities

The following is a list of Woolpert responsibilities necessary for the successful completion of this engagement. Woolpert will be responsible for the following activities:

- 1) Consultant task management obligations:
 - a) Participate in brief daily communications and weekly status meetings to ensure task progress and issues are managed.
 - b) Confirmation of task readiness via email received by Consultant from Brevard County will be authorization to commit billable Consultant resources.
 - c) Upon notification by Consultant that a task is complete, available for review and acceptance, Brevard will review and test. Brevard will provide notification of acceptance or rejection once the review is completed.
 - d) Perform formal design and code reviews with Brevard personnel.
 - e) Help Brevard in the application development effort by reviewing code and providing mentorship.
 - f) Provide knowledge transfer to Brevard during and upon the completion of each task.
 - g) Make recommendations based on proven technology, best practices, and quality.
 - h) Adhere to Brevard PM approach/methodology; any development activities will be performed in the Brevard development environment & leverage Brevard source control procedures.
 - i) Perform services remotely using a Brevard County approved remote access method for connectivity to Brevard's network / environment.
 - j) Maintain good order among its employees, agents, and representatives brought upon Brevard's premises.
 - k) Acknowledges and agrees that security of data is of vital importance to Brevard. Accordingly, Consultant agrees that it shall at all times comply with, and shall assure that any and all affiliates or Consultants it may use comply with, any and all physical or technological security safeguard measures contained herein or which may be developed or revised by Brevard going forward.
- 2) Consultant resource assignment obligations:
 - a) Consultant provided resources will work as needed, full time or part time, on a time and material basis, at the direction of a Brevard County project manager.
 - b) Consultant will meet with Brevard County on a weekly basis to identify the services to be performed and the resources required.
 - i) Brevard County will communicate the tasks required.
 - ii) Consultant will communicate the resource availability and estimate to completion.
 - iii) No project management will be provided by Consultant
- 3) Consultant time management process:
 - a) Consultant will submit weekly time reports to Brevard County project manager. Any hours in dispute will need to be brought to the attention to the designated Consultant contact. Any hours in dispute more than 1 hour will cause Consultant to pause on proceeding with more services until there is an agreement on how to address any resource issues with Consultant provided staff.
 - b) Consultant and Brevard County will attempt to schedule meetings 24 hours in advance if requiring the other's attendance.
 - c) Travel by Consultant personnel to Brevard County work sites may be required to facilitate the onsite work. Requests for Consultant on-site time will need to be made two weeks in advance in order to book resources. This will also ensure reasonable travel costs can be secured.
 - d) Brevard County's project manager will ensure site readiness and staff participation for any workshops / onsite work.



Resource Allocation

Resource allocation will be jointly determined by Woolpert, Inc. and Brevard on a weekly basis. The need for Woolpert resources will be based on the immediate needs of the overall Accela Application. Consequently, there may be durations of time where Brevard does not need Woolpert to provide resources. The table below generally describes the resources allocated to the project. Resources may be substituted for the other roles on an as needed basis. Substitution of the roles can be at any time based on agreement between the parties and availability/scheduling of the resources. Role substitution is expected to be infrequent and requests should be communicated to the County two (2) or more weeks in advance to provide for resource scheduling. Woolpert will make every effort to assign an available resource in less than two weeks where possible.

Role	Activities
Project Lead	<ul style="list-style-type: none"> • Oversight of project resources • Responsible for quality of delivery • Communication • Task assignment & monitoring • Provides timesheets & weekly status reports • Reports configuration
Scripting & Interface resource	<ul style="list-style-type: none"> • Programing based on requirements • Scripting & systems interface • System configuration
Accela Automation implementation & configuration specialist	<ul style="list-style-type: none"> • Configure & implementation of system enhancements • Programing based on requirements

Fee & Schedule

This engagement will be Time and Materials based, Woolpert will bill monthly based on the actual resources committed to and the hours worked. Actual resource assignment will be mutually agreed upon by Woolpert & Brevard prior to start of a task area. The following table depicts the possible resource pool along with their hourly rate that may be assigned to the staff augmentation.



Resources by rate

Brevard	Project Area	Job No	Job Title	Scope Variant	Florida Rate Sheet	Woolpert Role
John Cestnick (PM)	Internet Planning, Eng. & Operations	2600.00	Mgmt. Internet Operations	3. Sr. Manager	182.38	Oversight to the project and resources. We should allocate some time for Darren
Eric Toller (Senior Analyst)	Internet Planning, Eng. & Operations	2600.00	Mgmt. Internet Operations	3. Sr. Manager	182.38	Senior resource with 8+ years of Accela Automation implementation and configuration experience
Chris Godwin (Scripter)	Internet Planning, Eng. & Operations	2610.00	Internet/Web Architect	D. Expert	136.91	Scripting and Interface resource with 3+ years of Accela Automation implementation experience
Terylin Sizemore (Analyst)	Internet Planning, Eng. & Operations	2610.00	Internet/Web Architect	D. Expert	136.91	Accela Automation implementation and configuration experience with 3+ years of Accela Automation implementation experience
Bryan De Jesus	Internet Planning, Eng. & Operations	2610.00	Internet/Web Architect	D. Expert	136.91	Scripting and Interface resource with less than 1 year of Accela Automation implementation experience
Caleb Wade	Internet Planning, Eng. & Operations	2610.00	Internet/Web Architect	D. Expert	136.91	Report Development with over 5 years' experience.

Payment Schedule

Woolpert will provide a detailed billing report by resource for review by Brevard. Woolpert will invoice once a month. At no time shall the fee monthly exceed \$25,000 without a written authority from the Brevard Project Manager.

Reimbursable Expenses

The estimated cost per onsite visit is \$1,250. Visits may be scheduled accordingly throughout the project as mutually agreed upon by Woolpert and Brevard County. Out of pocket travel and living expenses will be submitted in accordance with the Master Consulting Services Agreement (Area 4 of the Florida State Term Contract for IT Consulting Services (973-561-10-1)) travel terms. All expenses, such as airfare, transportation and parking will be reimbursed upon submission and approval of a travel expense report submitted with copies of actual receipts.

Contract No. 973-561-10-1