

**REPORT TO MAYOR AND CITY COUNCIL**

**TO THE HONORABLE MAYOR AND COUNCIL:**

DATE: June 10, 2014

**SUBJECT: APPROVING THE TRANSFER OF \$52,092.80 FROM THE SEWER ENTERPRISE FUND TO INFORMATION TECHNOLOGY CONTRACT SERVICES FOR THE PURCHASE ACCELA MOBILE OFFICE SOFTWARE, LICENSES AND MAINTENANCE FOR PUBLIC WORKS IN THE AMOUNT OF \$37,092.80 AND AN AMENDMENT OF A PROFESSIONAL SERVICE AGREEMENT FOR INFORMATION TECHNOLOGIES CONSULTING SERVICES WITH TRUEPOINT SOLUTIONS INC. IN THE AMOUNT OF \$15,000 (ENTERPRISE SEWER FUND)**

**Report in Brief**

The City of Concord implemented Accela Asset Management in Fiscal Year 2013-2014 to automate the management of City's sewers assets. This system is hosted by Accela and integrates with the existing Accela graphical information systems (GIS). The system is maintained from the office via a web browser.

To improve mobile workforce efficiency the City is proposing the implementation of the Accela Mobile Office module. Accela Mobile Office improves mobile workforce efficiency for workers. It is designed specifically for field use and leveraging the latest in mapping technology. Accela Mobile Office extends processing capabilities to the field to create inspections, service requests, work orders and manage asset inventories. Accela Mobile Office will improve the Public Works Department efficiency by providing real-time access to the data from the field not requiring the return to the office for update and providing current information to management. Accela Mobile Office will allow staff to move away from a "paper" work order system, thereby eliminating redundant recordation of data and reducing administrative tasks and data entry errors.

The Information Technology Department utilizes TruePoint Solutions, LLC technical staffing, an Accela certified partner, to provide necessary technical support in order to configure and support the operation of Accela Automation. The services and skill sets provided by this outside contractor are very technical and not replicable by the City staff.

The City of Concord entered into a Professional Services Agreement with TruePoint Solutions, LLC on January 14, 2014 for technical support in the implementation of the Accela Asset Management System for a total amount of \$110,000. The agreement with TruePoint Solutions, LLC provides for additional amendments. The City continues to need technical support by TruePoint Solutions, LLC to support the City's

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AMENDMENT FOR PROFESSIONAL SERVICE AGREEMENT FOR  
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TRUEPOINT SOLUTIONS INC. IN THE AMOUNT OF \$15,000.00.**

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Accela Asset Management System implementation, which necessitates an amendment to the agreement in the amount of \$15,000 for the implementation services to support Accela Mobile Office.

The technical personnel provided to the City under the proposed agreements will bill only for actual hours worked. The City is under no obligation or commitment to expend any funds beyond actual hours authorized by the City's management staff.

**Background**

The City implemented Accela Asset Management this year to help identify and focus the City on the top priorities for managing the lifecycle of the City's infrastructure. The first area implemented was the sewer assets. This system helps the City to make the best decisions for operations and maintenance of its sewer assets. The Accela Asset Management system acts as a data repository for critical sanitary sewer system information. This type of data repository is necessary for measuring and tracking work and for complying with required regulatory reporting.

Asset management was implemented as an addition to our land management and permitting system Accela Automation. This approach takes advantage of the GIS integration and allows integration with it. This system like land management is hosted providing the most cost effective solution to the City. The system is available through the Internet via a browser interface. The system also provides a rich mobile interface allowing field workers to update progress of work in the field. The implementation plan was to include the mobile interface once the base system was implemented and working to provide day to day operations. This request is to add the mobile interface to take full advantage of the system from the field.

The IT Department uses technical professional service providers, such as TruePoint Solutions, LLC, to support IT operations—doing so allows for access to specialized skills that are only needed occasionally, and therefore not part of our permanent staffing model. The advantage of using outside service providers to meet this demand, rather than adding regular City of Concord IT employees are as follows:

- ✓ The City has access to the skills it needs when it needs them. Given the diversity of the City's IT functions staffing up for all possible IT skill requirements is cost prohibitive.
- ✓ Frequently certain skills are needed only for specific projects or short periods of time making it more logical to meet the skill needs through contracts than through employees.
- ✓ The City does not have to carry the cost of training and maintaining highly technical skills when it contracts with companies for these services.

Additionally, the use of contract technical professionals with high skill sets facilitates using fewer people to deliver comparable levels of service and support than would otherwise be necessary with a traditional staffing model. The direct savings of using fewer people combined with avoiding long-term post-employment costs makes this approach cost effective.

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These factors of agility, lower overall head-count, access to needed skills, and managing costs prompted the IT Department to adopt an organizational model where selected technical professionals fulfill key elements of the City's business technology implementation and support. However, oversight, management, and financial control remain vested in City employees. Implementation of this approach has allowed the Department to reduce its staffing and budget while maintaining levels of service.

**Discussion**

Staff is requesting the services of TruePoint Solutions, LLC to configure the Accela Mobile Office implementation. TruePoint Solutions, LLC configured the City's sewer asset management systems and the configuration of the mobile office will require less effort since TruePoint is already familiar with the backend configuration.

Staff proposes executing of an amendment to the Professional Services Agreement with TruePoint Solutions, LLC to provide technical staffing and consulting.

Planned assignments under this agreement will include analysis, configuration and programming of Accela Mobile Office for Concord's sewer infrastructure management. Staff is proposing to complete this work within calendar year 2014.

Mobile Office is purchased through Accela Inc., the manufacture of the software the City utilizes for sewer asset management. Accela Mobile Office accesses the Accela asset database hosted by Accela and is the only product authorized to do so by the vendor. The City Attorney's office has reviewed the agreement and agrees to the exclusive selection of Accela Inc. to provide compatible software and maintenance for the City's asset management.

**Fiscal Impact**

City Council is requested to appropriate \$52,092.80 from the Sewer Enterprise fund to the Information Technology Contract Services budget account, and authorize the expenditure of these funds through an amendment to the agreement with professional service agreement with TruePoint Solutions, LLC. and the purchase of Accela Mobile Office from Accela Inc. Future on-going maintenance and support will be funded from the Public Works budget.

**Public Contact**

The agenda has been posted as required by law.

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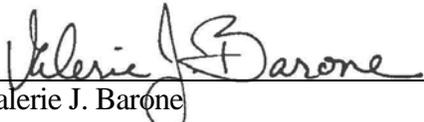
**Recommendation for Action**

Staff recommends that the City Council transfer \$52,092.80 from the Sewer Enterprise fund to the Information Technology Contract Services budget account, and appropriate the funds to a Professional Services Agreement amendment with TruePoint Solutions, LLC to provide technical support to the Information Technology Department for a one-year period June 10, 2014 to December 31, 2014 in an amount not to exceed \$15,000 and to purchase the Accela Mobile Office product and services and to authorize the City Manager to execute the agreement. (Enterprise Sewer Fund)

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Valerie J. Barone  
City Manager

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Attachment 1: Amendment for TruePoint Solutions, LLC

Attachment 2: Accela quote for product and service Q-00929-2 Accela Mobile Office

**FIRST AMENDMENT TO  
PROFESSIONAL SERVICES AGREEMENT**

This First Amendment to Agreement is entered into on this date, June 10, 2014, and amends the agreement between the City of Concord (the "CITY") and TruePoint Solutions, LLC, 3262 Penryn Road, STE 100-B, Loomis, California 95650, (the "CONSULTANT") dated January 14, 2014.

**WHEREAS**, the CITY and CONSULTANT entered into an agreement dated January 14, 2014 to provide professional services related to technical support associated with the Accela Asset Management System implementation; and

**WHEREAS**, the CITY and CONSULTANT wish to amend the Agreement by adding implementation of Accela Mobile Office to the Scope of Services to be performed by CONSULTANT and increasing the compensation to be paid to CONSULTANT by Fifteen Thousand Dollars (\$15,000).

**NOW THEREFORE**, in consideration of the promises and conditions set forth in the Agreement dated January 14, 2014, the parties mutually desire to amend the Scope of Services of its Agreement with the following:

1. Section 2 of the January 14, 2014 Agreement is amended by the addition of the following language:

CONSULTANT shall also configure the Accela Mobile Office implementation, including, but not limited to, technical staffing and consulting. Planned assignments under this agreement will include analysis, configuration and programming of Accela Mobile Office for Concord's sewer infrastructure management.

2. Section 3 of the January 14, 2014 Agreement, paragraph one, is amended to read as follows:

The compensation to be paid to CONSULTANT including payment for professional services and reimbursable expenses, shall be at the rate and schedules in detail in Exhibit A and Section 2 of this Agreement, as amended. However, in no event shall the amount CITY pays CONSULTANT exceed One Hundred Twenty Five Thousand dollars (\$125,000) for the term of this Agreement. Any Amendment to this Agreement that includes an increase to this compensation amount shall be made in accordance with Section 5 below.

3. Except as expressly amended herein, all other terms and conditions of the Agreement dated January 14, 2014 shall remain in full force and effect.

**IN WITNESS WHEREOF**, the parties have executed this First Amendment on the day and year written above.

Dated: \_\_\_\_\_, 201\_\_

(Consultant)

BY: \_\_\_\_\_

Dated: \_\_\_\_\_, 201\_\_

CITY OF CONCORD

By: \_\_\_\_\_

Valerie Barone  
City Manager

APPROVED AS TO FORM:

ATTEST:

\_\_\_\_\_  
City Attorney

\_\_\_\_\_  
City Clerk

FINANCE DIRECTOR'S CERTIFICATION:

Concord, California

Date: \_\_\_\_\_, 2013

I HEREBY CERTIFY THAT ADEQUATE FUNDS EXIST OR WILL BE RECEIVED DURING THE CURRENT FISCAL YEAR 20\_\_/20\_\_ TO PAY THE ANTICIPATED EXPENSES TO BE INCURRED PURSUANT TO THIS CONTRACT.  
THE SUM OF \$\_\_\_\_\_. Account Code\_\_\_\_\_.

\_\_\_\_\_  
Finance Director's Signature

April 21, 2014

Concord, CA  
1950 Parkside Drive  
Concord CA 94519

RE: Quote Number: **Q-00929-2 Concord CA Accela Mobile Office**

Attached please find a quote for the products and services you requested. Please refer to the Notes section for detailed information regarding this quote. It includes information on submitting a purchase order, payment terms, costs for on-site assistance, hardware, or other equipment, and requirements for developing a final Statement of Work.

If you have any questions regarding this estimate, please feel free to contact me at 916-477-9005 or via e-mail at [treliford@accela.com](mailto:treliford@accela.com).

Regards,

Tracey Reliford  
Account Manager  
Accela, Inc.

Quote Number: Q-00929-2 Date: April 21, 2014 Quote Type: Quote, Valid Until: June 30, 2014, Concord, CA

Mobile Office

PART #	DESCRIPTION	QTY	UNIT PRICE	EXTENDED	NET PRICE
LC10AAMOSV50602	Accela Mobile Office Server Software Hosted (includes 5 named users)	1	\$24,995.0000	\$24,995.00	\$24,995.00
MI100AMOM120602	Accela Mobile Office Annual Maintenance and Support	1	\$4,999.0000	\$4,999.00	\$4,999.00
MS10AAMO0000602	Accela Mobile Office Annual Managed Service Fees	5	\$50.0000	\$250.00	\$250.00
LC10AAMOU050602	Accela Mobile Office User License Packs Hosted (includes 5 named users)	1	\$5,499.0000	\$5,499.00	\$5,499.00
MI100AMOM120602	Accela Mobile Office Annual Maintenance and Support	1	\$1,099.8000	\$1,099.80	\$1,099.80
MS10AAMO0000602	Accela Mobile Office Annual Managed Service Fees	5	\$50.0000	\$250.00	\$250.00
	Subtotal				\$37,092.80

<b>TOTAL:</b>	\$37,092.80
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**License Summary**

<b>Product</b>	<b>QTY</b>	<b>Net Price</b>
Accela Mobile Office Server Software Hosted (includes 5 named users)	1.00	\$24,995.00
Accela Mobile Office User License Packs Hosted (includes 5 named users)	1.00	\$5,499.00
Subtotal		\$30,494.00
<b>TOTAL:</b>		\$30,494.00

**Maintenance Summary**

<b>Product</b>	<b>QTY</b>	<b>Annual Maintenance and Support Net Price</b>
Accela Mobile Office Annual Maintenance and Support	1.00	\$4,999.00
Accela Mobile Office Annual Maintenance and Support	1.00	\$1,099.80
Subtotal		\$6,098.80
<b>TOTAL:</b>		\$6,098.80

**Managed Services Summary**

<b>Product</b>	<b>Quantity</b>	<b>Net Price</b>
Accela Mobile Office Annual Managed Service Fees	5.00	\$250.00
Accela Mobile Office Annual Managed Service Fees	5.00	\$250.00
Subtotal		\$500.00
<b>TOTAL:</b>		\$500.00

**NOTES: License and Maintenance Only**

This quote is valid until June 30, 2014. After this date, all prices are subject to change. This quote supersedes any previous written or verbal estimate for products and installation services. In order to procure the above-mentioned services, please sign below submit a purchase order with the following information:

1. Signature of authorized personnel (if there is a signature line on the purchase order)
2. Estimate Number
3. Date

In order to expedite the process, please submit authorization via e-mail to [contractsadmin@accela.com](mailto:contractsadmin@accela.com) and also fax to the Attn. of Contracts Administration at (925) 407-2722. Please note that if faxing a purchase order, submit both front and back and send the original purchase order in the mail to Attn: Contracts Administration, Accela, Inc. 2633 Camino Ramon, Suite 500, Bishop Ranch 3, San Ramon, CA 94583.

**Payment Terms:** All license fees are fixed-price deliverables for which full payment is due upon signing or receipt of Agency purchase order. Payment obligations hereunder are non-cancelable and any sums when paid are non-refundable.

The Maintenance Fees are for the licenses being purchased under this quote. These fees are in addition to any existing maintenance fees on current Accela software products that you may already have purchased. The maintenance period for the licenses being purchased under this quote will begin upon delivery of such licenses to the agency. The Maintenance Fees are fixed-priced deliverables for which full payment is due upon signing or receipt of Agency purchase order.

Agency will be responsible for payment or reimbursement to Accela, Inc. any and all federal, state, provincial and local taxes and duties that are applicable, except those based on Accela's net income.

If the Agency requires additional on-site assistance, a separate estimate will be provided.

These costs do not include hardware or equipment. Please contact your selected hardware vendor for additional hardware or software costs.

The pricing set forth herein reflects information generally known to Accela, supplied to Accela by client, and based on Accela's interpretation of the work to be performed. Further information gathered through detailed investigation and configuration analysis by Accela is required before a final Statement of Work and pricing can be mutually agreed upon.

**Alternate Terms Disclaimed:** The parties expressly disclaim any alternate terms and conditions accompanying drafts and/or purchase orders issued by Customer.