

COUNCIL MEETING  
June 5, 2007

Honorable Mayor and Members  
of the City Council  
City Hall  
Torrance, California

**Members of the City Council:**

**SUBJECT: Communications & Information Technology Department - Approve the purchase of annual software maintenance and support for Tidemark Advantage Permit Plan/Business License/IVR software from Accela, Inc. Expenditure: \$43,668.15**

**RECOMMENDATION**

The Information Technology Director recommends that the City Council approve the purchase of annual software maintenance and support for Tidemark Advantage Permit Plan/Business License/IVR software from Accela, Inc., of Palatine, IL, in the amount of \$43,668.15.

**Funding**

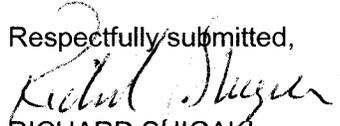
Funding is available in the Communications and Information Technology operating budget for FY 2007-2008.

**BACKGROUND/ANALYSIS**

City Council authorized the purchase of a New Permit Issuance System with Permit Tracking System software (August 11, 1998), the purchase and implementation of the Tidemark Business License module (September 11, 2001), and Interactive Voice Response (IVR) integration software licenses (December 12, 2003) from Accela, Inc. (formerly known as Tidemark Computer Systems, Inc). The Tidemark Advantage system supports the operations of the City's permits and licensing functions. The City is also currently looking to enhance the system to include the mobile module allowing inspectors wireless access to the permit system from the field.

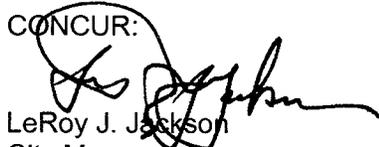
The annual software maintenance and support covers the period of July 1, 2007, through June 30, 2008. Accela's maintenance and support provide the City with fixes to errors, updates, and enhancements contained in new releases. The services provided under maintenance and support is proprietary to Accela; therefore, the City cannot receive updates and enhancements from any other source. Services provided under maintenance are critical to keeping the system running smoothly with minimal downtime. Due to the business support functions of the Tidemark Advantage systems, it is recommended that the City Council approve the purchase of annual software maintenance and support from Accela, Inc.

Respectfully submitted,



RICHARD SHIGAKI  
Information Technology Director

CONCUR:



LeRoy J. Jackson  
City Manager

