COUNCIL MEETING
June 9, 2009

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 the Permit Plan/Business License/Interactive Voice Response (IVR) software.

Expenditure: $64,051.59

RECOMMENDATION

Recommendation of the Information Technology Director that City Council approve the purchase of annual software maintenance and support for the Tidemark Advantage Permit Plan/Business License/IVR software from Accela, Inc., of Palatine, IL, for an amount not-to-exceed $64,051.59.

Funding

Funding is available in the Communications and Information Technology operating budget for FY 2009-2010.

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), Interactive Voice Response (IVR) integration software licenses (December 12, 2003), and wireless inspector field module (June 5, 2007) 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 completed the Accela wireless implementation for building regulation inspectors in November 2007. Expansion of the Accela wireless inspector field units is planned for 2008-2009 to include the Community Development Public Works inspectors (FEAP 186). The Business License module is scheduled to migrate to the New World financial system during the 2009-2010 fiscal year.

The annual software maintenance and support covers the period of July 1, 2009, through June 30, 2010. 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 are 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

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