COUNCIL MEETING
June 13, 2006

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

Members of the City Council:

SUBJECT: Recommendation to approve the expenditure for one year of Tidemark Advantage Permit Plan/Business License/IVR software maintenance from Accela, Inc.

Anticipated Expenditure: $37,972.31

RECOMMENDATION

The Information Technology Director recommends that the City Council approve an expenditure of $37,972.31 for one year of Tidemark advantage Permit Plan/Business License/IVR software maintenance and support from Accela, Inc.

Funding

Funding is available through the Communications and Information Technology operating budget for FY 2006-2007.

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 (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 looking to enhance the system in the 2007 fiscal year to include the mobile module allowing inspectors wireless access to the permit system from the field.

The annual software support and maintenance covers the period of July 1, 2006, through June 30, 2007. 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 approve the expenditure to Accela, Inc.

Respectfully submitted,

RICHARD SHIGAKI
Information Technology Director

CONCUR:

LeRoy J. Jackson
City Manager