

**CITY OF EL PASO, TEXAS  
AGENDA ITEM  
DEPARTMENT HEAD'S SUMMARY FORM**

**DEPARTMENT:** Department of Information Technology Services

**AGENDA DATE:** June 11, 2013

**CONTACT PERSON/PHONE:** Miguel Gamino – Director, Information Technology (915) 541-4746  
Bruce D. Collins- Purchasing Manager, Financial Services (915) 541-4308

**DISTRICT(S) AFFECTED:** All

**SUBJECT:**

That the Purchasing Manager for Financial Services, Purchasing Division be authorized to issue a Purchas Order to Accela, Inc. a vendor under General Services Administration (GSA) Federal Acquisition Service Contract No.GS-35F-0249R in the amount of \$116,313.67 for Information Technology Professional Services for City Development Department final relocation project.

**BACKGROUND / DISCUSSION:**

The Department of Information Technology recommends authorizing the purchase for information technology professional services to automate Accela processes. Vendor services are required to configure Electronic Document Review and Accela Citizen Access processes in conjunction with the City Development Department final relocation.

**SELECTION SUMMARY:**

IT concludes that the use of the GSA Federal Acquisition Service Contract GS-35F-0249R, that is available for use by The City of El Paso, represents the most expedient and cost effective for the City Development Department Project.

**PRIOR COUNCIL ACTION:**

None

**AMOUNT AND SOURCE OF FUNDING:**

Department: Information Technology  
Division: 9998-City Hall Relocation Cost  
Fund Source: 522020-1000-239-15070  
Amount: \$116,313.67

**BOARD / COMMISSION ACTION:**

N/A

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\*\*\*\*\*AUTHORIZATION\*\*\*\*\*

**DEPARTMENT HEAD:**

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Miguel A. Gamiño, Department of Information Technology Services Director

**COUNCIL PROJECT FORM  
(COOPERATIVE CONTRACT)**

\*\*\*\*\***POSTING LANGUAGE BELOW**\*\*\*\*\*

Please place the following item on the **CONSENT** agenda for the Council Meeting of **JUNE 11, 2013**

Request that the Purchasing Manager for Financial Services, Purchasing Division be authorized to issue a Purchase Order to (Accela, Inc.) under Government Services Administration (GSA), Contract #GS-35F-0249R Authorized Information Technology Schedule Pricelist General Purpose for the purchase of Information Technology Consulting Services for Information Technology and City Development Departments.

The City has made the determination that purchasing from this cooperative offers the most cost-effective pricing.

Departments:	Information Technology & City Development Department
Award to:	Accela, Inc. San Ramon, California
Total Estimated Award:	\$116,313.67
Account No.:	239-99998-1000-522020
Funding Source:	IT Capital Funds
District(s):	All
Reference No.:	2013-234

This is a Cooperative, service type contract.

\*\*\*\*\***ADDITIONAL INFO BELOW**\*\*\*\*\*

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SERVICE SOLUTIONS SUCCESS



To: Bruce Collins, Financial Services  
Purchasing Director

From: Miguel A. Gamiño Jr., Director  
Department of Information Technology Services \_\_\_\_\_ Authorized Signature

Date: June 11, 2013

Re: Accela, Inc. Information Technology Professional Services

The Department of Information Technology Services (DoITS) recommends purchasing Accela vendor services in total estimated amount of \$116,313.67

**1. Is there an urgent need for the product/service? In other words, is time of the essence?**

The City of El Paso (CoEP) Council has directed that City Development Electronic Plan Review be completed by the final relocation for City Development Department. Accela Inc has been contracted to develop four Electronic Document Review (EDR) processes within the Accela enterprise application. Additional vendor services are required to complete remaining department review processes and to bring approximately 20 permit and license application and renewal processes online in conjunction with the City Development Department final relocation.

**2. Does the purchase through the Program promote the standardization of equipment?**

Yes. The City Information Technology technical standardization requirements for hardware and software were included as part of the vendor requirements.

**3. Does the purchase through the Program support local business? If not, is there a comparable product/service available locally?**

Although the attempt to look for a local business that supplies the service was made, there were no local businesses that provide or supply Accela implementation consulting services.

**4. Do the available vendors have prior work experience and/or familiarity with the City?**

Yes, the vendor supplying the services has previous work experience with the City Accela system and configuration.

**5. Is the pricing reasonable as compared to other similar products/work performed for the City of El Paso in the past or as quoted from other companies?**

Yes

Mayor  
John F. Cook

**City Council**

*District 1*  
Ann Morgan Lilly

*District 2*  
Susie Byrd

*District 3*  
Emma Acosta

*District 4*  
Carl L. Robinson

*District 5*  
Dr. Michael R. Noe

*District 6*  
Eddie Holguin Jr.

*District 7*  
Steve Ortega

*District 8*  
Coriney Carlisle Niland

City Manager  
Joyce A. Wilson



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### Contractor Information

(Vendors) How to change your company information

Contract #:	GS-35F-0249R	Socio-Economic :	Small business
Contractor:	ACCELA, INC.	EPLS :	Contractor not found on the Excluded Parties List System
Address:	2633 CAMINO RAMON STE 100 SAN RAMON, CA 94583-9132	Govt. Point of Contact:	CHARLOTTE JENNINGS
Phone:	(925) 659-3296	Phone:	703-605-2719
E-Mail:	djankiewicz@accela.com	E-Mail:	charlotte.jennings@gsa.gov
Web Address:	http://www.accela.com	Contract Clauses/Exceptions:	
DUNS:	799557058	View the specifics for this contract	
NAICS:	541519		

Source	Title	Contract Number	Contractor T&Cs /Pricelist	Contract End Date	Category		View Catalog
70	GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE, AND SERVICES	GS-35F-0249R		Jan 6, 2015	132 32		
					132 33		
					132 34		
					132 51		
					132 52		



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# Statement of Work

El Paso, TX

**EDR and ACA implementation phase 2**

Version 1.4

May 30, 2013

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## DOCUMENT CONTROL

Date	Author	Version	Change Reference
4/25/2013	Dane Quatacker	1.0	Original
4/26/2013	Dane Quatacker	1.1	Updates to include workflow changes
5/17/2013	Dane Quatacker	1.2	Added in ACA and License Renewal scope
5/30/2013	Dane Quatacker	1.3	Rate and verbiage updates to align to GSA#: GS-35F-0249R
5/30/2013	Dane Quatacker	1.4	Updated payment terms to match GSA requirements

## Statement of Work

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### OVERVIEW

Accela is committed to providing superior services for the current and future needs of the El Paso, TX. ("Agency"). Accela will work with Agency staff to implement the Electronic Document Review (EDR) feature in Accela Automation according to the requirements set forth by the Agency. This Statement of Work ("SOW") dated May 30, 2013 sets forth a scope and definition of the consulting/professional services, work and/or project (collectively, the "Services") to be provided by Accela ("Accela") to Agency.

### WORK DESCRIPTION

Accela will work with Agency staff to expand the current implementation of the Electronic Document Review (EDR), Accela Citizen Access (ACA), and Accela Automation (AA). The scope of each effort is detailed within the tasks associated to each area below.

### PROJECT SCHEDULE

The term of this project is nine months from the date of execution, and any unused hours will expire after nine months.

### GENERAL PROJECT ASSUMPTIONS AND AGENCY RESPONSIBILITIES

- Prior to Accela's configuration of Accela Electronic Document Review:
  - The Agency will have installed .Net Framework 4.0 Client Profile and Adobe Acrobat Pro software. Adobe Acrobat Pro must be purchased and installed separately for each Agency user who will be interacting with Accela Electronic Document Review for plan review and markups. The Agency will use the standard Accela installation for Adobe.
  - The Agency will be using the most recent version available of Accela Automation 7.2.x.
- In support of the project, the Agency will:
  - Make available the appropriate subject matter experts to provide needed information, participate in the analysis and verify the accuracy of the information provided.
  - Adhere to agreed-upon timelines for deliverable review and acceptance.
  - Provide timely and appropriate responses to Accela's request for information.
  - Provide Accela with access to its equipment, systems, and personnel to the extent needed to complete the defined Services.
- Each department agrees to utilize the baseline/standard processes that have been setup for record types.
- The configuration of Accela Electronic Document Review will build on the configuration, record types, and workflow tasks the Agency already has in place and allow for modifications to the document review process. Processes to submit, review, and accept documents will leverage this in-place configuration. New or redesigned workflow beyond the tasks described in the section above constitutes additional scope.
  - The exception is the workflow updates that are defined as in-scope for this effort and detailed in the below tasks sections.
- The configuration of Accela Electronic Document Review will build on Accela Citizen Access configuration that the Agency already has in place. This estimate includes the configuration of up to nine additional pageflow to accommodate the new EDR processes being implemented.
- Accela will leverage pre-existing stamps from the quick start implementation. New additional stamps are not in-scope for this effort.
- The Agency is using ADS or an already-built integration between Accela Automation and an electronic document management system.
- The Agency will leverage in-place procedures for storage of documents in Accela Automation.
- User training is not in scope for this effort.
- In support of User Acceptance Testing, the Agency will:

## Statement of Work

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- Develop use cases / test cases needed to test the configuration.
- Allocate appropriate staff to the testing effort to ensure that the system is operating per signed specifications and ready for the move to production.
- The Agency will leverage the Accela out-of-the-box functionality, accepting best practices as basis for system configuration where applicable, with modifications allowed to address customer-specific nomenclature, conditions, and Accela Citizen Access text.
- The Agency will be responsible for applicant plan/document submittal instructions and materials. In addition, the Agency will be responsible for applicant training.
- The Agency has a ePayment processor currently in use with Accela Citizen Access that can be leveraged
- The Agency's existing report for license, receipts, and renewals will be used through Accela Citizen Access for new online applications
- This estimate is based on performing the configuration and development in a single non-production environment, with a single configuration migration from development to production upon acceptance of configuration in non-production environment

### ACCELA AUTOMATION LICENSE RENEWALS

Accela will perform analysis and configuration for up to nine (9) new renewal record types and updates to existing license records in order to process renewals through the back office and through Accela Citizen Access. Configuration will include fees, workflow, conditions, scripts, and batch job(s).

- **Analysis.** Accela will perform configuration analysis and data gathering activities, including workshops, interviews, and webex sessions.
  - Conduct configuration analysis sessions to capture the required business processes to be automated within the system.
  - Conduct meetings via email, WebEx, phone, and in person to gather and validate analysis input.
  - Prepare and complete System Configuration Document capturing the Agency's business processes to be configured.
- **Configuration**
  - Conduct selected prototyping to demonstrate proposed functionality
  - Configuration of the development environment according to the configuration document
- **Scripting**
  - Development of renewal batch script to support the automation of licensing renewal processes documented in the configuration document
- **Testing**
  - Accela will perform testing to confirm the configuration is implemented per the approved configuration document
  - Agency will be responsible for development and execution of User Acceptance Test cases.

### ACCELA CITIZEN ACCESS ONLINE APPLICATIONS

Accela will perform analysis and configuration for up to sixteen (16) ACA pageflows in order to support online submittal of applications, additional electronic document review process, and online renewal process for licenses.

- **Analysis.** Accela will perform configuration analysis for up to 16 page flows
  - Conduct configuration analysis session to capture the requirements for the page flows, ACA specific text, watermarks, and end-user instructions

## Statement of Work

- **Configuration**
  - Configure the Accela Citizen Access page flows
  - Update the core configuration with ACA Specific text, watermarks, and end-user instructions
- **Testing**
  - Accela will perform testing to confirm the configuration
  - Agency will be responsible for development and execution of User Acceptance Test cases

### ELECTRONIC DOCUMENT REVIEW

The Accela Electronic Document Review implementation is comprised of the activities that will enable the submission, review, and markup of documents to work effectively given the Agency's configuration of Accela Automation. Accela will conduct the following activities in support of the EDR implementation:

- **Analysis.** Accela will work with the Agency to understand its document submission and approval process in order to enable the Accela Electronic Document Review configuration to work effectively with the Agency's workflow. Accela will leverage the existing analysis performed during the quickstart EDR implementation and will work with the Agency to identify and review:
  - Documents that will be submitted online through Accela Citizen Access and Accela Automation as part of the review process.
  - Agency workflows associated with the document review process.
  - Requirements for workflow tasks / statuses / assignments for each role (e.g: intake personnel, plan reviewers, plan processors / approvers, etc.) in support of Agency workflow.
  - Versioning of documents submitted / reviewed.
  - Process steps within the Agency's workflow associated with reviewing the plan.
  - Requirements for notifications via email.
  - Stamps to be used on submitted documents.
  - Buttons to be used to quickly access Web-based regulatory codes.
  - Information that will be exposed to the public via Accela Citizen Access.

Accela will produce an Accela Electronic Document Review Specifications Document detailing the new EDR processes.

- **Configuration.** Accela will build on to the existing EDR, and workflow configuration Accela Automation based on the Accela Electronic Document Review Specifications document.
  - Configuration of up to nine EDR processes as identified in analysis
  - Configuration of up to 2 new workflow based up on analysis provided by Agency
  - Updates to up to 2 workflow processes based on analysis provided by Agency
- **User Acceptance Testing (UAT).** Accela will work with the Agency in the testing and validation of the configuration to ensure its readiness to be migrated to Production. As Agency staff executes testing activities during the UAT process, Accela will address and rectify issues discovered.

### PAYMENT SCHEDULE

The table below represents the Services payments to be made during the project.

#### Professional Services Summary Table

Product	Net Price
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Statement of Work

<b>Product</b>	<b>Net Price</b>
Professional Services Implementation Consultant I (Time, 586hrs @ \$152.38).	\$89,294.68
Professional Service Project Management (Time, 59 hrs @ \$180.95)	\$10,676.05
Professional Service Executive In Charge (Time, 29 hrs @ \$267.86)	\$7,767.94
Travel and Expenses Estimate (5 trips)	\$8,575
<b>Total Professional Services</b>	<b>\$116,313.67</b>

**NOTES:**

Payment Terms:

Payment Terms: The Professional Services proposed are based on the hourly labor rates in Accela GSA Contract Number: GS-35F-0249R. Accela's good faith estimate of the number of hours of effort needed to complete the work is provided for your budgeting convenience and is not a guarantee. You are responsible to pay all actual project hours worked, which will be billed monthly based on the actual number of hours worked times the appropriate rate for each task described in this SOW. In addition to such amounts, Travel related expenses will be billed on a monthly basis as incurred. Payment terms for professional services, and travel related expense invoices are Net 30 days. Payment obligations hereunder are non-cancelable and any sums when paid shall be non-refundable.

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.

The total amount payable under this contract will not exceed \$116,313.67 without a mutually agreed upon Change Order executed by the Accela and the City of El Paso.

**ACCEPTANCE**

Accepted By:

Accepted By:

**ACCELA, INC.**

**EL PASO, TX**

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Authorized Signature

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Name - Type or Print

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Title

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