



City Council Staff Report

From: City Manager

Report Type: CONSENT CALENDAR

Lead Department: Planning and Development Services

Meeting Date: December 9, 2024

Report #:2410-3552

TITLE

Approval of Contract Amendment Number 1 to Contract Number C21179976 with TruePoint Solutions, LLC in the Amount of \$362,312 through December 31, 2026 to Provide Technical Support of Services Related to the Land Use Management Permitting System (Accela); This Amendment Results in a Revised Total Contract Not-to-Exceed Amount of \$1,263,995. CEQA Status: Not a Project.

RECOMMENDATION

Staff recommend that the City Council approve and authorize the City Manager or designee to execute Amendment No. 1 to Contract C21179976 with TruePoint Solutions, LLC (Attachment A) for technical support of services related to the land use management permitting system. This amendment results in a revised total contract not-to-exceed amount of \$1,263,995 and extends the term by two years.

BACKGROUND

The City released the original Request for Proposal (RFP) for technology support in 2013, based on which a contract was established with TruePoint. In February 2013, the City approved a professional services contract (S13149314) with TruePoint for an amount not to exceed \$85,000. The contract was amended three times to increase funding for various added projects.¹ During this time, Accela mobile applications were launched, Accela Citizen Access was implemented, online permits were established, and other permit streamlining upgrades were implemented on Accela.

¹ City Council, June 3, 2013; Agenda Item #9; SR #3775, <https://www.cityofpaloalto.org/files/assets/public/v/1/agendas-minutes-reports/reports/city-manager-reports-cmrs/year-archive/2013/id3775truepoint.pdf>; City Council, October 7, 2013; Agenda Item #9; SR #4056, https://www.cityofpaloalto.org/files/assets/public/v/1/agendas-minutes-reports/reports/city-manager-reports-cmrs/year-archive/2013/id4056_phaseiii_techenhanceofblueprint.pdf; City Council, October 5, 2015; Agenda Item #4; SR #6079, <https://www.cityofpaloalto.org/files/assets/public/v/1/agendas-minutes-reports/reports/city-manager-reports-cmrs/year-archive/2015/id-6079.pdf>

A new contract with TruePoint was established in 2017 which was amended and extended through 2020.² During this term, TruePoint provided ongoing maintenance and implemented fee calculators and electronic document review software, DigEplan, during the Santa Clara County Shelter in Place order, due to the COVID-19 pandemic which allowed the City to provide remote online plan review services.

For the existing contract, an RFP was issued for Accela Support Services on August 13, 2020, and TruePoint's proposal was selected.³ This contract began on January 1, 2021, and is set to expire on December 31, 2024, with a total contract authority of \$901,683.

ANALYSIS

In December 2023, the City's contract with Accela was extended⁴ and will end on September 30, 2026. TruePoint has customized and maintained Accela for the City's needs, improving the permitting experience for staff and for the public. An RFP for permitting software and support services is expected to be released in early 2026.

The contract consists of two tasks: (1) ongoing maintenance, and (2) major projects. The following tasks have been fully or partially completed:

- Accela – GIS integration (Status: Underway, 20% completion)
- Long-Range Planning project module (Status: Complete, 100% completion)
- Modify Impact Fee calculations (Status: Underway, 50% completion)
- Report Buildout for Metrics (Status: Underway, 90% completion)
- Re-evaluate current Mobile Solution implementations (Status: Complete, 100% completion)
- Evaluate and track metrics (Status: Complete, 100% completion)

The contract amendment will allow TruePoint to provide ongoing maintenance and complete outstanding projects.

For the two years of this amendment, additional work will be focused on completion of the major projects listed above and ongoing maintenance of the system, increasing the total contract authority from \$901,682 to \$1,263,995. The attached Exhibit C of the contract details the costs. The amendment reflects an average hourly rate increase of 10%, aligning with market rates for similar technical services. Specifically:

² City Council, June 19, 2017, Agenda Item#4, SR# 7888, <https://www.cityofpaloalto.org/files/assets/public/v/1/agendas-minutes-reports/reports/city-manager-reports-cmr/year-archive/2017/id-7888-truepoint.pdf>

³ City Council, December 14, 2020; Agenda Item #10; SR #11792, <https://www.cityofpaloalto.org/files/assets/public/v/1/agendas-minutes-reports/reports/city-manager-reports-cmr/year-archive/2020-2/id-11792.pdf?t=60086.04>

⁴ City Council, October 2, 2023; Agenda Item #7; SR #2307-1759, <https://cityofpaloalto.primegov.com/portal/viewer?id=2714&type=0>

- Consultant hourly rate: Increased from \$143.58 to \$157.93.
- Project Manager hourly rate: Added at \$173.73.

The City is not bound to fully utilize the contract and use of the contract will be based upon City need and Council-approved budget.

FISCAL/RESOURCE IMPACT

Funding for this contract in FY 2025 is within budgeted levels adopted by the City Council, no additional funding is requested. If sufficient funding is not available in the budgets of the following years, contract use will be limited to available approved budget. Technology costs are cost recovered at the Development Center through a 6% technology fee that is assessed on private construction projects. Planning fees also capture technology costs for the intended purpose of technology maintenance and enhancements.

STAKEHOLDER ENGAGEMENT

The services were coordinated with internal stakeholders and the service provider.

ENVIRONMENTAL REVIEW

This contract amendment is not a project pursuant to California Environmental Quality Act Guidelines Section 15378.

ATTACHMENTS

Attachment A: TruePoint Solutions Contract, C21179976 Amendment #1

APPROVED BY:

Jonathan Lait, Planning and Development Services Director