



CITY OF
**PALO
ALTO**

City Council Staff Report

From: City Manager

Report Type: CONSENT CALENDAR

Lead Department: Planning and Development Services

Meeting Date: December 9, 2024

Report #:2410-3551

TITLE

Approval of Contract Amendment Number 3 to Contract Number S19174467 with BuildingEye, Inc. in the Amount of \$59,020 through December 31, 2025 to Provide Data Visualization for Building Permits, Planning Entitlements, and Code Enforcement Activities; This Amendment Results in a Revised Total Contract Not-to-Exceed Amount of \$412,430. CEQA Status: Not a Project.

RECOMMENDATION

Staff recommends that the City Council approve and authorize the City Manager or designee to execute Amendment No. 3 to Contract S19174467 with BuildingEye, Inc. (Attachment A) for additional data visualization for building permits, planning entitlements, and code enforcement activities in an amount not to exceed \$59,020. This amendment results in a revised total contract not-to-exceed amount of \$412,430 and extends the term by two years.

BACKGROUND

The City utilizes BuildingEye, Inc.'s to provide visualization of data for projects going through building, planning, and code enforcement processes. This service communicates project information to citizens through a mapping interface accessible to the public via any device¹.

The existing platform allows the public to search for development activity and register for email notification alerts on new planning, building, or code enforcement records based on neighborhood or a given radius around a chosen property. The map can be filtered by various criteria such as specific addresses, application types, dates, and statuses.

In January 2019, the City approved a general services contract (S19174467) with BuildingEye, Inc. for an initial amount of up to \$50,000, as a pilot project to improve public access to development-related data. Amendment No. 1² (approved December 16, 2019) increased the not-to-exceed amount by \$179,250 and extended the term by three years, reflecting the

¹ City of Palo Alto BuildingEye online platform: <https://paloalto.buildingeye.com/planning>

² City Council, December 16, 2019; Agenda Item #6; SR #10774, <https://www.cityofpaloalto.org/files/assets/public/v/1/agendas-minutes-reports/reports/city-manager-reports-cmrs/year-archive/2019/id-10774.pdf?t=53242.2>

success of the pilot and an evaluation of service options. At the time, alternative solutions were assessed, but BuildingEye's unique mapping and public notification features provided the best value to the City and its stakeholders. Amendment No. 2³ (approved December 19, 2022) increased the not-to-exceed amount by \$123,410 and extended the contract through December 31, 2024. This adjustment accounted for inflationary service costs and ensured continuity during the COVID-19 pandemic and its aftermath, which significantly disrupted staff capacity and the pace of City operations. These circumstances delayed the initiation of the City's long-term solution—a new internal data visualization platform.

ANALYSIS

Since 2014, BuildingEye has been a valuable resource for development stakeholders, with an estimated 700 unique visitors per month and 3,400 registered users signed up for email alerts. The platform's modules provide access to planning, building, and code enforcement functions, allowing users to track projects from planning entitlements through building permits and construction, as well as view code enforcement cases.

The City is actively transitioning from BuildingEye to a new, internally developed platform designed to meet the unique and evolving needs of Palo Alto's development services. This internal platform will provide enhanced data integration, improved reporting capabilities, and greater flexibility to adapt to City-specific workflows and priorities.

Significant progress has been made, including completion of core technical designs and initial system development. However, unforeseen challenges—such as resource constraints during the COVID-19 pandemic and the technical complexity of integrating multiple datasets—have delayed the platform's launch. Additional time is required to finalize development and ensure a seamless implementation.

Until the new system is operational, BuildingEye's services remain critical to maintaining current levels of accessibility for the public and stakeholders. The proposed amendment ensures uninterrupted service, avoiding disruptions to residents, businesses, and City staff while the transition work continues.

Given the department's workload and complexity of transitioning to a new internal tool, it is prudent to continue utilizing BuildingEye's services for continuity of services to the customer. Engaging a new vendor through a competitive solicitation process at this stage is impractical as this service will sunset upon completion of the transition to a new. Under Palo Alto Municipal Code (PAMC) 2.30.360(b)(2), the City Manager or their designee has approved an exemption from competitive solicitation due to the impracticality to solicit for these services.

³ City Council, December 19, 2022; Agenda Item #10; SR #14950, <https://www.cityofpaloalto.org/files/assets/public/v/11/agendas-minutes-reports/agendas-minutes/city-council-agendas-minutes/2022/20221219/20221219pccsm-amendedtime.pdf>

FISCAL/RESOURCE IMPACT

Funding for this service is available in the FY 2025 Adopted Operating Budget. Costs are offset by revenue from planning and permit fees.

STAKEHOLDER ENGAGEMENT

Currently, the three modules of BuildingEye generate an average of over 700 unique visitors and 9,300 searches per month, and the general feedback for the convenience and ease of use have been overwhelmingly positive.

ENVIRONMENTAL REVIEW

This contract amendment is not a project pursuant to CEQA Guidelines Section 15378.

ATTACHMENTS

Attachment A: BuildingEye Contract, S191774467, Amendment #3

APPROVED BY:

Jonathan Lait, Planning and Development Services Director