



Legislation Text

File #: 23-0622, **Version:** 1

Planning and Building Department recommending the Board consider the following:

- 1) Approve and authorize the Chair to sign Amendment II to Agreement 6224 with CentralSquare Technologies for ongoing services for maintenance and operations of the County's TRAKiT software program for electronic permitting, increasing the not-to-exceed amount by \$68,580.31 for a new not-to-exceed amount of \$656,832.53, to allow for as-needed general consulting, modular and/or system reconfiguration, training, project management, and other services determined necessary, and updated the scope of work with no change to contract term; and
- 2) Authorize the Purchasing Agent, or designee, to execute any further documents determined necessary related to Agreement 6224, including amendments which do not increase not-to-exceed amount or term of the Agreement, contingent upon approval by County Counsel and Risk Management.

FUNDING: General Fund / Technology Permit Fees.

DISCUSSION / BACKGROUND

This proposed Amendment II increases the compensation amount by \$68,580.31, for a new total not-to-exceed amount of \$656,832.53, and incorporates Additional Services including, but not limited to, general consulting services, module and/or system reconfiguration, training, project management, and other services determined necessary and based on recommendations from CentralSquare's 2022 TRAKiT Business Process Optimization Report. Additional Services, as noted, will be issued by a Sales Order and shall not exceed \$50,000. In addition, the new not-to-exceed amount reflects a five percent (5%) increase to annual fees for years three (3), four (4), and five (5), for a total increase of \$18,580.31 as provided in the Amended Project Cost Summary (Attachment B, Exhibit 1-A).

These additional services are not included in the original scope of the agreement with Central Square, but are necessary in order for staff to address ongoing issues with the full utilization of the system. In 2022, CentralSquare met with Planning and Building and Fiscal staff on-site to discuss the County's use and implementation of TRAKiT. CentralSquare interviewed staff that use TRAKiT on a regular basis and reviewed how staff in various divisions are using TRAKiT, issues and problems with TRAKiT, as well as needed functionality that TRAKiT is not currently providing. Based on this input, CentralSquare prepared a Business Process Optimization Report (Attachment C). This report summarized their findings and discussed current processes versus recommended processes, functionality offered but not currently being utilized, training gaps, identified best practices to improve internal operations and several other related items. Although the current agreement with Central Square contains funding to address functionality resulting from updates or changes to TRAKiT, ongoing training needs and the best practices for fully implementing and using the system are not currently included.

Proposed Amendment II will address TRAKiT issues identified by Planning and Building Department (Department), Information Technologies Department (IT Department), and CentralSquare in the Business Process Optimization Report (Attachment C). CentralSquare provided an estimate of hours (Attachment D) and costs (Attachment E) to address the issues in the Business Process Optimization

report. Because the costs were based on estimated hours, it is possible not all items identified will be addressed should some items exceed the estimated hours. Staff has prioritized the work needed to ensure the most critical items and those with the greatest return to our customers and to staff are addressed first. This proposed Amendment II will also provide an opportunity for County staff to evaluate the effectiveness of CentralSquare in this consulting role. Once funds from this proposed Amendment II are expended, Department staff will evaluate the effectiveness and value of the services provided by CentralSquare to resolve issues. Staff may then elect to request another amendment or seek services from other consultants knowledgeable with the TRAKiT system if additional services are needed.

In addition to the changes noted above, other minor administrative changes to various sections were determined necessary and made throughout the Agreement. These changes included: updating Section 3, Fees and adding Exhibit 1-A, Amended Project Cost Summary and Exhibit 1-B, Additional Services, amending Section 27, Order of Precedence, in its entirety, and adding Section 31, Additional Services. Additionally, Section 32, Levine Act Statement, has been added along with Exhibit 3, California Levine Act Statement.

ALTERNATIVES

The Board may choose not to approve the proposed Amendment. While there would not be any impacts to the current level of maintenance and operations services and data extra and backup reporting functions, staff would not be able to obtain general consulting services, module and/or system reconfiguration, training, project management, and any other services determined necessary for greater efficiencies using TRAKiT.

PRIOR BOARD ACTION

February 23, 2016 (File No. 16-0142, V1, Item No. 41), the Board awarded Request for Proposal 16-208-019 for the provision of planning, permitting, and parcel management software to SunGard Public Sector, Inc. (SunGard) and authorized the Community Development Agency to negotiate an agreement for the implementation and maintenance of the TRAKiT software program (TRAKiT).

January 3, 2017 (File No. 16-0142, V2, Item No. 28) Following negotiations with SunGard, the Board approved Agreement 472-S1611 on for the installation, integration, training, and maintenance of TRAKiT.

June 6, 2017 (Item No. 16-0142, V3, Item No. 59), the Board approved Amendment I to Agreement 472-S1611, which assigned and delegated the Agreement to Superior, LLC following their acquisition of SunGard, with no changes to the contract.

September 25, 2020, the Planning and Building Department and Information Technologies Department executed Amendment II to Agreement 888 (formerly Agreement 472-S1611), which assigned the Agreement to CentralSquare following notification of a merger, and also included other minor administrative changes, with no changes to the scope, rates, not-to-exceed amount, or term of the Agreement.

December 14, 2021 (File No. 21-1842, Item No. 16), the Board approved Amendment III to Agreement 5218 (formerly Agreement 888) with CentralSquare to extend the term of the Agreement an additional six (6) months to complete the implementation component of TRAKiT with ongoing maintenance and operations of TRAKiT assigned as a separate agreement and be administered by

the Planning and Building Department, with no changes to the contract.

February 22, 2022 (File No. 21-1864, Item No. 25), the Board approved Agreement 6224 with CentralSquare to provide the ongoing maintenance and operations services for TRAKiT, with a retroactive term of January 3, 2022 through January 2, 2027.

On January 3, 2023 (File No. 22-1323, Item No. 19), the Board approved Amendment I to Agreement 6224, for the addition of data extraction and backup reporting functions, with no change to the term of the Agreement.

OTHER DEPARTMENT / AGENCY INVOLVEMENT

County Counsel and Risk Management have approved the proposed Amendment.
Information Technologies

CAO RECOMMENDATION / COMMENTS

Approve as recommended.

FINANCIAL IMPACT

There is no change to Net County Cost associated with this item. The Department anticipates sufficient revenue through Technology Fees collected with the Department's Revised Permit/Project Fees to cover the additional costs for these services. Funding to cover the increase to the contract is included in Fiscal Year 2023-24 budget.

CLERK OF THE BOARD FOLLOW UP ACTIONS

- 1) The Clerk of the Board will obtain the Chair's signature on two (2) original copies of Amendment II; and
- 2) The Clerk of the Board will forward one (1) fully executed original Amendment II to the Chief Administrative Office, Procurement and Contracts Division, for further processing.

STRATEGIC PLAN COMPONENT

Good Governance - The addition of general consulting services, module and/or system reconfiguration, training, project management, and any other services will allow for the continued and most efficient use of the TRAKiT software program, thereby maximizing systems that improve system-wide process, data sharing, and departmental collaboration.

CONTACT

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