

AGENDA ITEM SUMMARY

City Council



STAFF

Kai Kleer, Senior City Planner
Patricia Milio, Supervisor, Building & Development Review
Gerry Paul, Purchasing Director

SUBJECT

Resolution 2024-150 Approving an Exemption to the Competitive Purchasing Process to Procure Professional Services from Park Consulting Group.

EXECUTIVE SUMMARY

The purpose of this item is to request an exception to the use of a competitive purchasing process to enter into a professional services agreement with Park Consulting Group to support the implementation of the new Licensing, Permitting, and Code Enforcement (LPCE) system. The Park Consulting Group is uniquely qualified to provide the services.

Exception to the Competitive Bid or Proposal Rationale:

Code Section 8-161(d)(1)(a). There exists only one (1) responsible source.

STAFF RECOMMENDATION

Staff recommends adoption of the Resolution.

BACKGROUND / DISCUSSION

After a rigorous procurement process with cross-functional stakeholder participation, Planning, Development, and Transportation Services selected Tyler Technologies' (Tyler) solution to replace the legacy LPCE system. The new system is expected to modernize current business processes, improve efficiency, reduce errors, enhance customer experience, and save staff and customer time. This is anticipated to be a transformational project that will set the stage for the next 10-20 years and provide the foundation for the City to provide a high level of services to our business and development community.

Due to the scope and complexity of the implementation project, the project team plans to contract with third party(s) to augment resources. The critical role of Project Manager is planned to be outsourced to Park Consulting Group. This position will support the City's Project Manager to oversee the project, manage the budget and schedule, coordinate resources, and serve as the primary point of contact. Due to Park Consulting Group's unique and broad experience implementing Tyler's LPCE solution, Park Consulting Group may also be utilized to provide other resources necessary to augment City staff.

The City issued a Request for Proposal (RFP) in late August 2024 for Project Management Services to support the LPCE implementation project. The RFP was issued during the project team's due diligence period, before the selection of the LPCE solution was completed. Therefore, the RFP stated the City was seeking consultants with experience implementing either Tyler or Accela. Although three vendors responded to the RFP, upon thorough evaluation, it was determined that none possessed a high degree of experience implementing Tyler's solution or supporting the migration from Accela's on premise solution to Tyler's SaaS.

Through extensive research and vendor identification efforts, staff identified a single qualified consultant, Park Consulting Group, that possesses the necessary skills, experience, and resources to deliver the project. Park Consulting Group has successfully supported implementation of Tyler's solution for over fifty (50) clients during the last five (5) years. Many of these projects were supporting the migration from Accela's on premise solution to Tyler's SaaS. Park Consulting Group elected not to respond to the City's RFP because they were concerned the City would likely select Accela as the incumbent and believed that other consultants might be better qualified to support the transition from Accela's on premise solution to the SaaS platform.

Hiring a third party project implementer with specific expertise leading migrations from Accela to Tyler will support gaps in system knowledge that City staff does not currently possess. This role will also be responsible for holding Tyler Technologies accountable for the technical deliverables of the project, mitigate risks, prevent scope creep, and ensure timely delivery of the system.

CITY FINANCIAL IMPACTS

The contract with Park Consulting Group will be a multi-year commitment. The project team is currently developing the Scope of Services therefore a firm quote has not yet been solicited. However, Park Consulting Group's hourly rates provided as a preliminary budgetary estimate are within the competitive range of other consultants providing similar services.

The LPCE project budget includes funding for a third-party project manager and other positions required to augment City staff.

The Council appropriated sufficient funding for this procurement through Ordinance No. 179, 2024.

BOARD / COMMISSION / COMMITTEE RECOMMENDATION

At Council Finance Committee's November 6, 2024 Regular Meeting, this item was discussed in conjunction with the recommendation to appropriate additional funds for the project. The Council Finance Committee recommended to proceed to Council for the appropriation and exception.

PUBLIC OUTREACH

None.

ATTACHMENTS

1. Resolution for Consideration