



**TOWN OF LOS GATOS  
COUNCIL AGENDA REPORT**

MEETING DATE: 06/02/2026

ITEM NO: 6

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DATE: May 28, 2026  
TO: Mayor and Town Council  
FROM: Chris Constantin, Town Manager  
SUBJECT: **Authorize the Town Manager to Execute a Five Year Agreement with Accela, Inc. for Accela Civic Platform Subscription Services, Maintenance and Support, and OpenCounter Implementation Services, Including the Public Permitting Portal Migration, in an Amount Not to Exceed \$839,305, Subject to Annual Appropriation of Funds.**

RECOMMENDATION: Authorize the Town Manager to execute a five year agreement with Accela, Inc. for Accela Civic Platform subscription services, maintenance and support, and OpenCounter implementation services, including the public permitting portal migration, in an amount not to exceed \$839,305, subject to annual appropriation of funds.

FISCAL IMPACT:

The cost for the Five-year Agreement is not to exceed \$839,305.00. Funding for these services is included in the proposed FY 2026–27 Budget. Funding for subsequent fiscal years will be requested through the annual budget process and is subject to Town Council approval.

BACKGROUND:

In 2006, the Town’s Community Development Department upgraded its permitting system from PERMITS-Plus to Accela Civic Platform. Accela provides a unified land management system designed to support the permitting process, including:

- End-to-end permitting process from initial digital intake through inspections and final approvals;
- Site plan reviews, zoning variance requests, and the issuance of land use entitlements;

PREPARED BY: Tania Maheu  
Administrative Analyst

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Reviewed by: Town Manager, Assistant Town Manager, Town Attorney, and Administrative Services Director

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- Centralized management of all building, planning, and engineering permits within a single system;
- Management of code compliance to ensure community standards are met through automated tracking and reporting;
- Electronic plan review capabilities; and
- An online portal where the public can submit proposals, check status updates, and pay fees.

In 2021, the agreement was updated to include migration to Accela's cloud hosted system and a new enhanced public permit site for online permitting. The Town has had a maintenance agreement with Accela, Inc. since 2006.

DISCUSSION:

The Town's current agreement with Accela, Inc. is set to expire on June 30, 2026. To ensure uninterrupted access to the Civic Platform and continued technical support, a new five-year agreement must be executed prior to that date. The new five-year agreement continues maintenance and support for the cloud-based Accela Civic Platform and includes the migration to Accela's updated public permitting portal. The new public portal, provided by OpenCounter, offers substantially improved user experience with a modernized interface, simplified navigation, and enhanced functionality designed to streamline the permit application process for both applicants and Town staff.

The cost for the five-year license agreement for maintenance and support, inclusive of the migration to the new public permitting portal, is \$839,305. This amount is structured as an annual licensing and support fee over the term of the agreement and is budgeted in the Information Technology Department.

CONCLUSION:

Staff recommends Council authorize the Town Manager to execute a five-year agreement with Accela, Inc. in the amount of not to exceed \$839,305.

COORDINATION:

This report was coordinated with the Town Manager's Office, Town Attorney's Office, Information Technology Department, and Finance Department.

ENVIRONMENTAL ASSESSMENT:

This is not a project defined under CEQA, and no further action is required.

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SUBJECT: Accela Automation Permitting and OpenCounter Software Agreement

DATE: May 28, 2026

Attachments:

1. Draft Agreement with Exhibit A and B