



A Tradition of Stewardship
A Commitment to Service

Agenda Date: 5/19/2020

Agenda Placement: 6V

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors
FROM: Jon Gjestvang - Chief Information Officer
Information Technology Services
REPORT BY: Michael Parker, Staff Services Analyst II - 707-299-1517
SUBJECT: Amendment No. 1 to Agreement 190254B with Gray Quarter, Inc.

RECOMMENDATION

Chief Information Officer requests approval of and authorization for the Chair to sign Amendment No. 1 to Agreement 190254B with Gray Quarter, Inc., increasing the amount by \$13,000 to a new maximum of \$76,200, and to extend the term of the agreement through June 30, 2021 to provide technical and specialized support services for the advancement and continued development of the County's permitting and code enforcement system.

EXECUTIVE SUMMARY

Today's requested action is for the approval of Amendment No. 1 to Agreement 190254B with Gray Quarter, Inc. This amendment will allow ITS staff to utilize Gray Quarter's technical and specialized support services for the advancement and continued development of Accela, including the County's permitting and code enforcement application as well as redesigning the interface with the Contractors State License Board. Additionally, ITS staff will have access to Gray Quarter's on-call support system to troubleshoot and resolve IT issues.

Gray Quarter, Inc., is not a local vendor.

FISCAL & STRATEGIC PLAN IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	Information Technology Services
Is it Mandatory or Discretionary?	Discretionary

Discretionary Justification:	This amendment will allow ITS staff to utilize Gray Quarter's technical and specialized support services for the advancement and continued development of Accela. Additionally, ITS staff will have access to Gray Quarter's on-call support system to troubleshoot and resolve IT related issues in a timely manner.
Is the general fund affected?	No
Future fiscal impact:	Funding for this service will be budgeted and built into the ITS Cost Allocation Plan.
Consequences if not approved:	Without approval, the contract will expire on June 30, 2020, and the internal Accela support team will not be able to make use of Gray Quarter's extensive specialized knowledge to expedite the completion of projects for County departments. They will also not be able to take advantage of their broad experience with many other local agencies in developing best practices.
County Strategic Plan pillar addressed:	Effective and Open Government
Additional Information:	

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

Accela is a robust software platform utilized by the Information Technology Services (ITS) department for the development and maintenance of applications utilized throughout the County.

On February 15, 2019, ITS entered into Agreement 190254B with Gray Quarter Inc. in order to receive specialized consulting services related to harnessing and advancing the County's use of Accela. Gray Quarter developed a strategic roadmap to guide the advancement of Accela software, which the County uses for its permitting and code enforcement application. They were then tasked with completing the highest priority item which was to modernize the programming environment used to enhance Accela. As the County's Accela support team focused on implementing new technology, Gray Quarter provided on-call support to troubleshoot and resolve IT related issues, which were beyond the knowledge base of the internal County teams. Currently, Gray Quarter is addressing one of PBES's priority action items by developing a modern, user-friendly interface for the Online Permit Center that allows community members to apply for and receive permits without entering the PBES offices. Additionally, Gray Quarter has continued to provide the County with crucial on-call troubleshooting support.

Today's requested action is for the Approval of Amendment No. 1 to Agreement 190254B, increasing the amount by \$13,000 to a new maximum of \$76,200 for professional services and travel expenses, while extending the term date through June 30, 2021. This will allow ITS Development staff continued access to Gray Quarter's on-call support and allow staff the opportunity to take advantage of Gray Quarter's broad experience in developing best practices. The on-call support team is comprised of former Accela employees, some of whom created the very products in use by the County. Gray Quarter's on-call support provides key insights that prioritize the enhancements laid out in the strategic roadmap. For instance, during a recent program outage, the vendor's on-

call support and knowledge of best practices allowed ITS staff to restore online service to citizens much sooner than if they had waited for support directly from Accela.

Additionally, approval of this amendment will also allow Gray Quarter to continue working with County staff on priority projects. This includes but is not limited to redesigning the interface with the Contractors State License Board, which is prone to failure, as well as the expansion of online permitting to include all permit types to have electronic signatures and the streamlining of planning permits. Gray Quarter's ongoing work to improve the Online Permit Center interface will provide a much better experience for County customers. The vendor's specialized consulting services regarding the strategic roadmap and ITS' continuous access to on-call support has resulted in an upgraded programming environment that is an overall more sustainable, reliable system that is easier and simpler to maintain.

Gray Quarter Inc., is located in Atascadero, California, and is not a local vendor. However, due to their current work with ITS staff, further work and development of the strategic roadmap will ensure a more reliable system is continuously maintained. Additionally, continued work with Gray Quarter will allow County staff to move forward with identified initiatives in a timely, proactive manner.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Helene Franchi