

September 19, 2016

CITY COUNCIL AGENDA MEMORANDUM

SUBJECT

Resolution authorizing execution of Amendment #1, to the Terms and Conditions of the contract with Accela Inc. (previously PublicStuff Inc.), for the hosted mobile app service MyBellevue, and the associated Customer Relationship Management app, to extend the terms of the contract for an additional two-years and increase the contract value, not to exceed \$54,462.56 (plus any applicable taxes), for a total contract value of \$147,492.63.

FISCAL IMPACT

This action will extend the agreement by an additional two-year contract period, and represents a nine percent reduction in annual support & maintenance costs from our original contract. Additionally, this action will authorize an increase to the agreement with Accela Inc. not to exceed \$54,462.56, plus any applicable taxes, for a total contract value of \$147,492.63.

The original agreement included a one-time cost of \$33,113.00 for user licenses and support, and ongoing annual support and maintenance costs of \$29,812.50 in 2014 and 2015; the proposed amendment represents a nine percent reduction to the annual cost in the amount of \$27,231.28.

The total cost includes the mobile customer-facing app MyBellevue, the customer assistance online web portal and the associated customer relationship management app.

This expenditure was anticipated and accommodated within the 2015-16 Information Technology Maintenance and Operations budget. Ongoing funding of the contract was requested in the 2017-18 budget process and will be subject to final budget adoption.

STAFF CONTACTS

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Civic Services Department

Bonnie Grant, Business Strategy and Alignment 452-4065

Information Technology Department

POLICY CONSIDERATION

Service contracts in excess of \$90,000 require Council approval. Bellevue City Code Chapter 4.28 provides for a fair and transparent purchasing process.

DIRECTION NEEDED FROM COUNCIL

 X Action

BACKGROUND

In September 2013, the City entered into a three-year agreement with PublicStuff Inc., subsequently acquired by Accela Inc., for the hosted mobile app solution, MyBellevue (Resolution 8622). The solution allows the public to request services and report issues using a smart phone or mobile device. It also allows users to stay connected to the City via social media, access City news or explore the City's Open Data. The MyBellevue app replicates the mobile experience on the web, creating a familiar

experience for the public to report or request services and information. The public has extensively used the MyBellevue app with 4,000 app downloads and over 6,400 submittals for services or information to date. Submittals to the City using the MyBellevue app have increased to an average of 310 per month, compared to last year's monthly average of 190.

➤ Benefits for the public include:

- Download a single, easy to use application to a smart phone or mobile device
- Report issues in a more timely, in the moment fashion
- Links directly to social media and City website
- Identify issues on a map or through the device's GPS, and
- Ability to attach photos and other helpful information

The customer relationship management component provides staff increased efficiency in tracking and responding to issues, eliminates redundant tracking systems in some departments, and allows reporting and trend analysis. Staff meet regularly to review workflows, structure and reports to make refinements leading to increased user adoption.

Based upon the benefits to the public and staff and the performance of the vendor, staff is seeking to extend the agreement by an additional two-year contract period and increase the contract amount to accommodate the extension.

EFFECTIVE DATE

If adopted, this Resolution will become effective immediately upon Council adoption.

OPTIONS

1. Adopt the Resolution authorizing execution of Amendment #1 to the Terms and Conditions of the Agreement with Accela Inc. (previously PublicStuff Inc.) for the hosted mobile app service, MyBellevue, and the associated Customer Relationship Management app, to extend the terms of the Agreement for an additional two-years and increase the contract value not to exceed \$54,462.56, plus any applicable taxes, for a total contract value of \$147,492.63.
2. Do not adopt the Resolution and provide alternative direction to staff.

RECOMMENDATION

Option 1.

MOTION

Move to adopt Resolution No. 9149 authorizing execution of Amendment #1, to the Terms and Conditions of the contract with Accela Inc. (previously PublicStuff Inc.), for the hosted mobile app service MyBellevue, and the associated Customer Relationship Management app, to extend the terms of the contract for an additional two-years and increase the contract value, not to exceed \$54,462.56 (plus any applicable taxes), for a total contract value of \$147,492.63.

ATTACHMENTS

Resolution No. 9149

AVAILABLE IN COUNCIL DOCUMENT LIBRARY

Proposed Amendment