

COUNTY OF PLACER
Community Development Resource Agency

John Marin, Agency Director

BUILDING

Bob Martino
Chief Building Official

TO: Honorable Board of Supervisors

FROM: Bob Martino, Chief Building Official

DATE: October 20, 2008

SUBJECT: Award a Purchase Order to Selectron Technologies, Inc. for the Acquisition of an Interactive Voice Response System and Authorize the Sole Source Award of a Purchase Order to Accela, Inc. for the Acquisition of an Application Server.

ACTION REQUESTED

Approve the award of a purchase order, using a Competitively Bid Public Agency Cooperative Agreement, to Selectron Technologies, Inc. of Portland, OR for the purchase of an Interactive Voice Response System in the amount of \$87,658. Authorize the Sole Source Award of a Purchase Order to Accela, Inc. of San Ramon, CA for the purchase of an Application Server in the amount of \$17,477. Authorize the Purchasing Manager to sign the resulting contracts, upon approval from County Counsel and Risk Management and authorize the Chief Building Official and the Purchasing Manager to take all other actions necessary to fully implement an Interactive Voice Response System.

BACKGROUND

On February 18, 2003 your Board approved the award of RFP No. 8950 to Accela, Inc. of San Ramon, CA to provide and install a Permit Tracking System for the Land Development Divisions. The resulting Countywide Permits Tracking System has assisted in the management and processing of land development, code enforcement, and permit issuing functions.

The Placer County Building Department (Department) utilizes the Permits Tracking System to support local residents, builders, and developers with residential and commercial building projects in the unincorporated areas of Placer County. Currently, the Department averages 90-100 daily inspection requests during the peak building season and 50-70 daily inspections during the winter months.

Requests for inspections can be made in a number of ways including calling into a dedicated voicemail line, faxing the inspection, scheduling in person or by Department staff in response to a failed inspection. In all instances, Department staff manually transcribes requests for inspections into the County's Permits Tracking System. The Department has identified a need to streamline the manual process, improve the quality of service to the public and manage peak call volumes when requesting inspection services.

The Department worked cooperatively with the Administrative Services Department to identify a viable solution for implementing an Interactive Voice Response System to further enhance the functionality of the County's Permits Tracking System. The implementation of an automated Interactive Voice Response System (IVR) will allow Department employees, the public, contractors, and other customer departments to interact electronically, 24 hours, 7 days a week with the Permits Tracking System when requesting

inspection services. The IVR system will allow the ability to automate the scheduling of inspections, cancellation of inspections, obtaining inspection results, posting inspection results, and allow for the ability to provide proactive permit based messaging such as permit expiration notification.

An extensive review of all options available for implementing an IVR solution identified Selectron Technologies as Accela's only IVR Value Added Partner that fully integrates with the County's Permit Tracking System. However, an upgrade to the Permits Tracking System, with the addition of a GovXML Application Server is required in order to fully implement an IVR solution.

On September 3, 2008 Selectron Technologies presented the Department with a proposal in the amount of \$87,658 for the purchase of an Interactive Voice Response System which fully integrates with the County's Permits Tracking System and meets the Department's IVR requirements. Selectron Technologies' proposal is based on a Competitively Bid Public Agency Cooperative Agreement. In addition, Accela, Inc. provided the Department with a proposal in the amount of \$17,477 for the purchase of a GovXML Application Server necessary to provide a seamless interface between Selectron's IVR solution and the County's Permits Tracking System. Selectron Technologies IVR solution and Accela's GovXML Application Server both meet County standards and fully integrate with the County Enterprise voice and data networks.

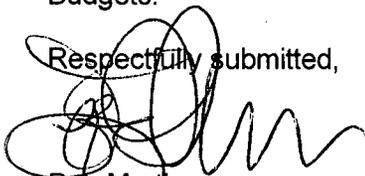
In accordance with the Purchasing Policy Manual Section 1.3 (e)(3), County policy permits contracting with a vendor that was awarded an agreement by another public agency as the result of a competitive process without further competitive bidding by Placer County. A competitive bid process was performed by Butte County, California with RFP 09-08 and was awarded in January 2008. Selectron's proposal meets this criterion. Furthermore, Purchasing Policy Manual Section 1.3 (l) Sole source procurement, defined as an award for a commodity or service which can only be purchased from one supplier, usually because of its technological, specialized, or unique character. Accela's GovXML is a proprietary application provided only by Accela and as such meets this criterion.

Therefore, in order to proceed with this purchase your Board's approval of the award of a Purchase Order, using a Competitively Bid Public Agency Cooperative Agreement, to Selectron Technologies, Inc. for the acquisition of an Interactive Voice Response System in the amount of \$87,658 and authorization of the Sole Source Award of a Purchase Order to Accela, Inc. for the acquisition of a GovXML Application Server in the amount of \$17,477 is required.

FISCAL IMPACT

Funds for the one-time costs of \$105,135 are included within the Building Department's FY 2008/09 fixed asset budget and ongoing annual maintenance costs of approximately \$15,000 will be included in future Budgets.

Respectfully submitted,



Bob Martino
Chief Building Official

Cc: Holly Heinzen, Assistant CEO
John Marin, CDRA Director
Clark Moots, Director of Administrative Services
Jim Boggan, Purchasing Manager
Amy Townley, Administrative and Fiscal Operations Manager