



CITY OF BEVERLY HILLS STAFF REPORT

Meeting Date: August 2, 2011
To: Honorable Mayor & City Council
From: Susan Healy Keene, AICP, Director of Community Development
Subject: Presentation and Discussion of Electronic Plan Review
Attachments: None

INTRODUCTION

In March 2011, Mayor Brucker announced the formation of the Mayor's Task Force on Government Efficiency. The Task Force, led by Vice Mayor Brien, has several goals including improving the customer experience and consistency in staff review. The introduction of electronic plan check is one effort to improve the efficiency and effectiveness of the plan review process.

On the August 2, 2011 formal City Council agenda, there is a request for approval of a contract with Avolve Software Corporation to provide ProjectDox, an electronic plan check submittal and review system, including application software, implementation services, interfaces and related hardware and equipment.

DISCUSSION

The plan review process involves several city divisions including planning, building & safety, transportation, engineering, and fire. Current process requires applicants to submit multiple sets of drawings to allow for concurrent review of the submission. These divisions are not co-located and there is initial time required to distribute plans. As each division reviews and comments on the submission, those comments are collected into one document and sent to the applicant. When resubmitted, plans are re-reviewed to note corrections and any additional modifications. Each resubmittal undergoes the same process.

Technology applied to this process reduces the time required for review and improves coordination between divisions.

ProjectDox is a web-based application that allows citizens and staff to access a centralized, online site through which plans will be submitted, reviewed, checked and approved. ProjectDox is the leading electronic plan review software. Many cities utilize this software including major cities such as Salt Lake City and local jurisdictions including Burbank, Santa Clarita, and Santa Monica. Through the ProjectDox application, applicants electronically submit plans that can be electronically distributed to

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appropriate staff. Applicants are automatically alerted by e-mail when their plans have been approved or noted for required corrections and re-submittal. Developers and contractors can track the processing of their plans during the review process via the internet. City staff can access comments made by other staff members, compare original submittals with follow up submissions and approve and stamp plans electronically. ProjectDox provides an improved plan check process by enhancing communications among city staff and the public. In addition, ProjectDox saves paper and eliminates the need for the public to visit City Hall. This last feature provides an advantage especially to applicants located out of state.

The contract includes review of the current work flow and staff training. Introduction of electronic plan check will be phased. Some applicants, already familiar with the system, will comprise the early users. The goal is to eventually have all plan check submissions, review and permit issuance online. At this time we anticipate training and full deployment will take six months with an additional six months before all submissions are electronic.

After initial research conducted by staff, a Request For Proposals (RFP) was developed. On January 26, 2011, the City released the bid, and sealed envelopes were opened by the Office of the City Clerk on February 17, 2011. The three submitted bids were evaluated by a City team consisting of representatives from Information Technology, Community Development, Public Works, the Fire Department, and the City Manager's office.

The City invited all three firms to demonstrate their proposed solutions and provided evaluators with hands-on testing of the proposed applications. After review and discussion, the evaluation team supports awarding the contract to Avolve Software Corp. as the vendor has provided a fully-integrated solution that best meets the City's requirements and will facilitate the City's ability to provide superior customer service.

FISCAL IMPACT

The total anticipated cost for the new Plan Check Submittal and Review System is \$448,000, including \$123,000 for the application software, \$56,000 for the implementation services, \$23,900 for application interfaces, up to \$15,000 for travel expenses, \$21,000 for contingency, up to \$79,100 for related hardware, software and equipment, and \$130,000 for support of the System for the first five years of its useful life.

Community Development has collected a Technology Fee since 2008, and requests that funds be appropriated from the Community Development Technology Fund 23 to Information Technology's Fund 41 eGov CIP Account. All project related purchase orders will be issued from Information Technology's eGov CIP for a total project cost not to exceed \$448,000.

RECOMMENDATION

Staff recommends that the City Council receive information regarding the proposed electronic plan review software, ProjectDox.

Susan Healy Keene, AICP

Approved By



7/27/2011