



CITY COUNCIL STAFF REPORT

ITEM NO. 6.2

DATE: February 23, 2026

TO: Honorable Mayor and City Council

FROM: Brent Smith, Community Development Director

SUBJECT: Service agreement with Accela, Inc. to continue hosting and maintaining the City's permitting management system in support of the Livermore Permit Center. Accela, Inc. has provided permitting system services to the City since 2015, including permit issuance, project record archiving and management, and support for the City's transition to a fully electronic, paperless permitting environment. This agreement renews the City's partnership with Accela, Inc. to ensure the continued operation of this critical system.

RECOMMENDED ACTION

Adopt a resolution authorizing the City Manager, or her designee, to execute a renewal agreement with Accela, Inc. for hosting and maintenance of the City's permitting management system for the period of July 1, 2026, through June 30, 2033, in an amount not to exceed \$1,987,569.

DECISION TYPE

Administrative

SUMMARY

Adopt a resolution authorizing the City Manager to execute a renewal agreement with Accela, Inc. for hosting and maintenance of the City's permitting management system in support of the Livermore Permit Center. The proposed agreement would be for a seven-year term from July 1, 2026, through June 30, 2033, in an amount not to exceed \$1,987,569. Accela, Inc. has provided these services to the City since 2015, including permit issuance, project record management, and support of the City's transition to a fully electronic, paperless permitting environment. Funding for the agreement will be supported in part by the five percent (5%) technology fee assessed on issued permits, subject to annual budget appropriations.

DISCUSSION

The Livermore Permit Center relies on a centralized permitting management system to support the intake, review, issuance, tracking, and archival of permits across multiple City departments. This system is a critical operational tool that supports daily Permit Center functions, interdepartmental coordination,

regulatory compliance, and public access to permitting services.

Since 2015, Accela, Inc. has provided the City with permitting system services, including system hosting, maintenance, data management, and ongoing technical support. Most recently, Accela, Inc. has played a key role in supporting the City's transition to a fully electronic, paperless permitting environment in alignment with the City's Climate Action Plan. The program has improved efficiency, reduced processing times, enhanced record retention, and expanded online access for applicants and City staff.

Renewal of the agreement will ensure continuity of service, system reliability, data security, and ongoing support for City staff and the public. Staff evaluated the operational needs of the Permit Center and determined that continued use of the Accela, Inc. system is the most effective and efficient means of meeting those needs. A change in permitting platforms would require significant cost, staff training, data migration, and operational disruption.

The proposed agreement renews Accela Inc.'s services for a seven-year term from July 1, 2026, through June 30, 2033, allowing the City to maintain a stable and consistent permitting platform while supporting long-term planning and budgeting for permitting operations. The seven-year agreement was negotiated to secure the most favorable pricing and overall best value for the City.

FISCAL AND ADMINISTRATIVE IMPACT:

Approval of the proposed agreement with Accela, Inc. will authorize expenditures in an amount not to exceed \$1,987,569 over the seven-year term from July 1, 2026, through June 30, 2033. Costs associated with the agreement will be budgeted annually and funded in part by the five percent (5%) technology fee assessed on issued permits, which is intended to support permitting system software, hosting, maintenance, and related technology costs. The (5%) technology fee is estimated to generate \$210,000 in FY 2025-26. The remaining costs will be funded through existing appropriations within the Permit Center operating budget. All expenditures under the agreement are subject to annual City Council budget approval.

COMMUNITY PILLAR:

1. A Safe Community That Thrives

GOAL:

6. Provide efficient and effective permit processing services

ATTACHMENTS

[1. Resolution](#)

[2. Exhibit A - Accela_Contract](#)

Prepared by: Franc Moufarrej
Chief Building Official

Approved by:



Marianna A. Burch
City Manager

Fiscal Review by:



Tina Olson
Administrative Services Director