

CALIFORNIA COASTAL COMMISSION

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W21a

February 17, 2012

TO: Coastal Commissioners and Interested Public

FROM: Charles Lester, Executive Director
Susan Hansch, Chief Deputy Director
Alfred Wanger, Deputy Director
Pamela Wu, Chief, Fiscal & Business Services
Jessica Chan, Contract & Facilities Analyst, Business Services

SUBJECT: **Contract Award for IT Consulting Services for Coastal Data Management System Upgrade for public hearing and Commission action, Item W21a, Wednesday, March 7, 2012.**

STAFF RECOMMENDATION

Staff recommends that the California Coastal Commission (Commission) authorize the Executive Director or his designee to approve and sign a contract for an eleven-month time period starting on or around March 30, 2012 for an amount not to exceed \$750,000 to provide IT Consulting Services to implement a database software system that will upgrade and replace the Commission's Permit Tracking and Data Management System. The contract will contain an option to amend the contract to extend the term for up to an additional six-month period, but no later than June 30, 2013.

MOTION

"I move that the Commission authorize the Executive Director or his designee to enter into a contract for an amount not to exceed \$750,000 to provide IT Consulting Services for an eleven-month time period starting on or around March 30, 2012 with an option to extend the term for up to an additional six-month period, in accordance with the Department of General Services instructions, to implement a database software system that will upgrade and replace the Commission's Permit Tracking and Data Management System."

Staff recommends a **YES** vote.

BACKGROUND

The Commission currently maintains an antiquated statewide Permit Tracking System (PTS) and other stand alone databases containing records on more than 100,000 permit decisions made within its jurisdiction. The PTS contains data from 1996 to the present; records of the approximately 75,000 permit decisions prior to 1996 are maintained as paper records. The PTS was developed in-house by staff during the mid-1990's and is comprised of several linked

Microsoft Access databases. The Commission's current data management system, as currently architected in Microsoft Access, is technically incapable of meeting the Commission's business needs for permitting, land use, enforcement and other program functions.

Beginning in 2006, Commission staff sought funding to upgrade the existing database systems through grant applications, budget augmentations and other sources. In 2010, Commission staff, working with staff from the California Natural Resources Agency and the California Technology Agency developed a Feasibility Study Report (FSR) for the Commission's Coastal Data Management System upgrade project. A completed and approved FSR is a requirement for funding IT related projects for all state agencies. The FSR for the Commission project was approved in April 2011.

Concurrent with the completion of the FSR, Commission staff developed a Budget Change Proposal (BCP) seeking augmentation of \$1,136,000 to the Commission's Operating Expenses and Equipment (OE&E) budget from a deposit to the Violation Remediation Account Fund 0565 (VRA) (non-general fund) from the settlement of an old Coastal Act violation case. The VRA is the depository account for fines and penalties paid to settle violations of the Coastal Act. The VRA is administered by the State Coastal Conservancy. Funds from the VRA are appropriated by the Legislature to be expended for carrying out the provisions of the Coastal Act. State Coastal Conservancy Management Staff concurred with the direct appropriation of VRA settlement monies to the Commission for this essential database modernization project. The BCP was approved by the Department of Finance and the Administration in April 2011 and included in the legislatively approved budget for FY 2011-12, which was signed by the Governor in June 2011.

The Commission also obtained a one-time federal grant for the project from the Department of Commerce through the National Oceanic and Atmospheric Administration (NOAA). NOAA is providing \$176,783 for the Commission to support scoping, design and database configuration of the new Coastal Data Management System.

The first phase of this two year project involved the procurement of the software system. The Commission approved this procurement at the December 9, 2011 meeting. The procurement was awarded to Accela, Inc., the vendor who best met the Commission's needs. The second phase of this project is to enter into a contract for IT Consulting Services to design and configure the system, migrate existing data into the new database system, and train staff in the administration and operation of the new system.

CONTRACT SPECIFICATIONS

In accordance with state contracting requirements, a Request for Offer (RFO) was prepared by the Commission staff and emailed on February 2, 2012 to four State Certified Small Businesses eligible under the Master Services Agreement (MSA) authorized by the State Department of General Services (DGS) for IT Consulting Services.

The RFO stated the Commission's goals and objectives for obtaining said services; specified all IT consulting services to be provided, outlined in stages and required deliverables; and included that the contract award would be determined using the "best value" offer comparison method.

Commission staff developed a number of specific functional requirements for the new data management system. The RFO included technical specifications and a series of deliverables designed to meet the following functional requirements:

1. The Accela software system will initially be installed by Accela and staff from the California Natural Resources Agency – Data Center (CNRA-DC) in a VMware virtualized environment in the Test and Development facility at the CNRA-DC in Sacramento. The system will be connected to the Commission's CSGnet/CGEN network via a shared 50 MBps OPT-E-Man switched Ethernet service which acts as the Commission's WAN. The Commission's WAN is configured with an external connection speed of 16MBps. The system as configured in the Test and Development environment will include all application, database, web, GIS and related systems and services necessary to meet the technical specifications and operational requirements of the Accela system. The final production system will also be configured and hosted in the virtualized production environment at the Data Center. It is expected that CNRA information security policies will be observed and on-site work activities will be coordinated with Commission and Data Center staff.
 - a. Existing PTS data must be migrated into and integrated with the new database system. The existing PTS database is approximately 200 MB in size. The PTS contains approximately 100,000 permit records, of which approximately 3200 are active or open permit files.
 - b. The new database system must accommodate any and all of the unique features, functions or report output requirements of the existing PTS. These include standard queries and output reports (currently numbering approximately 25), and standard forms, letters and documents (currently numbering approximately 20).
 - i. The new database software system must provide report generating capabilities for producing routine notices, permits and related documents, and other reports directly from the new database system.
 - ii. The system must allow for simple modification of document templates or creation of additional reports, as needed, and must be compatible with existing Microsoft word processing software.

(Examples of generalized high level process workflows with key data entry steps, hearing notice or report generation points annotated, and example database outputs - letters, reports and query results - are provided in Attachment F.)
 - c. The system must have the capacity to include or integrate the Commission's historic permit information (1973-1996) and related documents, and provide flexibility to expand data management capacities in the future.
 - d. The system must be compliant with applicable accessibility requirements (Government Code 11135 and Section 508).
2. The system must allow for easy management and administration by IT and administrative staffs

- a. The system must include a simplified administrative interface that does not require database programming to use, maintain, configure or modify the data system.
 - b. System administration must allow for restricting access to data as required.
3. The new database system must have adequate QA/QC controls to enforce data consistency and completeness, support error-checking and standardization in data-entry forms to ensure that database is complete and accurate.
4. The system must integrate and replace multiple existing databases into a single database system (all existing databases are currently created using Microsoft Access).
 - a. All unique data and attributes from separate databases which currently track appeals of local government permits, energy and ocean resources related projects, violations and enforcement actions; legal challenges and litigation; public access issues; deed restrictions and easements; federal consistency actions and permits, and other information, must be integrated into the new database system.
 - b. The new database system must accommodate any and all of the unique features, functions or report output requirements of these stand alone databases.
5. The new database system must be configured to capture all of the necessary program, permit and other regulatory data to comply with the federal program reporting requirements. The system must have adequate controls to enforce data completeness requirements and create necessary reports to meet federal reporting requirements. The system must capture and store all unique data and attributes currently collected by the Commission in electronic and paper formats.
6. The new database software system must provide capabilities to create both standardized and customized data queries and reports. The system must provide the ability to quickly and easily select and gather information, analyze data, identify trends or timelines, or create output reports to assist in evaluating compliance with statutory or regulatory requirements, program effectiveness or improvements in the Commission's programs and operations.
7. The new database software system must provide calendaring and "tickler" functions to alert staff of a pending or overdue inspection of permits, condition compliance deadlines, or other relevant regulatory deadlines.
 - a. The new system must allow for flexible management of these notifications through the use of advanced calendaring, email notification and other mechanisms to support these tracking needs.
 - b. These functions must provide accessibility to calendars and schedules to all staff throughout the agency.
8. The new database software system must support permit and condition compliance monitoring. The database system improvements must provide quick access to reliable and up to date parcel, permit, condition, and violation information (e.g. application status, permit status, violation status, recorded document status).

- a. This automated tracking of permit condition, mitigation and reporting requirements, including associated easements, OTDs, and deed restrictions must be tied to the calendaring and "tickler" functions, discussed above.
 - b. These functions must provide accessibility to calendars and schedules to all staff throughout the agency.
 - c. The system must allow linkage to external web based data sources currently used by the Commission (e.g., CoreLogic Realquest services)
9. The system must link to the Commission's GIS and support the use of geospatial analytical tools by staff.
- a. The system must be compatible with ESRI GIS software systems and products.
 - b. The Contractor will work with Commission staff to review existing GIS systems and architecture, and make recommendations for optimal set up and configuration of GIS and database systems.
 - c. The Contractor will be responsible for installation, set up and configuration of ESRI GIS software on a suitable platform provided by the Commission, and integration with the new database system in the CNRA-DC in Sacramento.
10. The new database software system must provide document management capabilities.
- a. Must be able to link to documents, forms and/or reports related to specific permits, LCPs or items tracked in the database.
 - b. Include or be able to integrate with records management software, such as Documentum or equivalent.
 - c. Provide linkage to the Commission's electronic storage of digital documents, reports and data on projects and LCPs, and other regulatory documents.
11. The system must have the capability to include data and tracking of LCP amendments and processing, statewide planning data, provide linkage to approved LCP policies, ordinances or zoning information for specific jurisdictions or geographic areas.
- a. The system must have the capability to include similar data and tracking of Public Works Plans and University Long-Range Development Plans, Port Master Plans or Port Master Plan Amendments, and provide approved policies, ordinances or zoning information for relevant jurisdictions or geographic areas.
12. The new database software system must support online public access to permits and reports via the internet.

CONCLUSION

Staff is currently completing the RFO process. Upon completing a comparison of all offers, the MSA vendor whose offer presents the best value to the Commission will be awarded the IT Consulting Services Contract, as stated above. Staff recommends that the Commission authorize the Executive Director or his designee to approve and sign a contract with the vendor awarded the contract for an amount not to exceed \$750,000 to provide IT Consulting Services to implement the Accela, Inc. database software system for an eleven-month time period starting on or around March 30, 2012, with an option to extend for up to an additional six-month period, but no later than June 30, 2013..