

# Mayor and Council Communication

DATE: 02/24/26

M&C FILE NUMBER: M&C 26-0133

LOG NAME: 13P RFP 25-0141 DEVELOPMENT PROCESS SOFTWARE SOLUTION JJ CW

**SUBJECT**

(ALL) Authorize Execution of an Agreement with ACCELA, INC. for Development Process Workflow Management Software Solution Services for City Departments in an Amount Up to \$7,100,000.00 for an Initial Five-Year Term with Two One-Year Renewals in the Amount Up to \$1,431,461.49 for the First One-Year Renewal, and \$1,488,719.95 for the Second Renewal

**RECOMMENDATION:**

It is recommended that the City Council authorize execution of an agreement with ACCELA, INC. for development process workflow management software solution services in an amount up to \$7,100,000.00 for an initial five-year term with two one-year renewals in the amount up of \$1,431,461.49 for the first renewal, and \$1,488,719.95 for the second renewal for City departments.

**DISCUSSION:**

The purpose of this Mayor and Council (M&C) is to authorize an agreement with ACCELA, INC. to provide services for a unified development process workflow management solution that streamlines development activities, standardizes workflow structures and terminology, improves operational efficiency, and enhances the citizen experience across all development-related processes.

The Information Technology Solutions Department (ITS) approached the Purchasing Division to secure an agreement for software services that would utilize a permitting software technology that is easy for employees and patrons to use. To procure these services, Purchasing issued Request for Proposal (RFP) 25-0141, which outlined detail requirements that will support and manage the regulation of development activities such as plan review, planning functions, permit issuance, inspections, infrastructure review, zoning, issuance of certificates of occupancy, enforcement of code requirements, and vendor management for licensing to ensure compliance with City code. This software will also enable employees to provide the community with enhanced support, improve customer experience throughout the permitting process, and strengthen public trust with the citizens throughout the community. City departments that will utilize this service include: Development Services, Fire, Code Compliance, Transportation & Public Works, Park & Recreation, Water, and Information Technology Solutions.

The RFP was advertised in the *Fort Worth Star-Telegram* every Wednesday beginning on May 7, 2025, to August 27, 2025. The City received sixteen (16) responses.

After technical and pricing evaluation, the five firms with the highest scores (identified below) were interviewed in November 2025. The City requested a Best and Final Offer (BAFO) for each of these five firms. All five firms submitted BAFO resulting in changes to the points allocated for the price of service. An evaluation panel consisting of representatives from ITS and Development Services Departments reviewed and scored the submittals using Best Value criteria.

An evaluation panel consisting of representatives from ITS and Development Services Departments reviewed and scored the submittals using Best Value criteria. Individual scores were averaged for each of the criteria and final scores are listed in the table below.

Proposer	Evaluation Factors					Total	Rank
	a	b	c	d	e		
ACCELA, INC.	19.50	9.25	31.50	18.00	3.91	82.16	1
MGO	20.00	8.00	28.88	16.50	7.93	81.31	2
Oracle America, Inc.	19.00	7.75	31.50	17.00	1.45	76.70	3
OpenGov, Inc.	17.00	7.00	24.50	17.00	3.01	68.51	4
Aurigo Software Technologies, Inc.	14.50	3.00	10.50	14.00	15.00	57.00	5

Best Value Criteria

- a. Security Services
- b. Ability to meet the City's needs
- c. Feature, Functionality, and Ease of use
- d. System Management
- e. Cost

KCI Technologies, Inc. and FSH Technologies did not score at least 50% of the total available points for technical criteria, therefore, cost was not evaluated. After evaluation, the panel concluded that ACCELA, INC. presents the best value to the City. Therefore, the panel recommends that the Council authorize an agreement with Accela, Inc. No guarantee was made that a specific amount of these services would be purchased. Staff certifies that the recommended vendor's proposal meets specifications.

**FUNDING:** The maximum annual amount allowed under this agreement will be \$7,100,000.00 (implementation \$723,387.78, maintenance (October to September) year 1 (2026 - 2027) \$1,176,557.00, year 2 (2027 - 2028) \$1,223,619.28, year 3 (2028 - 2029) \$1,272,564.05, year 4 (2029 - 2030) \$1,323,466.61, and year 5 (2030 - 2031) \$1,376,405.28); however, the actual amount used will be based on the needs of the department and available budget. Funding is budgeted in the various accounts within the participating department's operating budgets, as appropriated.

**ADMINISTRATIVE CHANGE ORDER:** An administrative change order or increase may be made by the City Manager up to the amount allowed by relevant law and the Fort Worth City Code and does not require specific City Council approval as long as sufficient funds have been appropriated.

**AGREEMENT TERMS:** Upon City Council approval this agreement shall begin upon execution and expire on September 30, 2031.

**RENEWAL TERMS:** This agreement may be renewed for up to two one-year renewal periods. This action does not require specific City Council approval provided the City Council has appropriated sufficient funds to satisfy the City's obligations during the renewal term.

**SMALL BUSINESS PROGRAM:** This bid was issued before September 1, 2025, preceding the implementation of the Small Business Program. Therefore, a Small Business Goal was not assigned.

This project will serve ALL COUNCIL DISTRICTS.

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**FISCAL INFORMATION / CERTIFICATION:**

The Director of Finance certifies that funds are available in the current operating budgets, as previously appropriated, in the participating departments' Operating Funds to support the approval of the above recommendation and execution of the agreement. Prior to any expenditure being incurred, the participating departments have the responsibility to validate the availability of funds.

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