



Board Agenda Item 25

DATE: May 12, 2026

TO: Board of Supervisors

SUBMITTED BY: Edward Hill, Chief Operating Officer, County Administrative Office

SUBJECT: Agreement with Accela, Inc.

RECOMMENDED ACTION(S):

- 1. Approve and authorize the Chairman to execute an Agreement with Accela, Inc. to provide Code Enforcement with an improved software system to manage and track complaints, violations, inspections, data analytics, and reporting within the County of Fresno's jurisdiction, effective upon execution, not to exceed five consecutive years, total not to exceed \$513,025; and**
- 2. Adopt Budget Resolution establishing FY 2025-26 appropriations and estimated revenues in the amount of \$165,083 for Admin Fines - Code Enforcement Org 1188 (4/5 vote); and**
- 3. Adopt Budget Resolution increasing FY 2025-26 appropriations and establishing estimated revenues for Code Enforcement - CAO Org 4620 in the amount of \$165,083 to fund the first-year subscription and implementation costs of new software (4/5 vote).**

There is no additional Net County Cost associated with the recommended actions. Accela, Inc. (Accela) provides Code Enforcement with a comprehensive management platform to optimize complaint tracking, violation processing, and field inspections. This solution leverages advanced data analytics and reporting alongside integrated billing and payment modules specifically engineered for public sector fee and service charge administration. The system centralizes financial operations by incorporating secure payment tools directly into the core workflow, supporting both online and over-the-counter revenue collection. This item is countywide.

ALTERNATIVE ACTION(S):

Should the Board not approve the recommended actions, Code Enforcement will be unable to implement the Accela system. Code Enforcement will be forced to rely on existing systems and processes, missing the opportunity to leverage up-to-date tools designed to modernize and improve code enforcement efficiency.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended actions. Total maximum costs to be paid under the Accela contract are \$513,025. The first-year subscription and two months implementation costs under the Recommended Agreement for FY 2025-26 will be funded by actual revenues collected in FY 2025-26 in Admin Fines - Code Enforcement Org 1188 for a total of \$165,083. The second recommended action will establish FY 2025-26 appropriations and estimated revenues in the amount of \$165,083 for Admin Fines - Code Enforcement Org 1188. The third recommended action will increase FY 2025-26 appropriations and establishing estimated revenues for Code Enforcement - CAO Org 4620 in the amount of \$165,083. Sufficient appropriations and estimated revenues will be included in future

Recommended Budget requests for the term of the agreement.

DISCUSSION:

Code Enforcement's core mandate is to safeguard the health, safety, and welfare of residents within unincorporated areas of Fresno County. By implementing standardized digital processes and advanced integrated platforms, Code Enforcement enhances its ability to respond to violations quickly and accurately. This technological evolution moves Code Enforcement toward a more proactive, defensible, and efficient model of community maintenance.

On July 7, 2025, the County issued Request for Proposal (RFP) No. 25-088, which solicited bids for a modern, scalable Code Enforcement Database Software to enhance operational efficiency across case tracking and inspections while maintaining high standards for public transparency and secure data synchronization with existing County systems. The RFP closed on July 23, 2025, with fifteen responsive proposals received.

- Accela - \$513,025
- Avocette - \$492,141
- Cask NX - \$754,329
- Civos - \$928,000
- Comcate - \$191,241
- FSH Technologies - \$259,500
- IBM - \$2,708,495
- Infor - \$1,544,303
- Online Solutions DBA Citizenseve - \$223,300
- OpenGov - \$521,760
- OTB Solutions - \$503,078
- Presidio - \$1,062,217
- Reverage Studios - \$5,101,831
- Sikich - \$3,352,468
- TruePoint Solutions - \$591,236

The RFP Evaluation Panel recommended funding the proposal submitted by Accela, based on a combination of cost-effectiveness and the inclusion of premium features that exceed the core functional requirements of competing proposals. The platform offers automated billing and real-time key performance indicator tracking through integrated dashboards, eliminating the need for manual reporting. Its AI-driven capabilities streamline the user experience for both internal staff and the community.

The proposed platform with Accela provides mobile capabilities that allow officers to manage cases and document evidence directly from the field. This functionality represents a significant technological advancement over the current system, which lacks mobile support and requires staff to return to a centralized office for all data entry and reporting tasks. Implementing the Accela system provides the mobile and automated tools necessary to decrease case-processing times. This ensures that violations are documented in real-time and enforcement actions are triggered immediately, improving overall community compliance within Fresno County.

The recommended agreement deviates from standard County language in that Accela, Inc. will only indemnify the County for intellectual property infringement. It also contains a limitation of liability to fees paid in the last twelve-month period and does not contain insurance. These deviations are standard in software agreements. The Department believes that accepting these risks is a prudent business decision.

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - Agreement with Accela, Inc.
On file with Clerk - Budget Resolution (Org 1188)
On file with Clerk - Budget Resolution (Org 4620)

CAO ANALYST:

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