



CITY OF EL PASO

Accela System and Agreement Summary

Request for Approval

City Council is asked to approve the award of a contract directly with Accela, Inc.

Continuing its relationship with Accela will allow the City to best leverage prior years of investment and implementation of software solutions.

This contract will allow the use of Accela Subscription Services, Enhanced Reporting Database (ERD), and Managed Application Services (MAS), which support the City's existing Accela Civic Platform environment for permitting, licensing, inspections, compliance monitoring and code enforcement functions.

Accela Platform

Common Platform

Integrated permitting, licensing, inspections code enforcement into a centralized digital system for city departments.

Online Citizen Services

Residents and businesses use online portals to submit applications, track progress and make payments remotely.

GIS function

Visualization of data over maps (parcels, addresses), aiding staff and inspectors in case locations.

Performance Monitoring & Mobile Access

Dashboards, pre-built & ad-hoc reports, data analytics, and mobile tools for inspectors and staff.



Citywide Use

Planning and Inspections

Uses Accela to manage business licensing, development reviews, permits, and inspections to ensure safe construction compliance.

Fire and Code Enforcement

Use the system to track violations, manage and schedule inspections, oversee vector control, conduct health inspections, and support citywide safety and compliance efforts..

Streets & Maintenance, and Environmental Services

Manages permits for road work, right-of-way usage, and environmental services including medians & graffiti clean up, and trash & recycle bin replacements & repair.

Public Health

Supports water quality oversight by tracking water testing.

Procurement History & New Agreement

Long-term Partnership

The City's relationship with Accela started in 2008, reflecting more than a decade and a half of digital modernization investments.

Procurement Transitions

Three-year renewal in 2019. Procurement shifted from direct agreements to reseller Carahsoft and back to direct agreement for cost and operational benefits.

New Agreement Benefits

The 2026–2031 agreement ensures continuity, cost savings, support, and integration with product roadmaps.

Strategic Technology Governance

The procurement approach balances cost savings, operational reliability, and long-term modernization goals.

Request for Approval

Discussion and action on Agreement No. 2026-0393 with Accela Inc., to continue providing permitting, licensing, plan review, inspections, compliance monitoring, and code-enforcement software, along with any related products or services, as authorized each fiscal year through City Council's approval of the annual City budget.

MISSION



Deliver exceptional services to support a high quality of life and place for our community.

VISION



Develop a vibrant regional economy, safe and beautiful neighborhoods and exceptional recreational, cultural and educational opportunities powered by a high performing government.



VALUES

Integrity, **R**espect, **E**xcellence,
Accountability, **P**eople

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