



# **Long Beach Builds – Enterprise Land Management (LB Builds - ELM) System**

**City Council Meeting – April 22, 2025**

# Backbone of Citywide Permitting and Licensing

**Long Beach Builds – Enterprise Land Management (LB Builds - ELM)** system will replace the current outdated permitting and licensing system.

- ELM is an “enterprise” system because of the large-scale impact across many functions and departments.
- Supports licensing, permitting, planning, billing, inspection, payment and collection functions of the City of Long Beach (City).
- ELM is large and complex and integrates with many subsystems.
- Approximately 500 internal users, 1.3 million existing records.
- Need to modernize existing system (installed in 2007) to meet current demands.
- Compliance with Assembly Bill 2234 for online permitting.



## City Council Presentation on October 17, 2023

- Current system does not meet needs
- Priority City project to upgrade ELM



## Approved Two Consultant Contracts

### **Gartner, Inc.:**

- Assess and identify needs
- Develop Request for Proposal (RFP) for the software and system integrator
- Quality assurance services during implementation

### **BerryDunn:**

- General project management and organizational change management during implementation

# Challenges



The current permitting system does not meet essential requirements to support necessary actions. **Key challenges include:**

- Large number of disparate applications
- Inadequate integration
- Limited adoption
- Lack of transparency
- Siloed data
- Lack of comprehensive online platform

# Benefits



The **LB Builds - ELM System** is a modern platform that will replace outdated systems to streamline permitting, inspections, code enforcement, and planning. ELM enhances public access, supports interdepartmental collaboration, and ensures compliance—helping the City manage growth more effectively.

- Improved responsiveness for serving customers
- Ability for customers to file and track applications online
- Reduce in-person visits to City Hall for permits and licenses
- Provide clearer data and support more efficient staff operations
- Attract investment – provide transparent and predictable process for customers
- Integrate data and remove silos among multiple departments
- Simplified workflows to enhance customer experience and speed up permit processing

# Activities to ensure successful implementation of the ELM system



**Surveyed external users and workshops** developed over 2,000 functional and technical **requirements to identify business capabilities.**



**Readiness Assessment** to assess the City's readiness for the implementation of the ELM system against risks and provide recommended actions.



Establishment of an **extensive staffing plan** to provide future implementation support to ensure staff are available to the project and backfill support is available.



Establishment of a governance structure including an **Executive Steering Committee, Leadership Committee**, and core team of subject matter experts to streamline decisions and address any issues that may arise.



Establishment of an **Organizational Change Management (OCM)** Plan to guide users from the current state of operations to a desired future state through communication, active engagement, and a training strategy.

# Request for Proposal (RFP)

## Selection Committee

Community Development,  
Public Works, Financial  
Management and  
Technology and Innovation.

## Review Process

A vendor shortlist was posted  
on October 30, 2024.

## Vendor Selection

Selection committee  
unanimously selected  
Speridian Technologies, LLC.



## Contract Evaluation

Seven proposals were  
evaluated utilizing multi-  
department subject  
matter expertise.

## Vendor Demonstrations

Three shortlisted firms  
were invited to perform  
on-site demonstrations  
during the week of  
November 12, 2024.



# Speridian – Clariti Software on the Salesforce Platform



**Commercial off-the-shelf (COTS) ELM system:** Pre-built components and minimized customizations.



The system is **highly configurable**, capable of supporting complex and unique city requirements and is **designed to adapt** to changing needs over time.



**The system is currently in use** in the City of Bakersfield, City of Irvine, City of Santa Clarita, City of Phoenix, and the County of Orange, with ongoing implementation in the City of Los Angeles and the City and County of Honolulu.



A **three-phased roll-out approach** is planned for implementation over an anticipated three-year period starting in May or June 2025.



# Proposed Contract Costs

## Implementation and Operations Contract Costs Proposed for Approval

- The **Speridian contract** includes \$11.1 million for implementation services, \$24.4 million for 15 years of software and licenses and \$2.3 million for 15 years of maintenance and operational support.

Implementation and Operations Contract Costs Proposed for Approval (\$ in thousands)

	FY25*	FY26*	FY27*	FY28*	FY29	FY30	FY31	FY32	FY33	FY34	FY35	FY36	FY37	FY38	FY39	TOTAL
<b>CONSULTANT CONTRACTS</b>																
Berry Dunn Amendment			\$ 721	\$ 721	-	-	-	-	-	-	-	-	-	-	-	\$ 1,442
Gartner Amendment			\$ 656	\$ 656	-	-	-	-	-	-	-	-	-	-	-	\$ 1,313
Speridian																
Software Licenses	\$1,183	\$1,185	\$1,244	\$1,306	\$1,372	\$1,440	\$1,512	\$1,588	\$1,667	\$1,751	\$1,838	\$1,930	\$2,027	\$2,128	\$2,235	\$24,408
Implementation	\$1,236	\$3,708	\$3,708	\$2,472	-	-	-	-	-	-	-	-	-	-	-	\$11,125
Maintenance & Operations	-	\$ 75	\$ 125	\$ 175	\$ 175	\$ 175	\$ 175	\$ 175	\$ 175	\$ 175	\$ 180	\$ 180	\$ 180	\$ 180	\$ 180	\$ 2,325
<b>TOTAL</b>	<b>\$2,419</b>	<b>\$4,968</b>	<b>\$6,455</b>	<b>\$5,331</b>	<b>\$1,547</b>	<b>\$1,615</b>	<b>\$1,687</b>	<b>\$1,763</b>	<b>\$1,842</b>	<b>\$1,926</b>	<b>\$2,018</b>	<b>\$2,110</b>	<b>\$2,207</b>	<b>\$2,308</b>	<b>\$2,415</b>	<b>\$40,612</b>

\* Allocation by FY in FY25-FY28 is estimated.

# Fiscal Impact

- The **total cost** to launch the software at go-live is estimated at **\$43.5 million**, covering staff, design, implementation, configuration, testing and consultants.
- **Implementation costs** from kickoff to project go-live **qualify for tax-exempt** bond financing.
- Of the \$43.5 million project cost, **\$41.5 million** is capitalizable and eligible for **tax-exempt bond funding**.

*Estimated total bond issue of \$41.5 million, consisting of:*

Cost	Item
\$2.9 million	Remaining contract authority for already awarded contracts
\$2.4 million	Amendments proposed in this agenda item to existing consultant contracts
\$15 million	Solution implementation
\$21.2 million	City staff costs charged to the project

# Projected Timeline

Date	Goal
May or June 2025	Kick-off
June 2025 – July 2025	Project Initiation, Planning and Design
August 2025 – May 2028	Phased Development + Deployment
June 2028	Projected Project Closeout

*This timeline will be reevaluated throughout the course of the project, as needed.*

# Recommendation

Recommendation to adopt Specifications No. RFP DV-24-430 and award to Speridian Technologies, LLC, of Albuquerque, New Mexico (Speridian), a (1) implementation contract for the design, configuration, and implementation of a new Long Beach Builds-Enterprise Land Management System (LB Builds – ELM), including a one-time implementation amount not to exceed \$9,270,500, with a 20 percent contingency in the amount of \$1,854,100, for a total one-time implementation amount not to exceed \$11,124,600 for a period of three years, with the option to renew for two additional one-year periods, at the discretion of the City Manager; and (2) a related maintenance contract for providing ongoing maintenance and support services for LB Builds-ELM, including an annual amount not to exceed \$180,000 for a period of five years, with an option to renew for two additional five-year periods, at the discretion of the City Manager; and authorize Speridian as the prime contractor to enter into software licenses with Clariti Cloud Inc., of Vancouver, BC, as necessary for services related to LB Builds – ELM, in an annual amount not to exceed \$1,182,600 for the first year of the contract, with annual increases up to five percent, for a period of five years, with an option to renew for two additional five-year periods, at the discretion of the City Manager; and, authorize the City Manager, or designee, to execute all documents necessary to enter into such contracts, including any necessary subsequent amendments;

# Recommendation (continued)

Authorize City Manager, or designee, to execute all documents necessary to amend Contract No 36749 with Berry, Dunn, McNeil & Parker, LLC dba BerryDunn, of Portland, ME, for General Project Management and Organizational Change Management to provide support for 38 months instead of 20, to increase the contract amount by \$1,201,750, authorize a 20 percent contingency in the amount of \$240,350 for a revised contract amount not to exceed \$3,365,700;

Authorize City Manager, or designee, to execute all documents necessary to amend Contract No. 37261 with Gartner, Inc. of San Diego, CA, for Quality Assurance Services to provide support for 38 months instead of 20, to increase the contract amount by \$1,093,920, authorize a 20 percent contingency in the amount of \$218,784 for a total contract amount not to exceed \$2,572,704;

Increase appropriations by \$8,200,000 in the General Services Fund Group in the Technology and Innovation Department, offset by a transfer from the Development Services Fund Group; and,

Increase appropriations by \$8,200,000 in the Development Services Fund Group in the Community Development Department, offset by a release of reserves and funds available. (Citywide)



Thank you

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