



Administrative Report

H.17., File # 25-0995

Meeting Date: 7/15/2025

To: MAYOR AND CITY COUNCIL

From: MIKE COOK, INFORMATION TECHNOLOGY DIRECTOR

TITLE

APPROVE A TWO-YEAR AGREEMENT WITH COMCATE INC. FOR AN ACCESS REDONDO CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE AND SYSTEM UPGRADE IN AN AMOUNT NOT TO EXCEED \$72,322.28 FOR THE TERM JULY 1, 2024 THROUGH JUNE 30, 2026

EXECUTIVE SUMMARY

Staff recommends that the City Council approve a two-year agreement with Comcate Inc. in an amount not to exceed \$72,322.28, for continued cloud-based services and a comprehensive system upgrade to the Access Redondo platform, for both web and mobile applications. This agreement will ensure service continuity through June 30, 2026, while upgrading the system to meet modern web and mobile standards. It will also add new functionality to improve resident engagement and internal efficiency.

Of the total agreement amount, \$23,900 is specifically allocated for the system upgrade component. The remaining balance covers two years (one year retroactively and one year for the current fiscal year) of cloud service subscriptions, support, and maintenance. This allocation ensures both continuity of current services, continuity of contractual terms and delivery of enhancements.

BACKGROUND

For more than two decades, the City of Redondo Beach has relied on Comcate Inc. (Comcate) to provide and support the Access Redondo customer relationship management (CRM) platform. The system serves as the City's primary tool for interacting with residents and managing public requests, including those related to public works, repair tracking, public records, and code enforcement. While the City is one of Comcate's longest-standing customers, there is currently no active agreement in place. Since the expiration of the previous contract on July 1, 2024, services have been billed on a month-to-month basis.

As part of the City's 2025-2026 strategic planning initiative, staff identified the need to modernize Access Redondo in alignment with current usability and accessibility standards. This agreement will not only provide retroactive coverage from July 1, 2024, but also extends through June 30, 2026. It includes a system upgrade from Comcate's legacy platform to their latest generation of web and mobile applications. Additionally, the upgrade introduces new features such as single sign-on (SSO) integration and the ability to incorporate SurveyMonkey for enhanced customer feedback collection.

COORDINATION

The Information Technology Department coordinated with Comcate to develop the terms and conditions of the agreement. Input was gathered from Access Redondo's most critical stakeholders including Code Enforcement, Public Works, the City Clerk's Office, Information Technology and a representative of the City Council. This item is directly related to a 2025-2026 Strategic Planning Goal and an approved FY 2025-26 Budget Response Report. The agreement has been approved as to form by the City Attorney's Office.

FISCAL IMPACT

The total cost of the two-year agreement with Comcate Inc. will not exceed \$72,322.28. Funding is available in the Information Technology Department's FY 2024-25 and FY 2025-26 Operating Budgets to cover the cost.

APPROVED BY:

Mike Witzansky, City Manager

ATTACHMENTS

- Agmt - Comcate Inc. Services and System Upgrade
- Insurance - Certificate of Insurance