

# CITY OF PALM DESERT

## STAFF REPORT

---

MEETING DATE: May 22, 2025

PREPARED BY: Nicholas Martin, Senior Business Enterprise Systems Administrator

SUBJECT: APPROVE AMENDMENT NO. 2 TO CONTRACT NO. C46710 WITH PARK CONSULTING GROUP, INC. FOR CONSULTING AND PROJECT MANAGEMENT SERVICES FOR THE IMPLEMENTATION OF CLARITI LAND MANAGEMENT SYSTEM

---

### **RECOMMENDATION:**

1. Approve Amendment No. 2 to Contract No. C46710 with Park Consulting Group, Inc. of Irvine, California, for Consulting and Project Management Services for the Implementation of Clariti Land Management System to increase compensation in an amount not to exceed \$299,880.
2. Authorize the City Attorney to make necessary non-monetary changes to the agreement.
3. Authorize the City Manager to execute the amendment and any other documents necessary to effectuate this action.

### **BACKGROUND/ANALYSIS:**

On November 16, 2023, the City Council awarded a one-year contract to Park Consulting Group, Inc. in the amount of \$481,500 for Consulting and Project Management Services for the Implementation of Clariti Land Management Solution.

In January 2024, the City kicked off the project to replace its existing Land Management System, Trakit, with a new system, Clariti. While the project was initially slated for completion by January 2025, the timeline has since been extended to October 17, 2025. This extension is the result of several unforeseen delays and necessary adjustments to the project's scope, including expanded system requirements and additional integration needs identified during the discovery and design phases.

Park Consulting Inc. (PCG) has been an essential partner in advancing this complex software transition. PCG has provided support in the following areas: project advisory, discovery and design, software configuration, data conversion, and user acceptance testing. Approving this amendment will allow staff to continue utilizing PCG's expertise through final implementation. Continued engagement with PCG is crucial to maintaining project momentum, mitigating risk, and ensuring the successful implementation of the Clariti system.

**Project Description:**

The Land Management System (LMS) is the city system that generates public permits and tracks various projects around the city. It is a critical tool for the daily operations of various departments involved in permit issuance to the public. The current system, Trakit, has become outdated as the software's limitations and structure do not allow any further improvement.

After a thorough evaluation of multiple LMS solutions, Staff chose Clariti as the overall best choice for the City's needs. Clariti is a cloud-based solution that uses the Salesforces Customer Relationship Management platform. Configuration of the public portal will allow many permitting services to be streamlined through a combination of smart workflow configurations and automation of simple tasks. This implementation will increase internal and external transparency, customer service capabilities, and the accuracy of information. PCG's guidance throughout this process has been invaluable in assisting staff with communication with the programmers; translating and eliminating gaps between the technical requirements and real-life application, needs, and expectations of the City.

**FINANCIAL IMPACT:**

Funds have been budgeted in Account No. 1104190-4390000 for this purpose. Therefore, there is no additional impact to the General Fund with this action.

<b><i>PCG Advisory Agreement</i></b>	<b><i>Amount</i></b>	<b><i>Description</i></b>
<i>Contract No. C46710</i>	\$481,500	Clairiti Implementation Advisory Services thru February 2025
<i>Amendment #1</i>	\$0.00	Time Extension Only thru June 2025
<b><i>Amendment #2 (This Request)</i></b>	<b><i>\$299,880</i></b>	<b><i>Time Extension and Compensation thru Nov 2025</i></b>
<b><i>TOTAL</i></b>	<b><i>\$781,380</i></b>	

**ATTACHMENTS:**

1. Executed Contract No. C46710
2. Executed Amendment No. 1
3. Proposal from PCG
4. Draft Amendment No. 2