



COUNTY OF SONOMA

575 ADMINISTRATION
DRIVE, ROOM 102A
SANTA ROSA, CA 95403

SUMMARY REPORT

Agenda Date: 12/3/2024

To: Board of Supervisors

Department or Agency Name(s): Permit Sonoma

Staff Name and Phone Number: Tennis Wick 707-565-1925

Vote Requirement: Majority

Supervisorial District(s): All

Title:

PermitRocket Software LLC dba ePermitHub Subscription Services Agreement

Recommended Action:

Authorize the Director of Permit Sonoma to execute an agreement with PermitRocket Software LLC dba ePermitHub for Digital Plan Room electronic document review software subscription services in an amount not to exceed \$180,819 for a 3-year term ending August 1, 2027.

Executive Summary:

Permit Sonoma is requesting authority to enter into a subscription services agreement with PermitRocket Software LLC dba ePermitHub (ePermitHub) to provide Digital Plan Room software application services. This software application is used to provide electronic plan and document review services for various permit applications through an integration with Accela Citizen Access portal, the County's permitting management system. The software simplifies the review process by digitizing plan submissions and allows multiple reviewers to access and comment on the plans simultaneously, speeding up the overall approval process.

The Department is requesting authority to enter into an agreement with ePermitHub to provide Digital Plan Room services in an amount not to exceed \$180,819 for a three-year term ending August 1, 2027. A three-year agreement was negotiated because it provided a lower per year cost when compared to the two-year option offered by the vendor.

The new software solution will be financed within current and future fiscal year operational funding primarily sourced from permit fees and charges for services.

Discussion:

In 2020 Permit Sonoma launched the Permits Online Digital Plan Room (DPR), a new electronic document review solution integrated into the Sonoma County Citizen Access Portal (Accela permitting management system). The Digital Plan Room solution introduced new features to optimize the plan review process by digitizing plan submissions and allowing multiple reviewers to access and comment on the plans simultaneously. Users collaborate in real-time, making it easier to share feedback, track changes, and make revisions directly on the platform ensuring clients and staff alike are working with the most up-to-date information. DPR provides a clear view of where each submission is in the review process and both the submitters and the reviewers can easily track progress, identify any issues, and see what is pending or completed.

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The department entered into a subscription services agreement with ePermitHub in July 2020 under the Purchasing Agent’s delegated authority following a competitive Request for Proposals process. Since then, Permit Sonoma has significantly advanced its digital capabilities by integrating 13 distinct permit types into the Digital Plan Room. This comprehensive system now includes all Building Permits as well as essential infrastructure-related permits like Grading, Sewer, Water, and Well Permits. This transition to a digital platform has streamlined the permitting process, offering both efficiency and accessibility for applicants and staff. To date, over 6,500 permits have been processed using this technology, marking a substantial achievement in digital permit management that would have otherwise required a more time intensive manual process.

Looking forward, Permit Sonoma plans to further expand the Digital Plan Room in 2025 with the addition of five new permit types, which will include Septic and Encroachment permits. This expansion will continue to improve the efficiency and user experience of the permitting process, reduce processing times, and enhance accessibility for residents and developers in Sonoma County. These improvements supports the County’s ability of leveraging technology to better serve the community and support sustainable development.

Under the proposed subscription services agreement, ePermitHub will continue to modernize the plan review process, shifting from paper-based and PDF-based reviews to a fully digital, web-based solution. The Digital Plan Room addresses challenges in document control, versioning, report accuracy, and collaborative efficiency. It allows seamless online plan submission, automated document validation, and efficient, collaborative reviews. Customers will continue to benefit from streamlined workflows, integrated electronic signatures, real-time issue tracking, and easy resubmission processes. This transition is critical to meet industry standards and support technological advancements in construction and regulatory requirements.

Furthermore, Digital Plan Room services support implementation of Initiative 5 of Permit Sonoma’s Management Review which prescribes to expand online submittal, electronic review, civic portal, and update required fields and status inquiry.

A Single Source Waiver was obtained from Sonoma Public Infrastructure Department, Purchasing Division, given that ePermitHub has been fully integrated within the Accela platform and is essential to Permit Sonoma’s permitting process efficiencies.

Strategic Plan:

N/A

Racial Equity:

Was this item identified as an opportunity to apply the Racial Equity Toolkit?

No

Prior Board Actions:

N/A

FISCAL SUMMARY

Expenditures	FY24-25 Adopted	FY25-26 Projected	FY26-27 Projected
Budgeted Expenses	\$58,500	\$60,255	\$62,063
Additional Appropriation Requested			

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Total Expenditures	\$58,500	\$60,255	\$62,063
Funding Sources			
General Fund/WA GF			
State/Federal			
Fees/Other	\$58,500	\$60,255	\$62,063
Use of Fund Balance			
General Fund Contingencies			
Total Sources	\$58,500	\$60,255	\$62,063

Narrative Explanation of Fiscal Impacts:

There are sufficient appropriations in the FY 2024-25 budget to cover costs for year one of the agreement totaling \$58,500. Appropriations for FY 2025-26 and FY 2026-27 will be requested through the annual budget development process financed within existing resources. Software Services Agreement costs will be funded by Permit Sonoma fees and charges for services.

Narrative Explanation of Staffing Impacts (If Required):

Click or tap here to enter text.

Attachments:

Attachment 1: Subscription Services Agreement

Attachment 2: Order Form

Related Items "On File" with the Clerk of the Board:

N/A