



**INFORMATION TECHNOLOGY
DEPARTMENT**

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June 20, 2005

City Council
Sacramento, California

Honorable Members in Session

**SUBJECT: SUPPLEMENTAL AGREEMENTS FOR CONSULTANT AND
PROFESSIONAL SERVICES TO PROVIDE CONSULTING SERVICES
TO THE UTILITY BILLING PROGRAM**

LOCATION AND COUNCIL DISTRICT: Citywide, All Districts.

RECOMMENDATION:

This report recommends that the City Council authorize the City Manager to execute the following Supplemental Agreements:

- Supplemental Agreement Number 2 to City Manager Agreement 2002-227 with SPL Worldgroup, Inc. to extend the services of SPL Worldgroup, Inc. through November 30, 2005. The supplemental agreement is for an amount not to exceed \$906,283. This extension raises the contract value from \$4,342,700 to \$5,248,983.
- Supplemental Agreement Number 5 to City Agreement 2003-147 with COMSYS Services LLC to extend the services of Napoleon Gladney as Customer Information System (CIS) Quality Assurance Program through August 31, 2005. The supplemental agreement is for an amount not to exceed \$53,000 with total hours not to exceed 40 hours per week. This extension would raise the contract value from \$289,920 to \$342,920.
- Supplemental Agreement Number 2 with Personal Enterprises, Inc. to extend the Reports Development services through August 15, 2005. The supplemental agreement is for an amount not to exceed \$55,000. This extension would raise the contract value from \$179,000 to \$234,000.

City Council Report
Supplement Agreements for Consulting Services for the Utility Billing Program
June 28, 2005

- Supplemental Agreement Number 2 to City Manager Agreement 2004-0116 with Split Rock Consulting Inc. to extend the services for Claudia Harkins for Customer Information System (CIS) Project (Training and Development) through October 31, 2005. The supplemental agreement is for an amount not to exceed \$110,000. This extension would raise the contract value from \$173,800 to \$283,800.

CONTACT PERSON: Gustavo Vina, CIS Project Sponsor, 808-7138
Stephen R. Ferguson, CIO, 808-8600

FOR COUNCIL MEETING OF: June 28, 2005

SUMMARY:

In December 2002, the City Council approved the procurement of a new Utility Billing Customer Information System (CIS) – PeopleSoft CIS. The implementation of the new CIS system began in May 2003. Significant progress has been made on the project. However, due to greater than expected challenges with data conversion from the legacy Utility Billing System, system testing problems, incomplete project planning, and lack of defined project performance measures, extension of key consulting services are required to complete the project.

This report recommends approval of supplemental agreements totaling \$1,124,283 with SPL Worldgroup, Inc., Split Rock Consulting, Inc., Personal Enterprises, Inc., and Comsys Services LLC. No additional project funding is necessary, as funds are available in the Capital Improvement Program Budget – AB61 (CIS Project).

COMMITTEE/COMMISSION ACTION: None.

BACKGROUND INFORMATION:

In December 2002, City Council approved vendor agreements for the procurement and implementation of a new Utility Billing/Customer Information System, PeopleSoft CIS. In February 2003, City Council approved procurement of the required new computer hardware. The computer hardware and application software was ordered, received and installed.

In May 2003, City staff and the PeopleSoft CIS implementation vendor, SPL, began process analysis workshops to determine the final product configuration. The development of the test plans to test the PeopleSoft CIS software configuration began in July 2003. From November 2003 through January 2004, the CIS Project went through a project transition phase to address problems and issues. In April 2004, City Council appropriated additional funding needed to continue the project.

In April 2004, development of the Peoplesoft CIS software and its configuration, and planning the implementation of the software within the City environment was fully

underway. The project to date has made significant progress. However, due to greater than expected challenges with data conversion from the legacy Utility Billing System, system testing problems, incomplete project planning, and lack of defined project performance measures, extension of key consulting services are required to complete the project.

The Project Management Team addressed these issues by working with the PeopleSoft CIS implementation vendor, SPL, to jointly develop a revised project plan for bringing the CIS project to completion. The revised plan includes the continuation of consulting resources by SPL Worldgroup, Inc., Split Rock Consulting, Inc., Personal Enterprises, Inc., and Comsys Services LLC as well as utilizing additional resources from both the City and SPL. The services of the consultant serving as project manager have been discontinued in order to speed up the transition to a City supported system/project. The new project plan also includes the reporting, monitoring and maintenance of detailed metrics for every critical area of the project. Below is a brief description of each of the consultants' roles and primary responsibilities.

SPL Worldgroup, Inc.

With this supplement, the City has negotiated a new and extended partnership role for SPL on the project. SPL has agreed to provide the remainder of their implementation services on a fixed cost bases, through the "go-live" window of October 17, 2005 to November 14, 2005. SPL has discounted their rates by 37% and included a project manager and quality assurance staffing at no additional charge. The City and SPL agree that this is the best approach to assure meeting the revised go-live window.

SPL Worldgroup, Inc. role on the project has will now include responsibility for the following:

1. Development of the Core Product, Extensions and Interfaces
2. Leading the efforts of the Conversion team overseeing extracting, transforming, and loading data from the UCIS legacy system to the new CIS system
3. Interpreting the business requirements and translating them into either configuration values in tables or modifications to the CIS package (e.g. Liens processing).
4. Assist with testing and assuming the role of Testing Program Lead
5. Assist with Go-Live planning and monitoring
6. Project Quality Assurance
7. Assist with general Project Management

Split Rock Consulting, Inc.,

The principal consultant proposed, Ms. Claudia Harkins, is a software training and organizational development professional with experience utilizing education methodologies, facilitating change, and writing technical documentation. These attributes coupled with previous experience training utility personnel at water and waste companies are of great benefit to the City's CIS Project Team. The principal consultant proposed would advise, guide and assist the Training Team Leader of the City of Sacramento, principally develop the training materials and assist with end-user training.

Effective training of staff in utilizing the CIS system in their day-to-day tasks is a critical component to a successful implementation. Development of the training materials is on the critical path of the CIS project and is required for successful completion of the project. This valuable experience is not available within the City's UBET/CIS Project resources.

Personal Enterprises

The principal consultant proposed, Mr. Mark Taylor, is a software development professional with experience utilizing a wide variety of languages and Peoplesoft tools. These attributes coupled with fifteen years of IT experience are of great benefit to the City's CIS Project Team. The principal consultant proposed would advise, guide and assist the staff of the City of Sacramento to develop a wide range of reports using a variety of tools. This experience is not available within the City's UBET/CIS Project resources.

Comsys Services LLC

The principal consultant, Napoleon Gladney continues to provide support in all phases of the Conversion Acceptance Testing, including adjustments or changes necessary to ensure that the City's migration of UCIS to PeopleSoft CIS is implemented successfully. As a key member of the conversion team, Napoleon Gladney's knowledge and experience in the UCIS and PeopleSoft CIS data conversion is essential to the success of the project.

FINANCIAL CONSIDERATIONS:

The total cost for these Supplemental Agreements is \$1,124,283. The funding is currently available in the Capital Improvement Program Budget – Project AB61 (CIS Project) and within previously approved limits. No additional funding is required.

ENVIRONMENTAL CONSIDERATIONS:

Ongoing administrative and maintenance activities, which are not made from purposes of a public work construction project, do not constitute a project and are exempt from the California Environmental Quality Act (CEQA), CEQA Guidelines, Sections 15061 (b) (1), 153778(b) (3).

POLICY CONSIDERATIONS:

This recommendation is in conformance with the goals, objectives, initiatives and operating principles of the City's Information Technology Strategic Plan. In particular, it is in accordance with Goal #1, Improve Technical Infrastructure. The successful implementation of the new CIS Project will result in improved customer service for all City residents. Providing improved, timely customer service to all residents of the City is in accordance with the City Council's vision that the City of Sacramento is the city of choice to live, learn, work and play. The action requested is consistent with Chapter

3.64 of the Sacramento City Code and existing policy regarding professional services agreements.

ESBD CONSIDERATIONS:

Personal Enterprises, Inc. is a certified ESBD firm. SPL Worldgroup, Inc., Split Rock, and Comsys are not certified ESBD firms. If further services are required for this project, an effort will be made to identify additional ESBD firms.

Respectfully submitted,


Gus Vina, Director
Finance Department


Stephen R. Ferguson
Chief Information Officer

RECOMMENDATION APPROVED:



Robert P. Thomas
City Manager

Table of Contents

1. Supplemental Agreement No. 2 with SPL Worldgroup, Inc.,	Page 6
2. Resolution for Supplemental Agreement No. 2 with SPL Worldgroup, Inc., ...	Page 14
3. Supplemental Agreement No. 2 with Split Rock Consulting, Inc.,	Page 15
4. Resolution for Supplemental Agreement No. 2 with Split Rock Consulting, Inc.,	Page 17
5. Supplemental Agreement No. 2 with Personal Enterprises, Inc.,	Page 18
6. Resolution for Supplemental Agreement No. 2 with Personal Enterprises, Inc.,	Page 20
7. Supplemental Agreement No. 5 with COMSYS Services LLC,	Page 21
8. Resolution for Supplemental Agreement No. 5 with COMSYS Services LLC,	Page 23

RESOLUTION NO.

ADOPTED BY THE SACRAMENTO CITY COUNCIL

ON THE DATE OF _____

**RESOLUTION AUTHORIZING EXECUTION OF A SUPPLEMENTAL
CONSULTING SERVICES AGREEMENT WITH SPL WORLDGROUP, INC. FOR PROJECT
SERVICES IN AN AMOUNT NOT TO
EXCEED \$906,283.**

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF SACRAMENTO THAT:

The City Manager and City Clerk are hereby authorized to execute a supplemental agreement to extend our Consulting Services Agreement with SPL Worldgroup, Inc. to provide consulting services for the implementation of the new Utility Billing/Customer Information System (CIS) in an amount not to exceed \$906,283

MAYOR

ATTEST:

CITY CLERK

FOR CITY CLERK USE ONLY

RESOLUTION NO.: _____

DATE ADOPTED: _____

RESOLUTION NO.

ADOPTED BY THE SACRAMENTO CITY COUNCIL

ON DATE OF: _____

**RESOLUTION AUTHORIZING EXECUTION OF A SUPPLEMENTAL
PROFESSIONAL SERVICES AGREEMENT WITH COMSYS SERVICES LLC FOR QUALITY
ASSURANCE PROGRAM SERVICES IN AN AMOUNT NOT TO
EXCEED \$53,000.**

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF SACRAMENTO THAT:

The City Manager and City Clerk are hereby authorized to execute a supplemental agreement to extent our Professional Services Agreement with COMSYS Services LLC for consultant services related to the implementation of the new Utility Billing/Customer Information System (CIS) in an amount not to exceed \$53,000

MAYOR

ATTEST:

CITY CLERK

FOR CITY CLERK USE ONLY

RESOLUTION NO.: _____

DATE ADOPTED: _____

RESOLUTION NO.

ADOPTED BY THE SACRAMENTO CITY COUNCIL

ON THE DATE OF _____

RESOLUTION AUTHORIZING EXECUTION OF A SUPPLEMENTAL PROFESSIONAL SERVICES AGREEMENT WITH PERSONAL ENTERPRISES, INC. FOR CIS SOFTWARE REPORT DEVELOPMENT SERVICES IN AN AMOUNT NOT TO EXCEED \$ 55,000.

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF SACRAMENTO THAT:

The City Manager and City Clerk are hereby authorized to execute a supplemental agreement to extend our Consultant and Professional Services Agreement with Personal Enterprises, Inc. to provide Software Report Development services to the implementation of the new Utility Billing/Customer Information System (CIS) in an amount not to exceed \$ 55,000.

MAYOR

ATTEST:

CITY CLERK

FOR CITY CLERK USE ONLY

RESOLUTION NO.: _____

DATE ADOPTED: _____

RESOLUTION NO.

ADOPTED BY THE SACRAMENTO CITY COUNCIL

ON THE DATE OF _____

RESOLUTION AUTHORIZING EXECUTION OF A SUPPLEMENTAL PROFESSIONAL SERVICES AGREEMENT WITH SPLIT ROCK CONSULTING, INC. FOR CUSTOMER INFORMATION SYSTEM (CIS) PROJECT (TRAINING AND DEVELOPMENT) IN AN AMOUNT NOT TO EXCEED \$110,000.

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF SACRAMENTO THAT:

The City Manager and City Clerk are hereby authorized to execute a supplemental professional services agreement with Split Rock Consulting, Inc. to provide Customer Information System (CIS) Project (Training and Development) for the implementation of the new Utility Billing/Customer Information System (CIS) in an amount not to exceed \$110,000.

MAYOR

ATTEST:

CITY CLERK

FOR CITY CLERK USE ONLY

RESOLUTION NO.: _____

DATE ADOPTED: _____