



REPORT TO COUNCIL City of Sacramento

915 I Street, Sacramento, CA 95814-2604
www.CityofSacramento.org

CONSENT
November 8, 2005

Honorable Mayor and
Members of the City Council

Subject: Contract: Customer Information System (CIS) Post-Production Support

Location/Council District: Citywide

Recommendation:

Adopt a Resolution that authorizes the City Manager to execute a Consultant and Professional Services Agreement to provide Customer Information System (CIS) Post-Production Support for PeopleSoft CIS in an amount not to exceed \$200,000.

Contact: Jamille Moens, CIS Manager, 808-5988
Charlene McKoy, Business Service Manager, 808-1462
Stephen R. Ferguson, Chief Information Officer, 808-8600

Presenter: N/A

Department: Utilities and Information Technology

Division: Administration

Organization No: 3314 (DOU Fund Level Programs) and 1311 (Information Technology)

Summary:

The attached resolution authorizes the City Manager to execute a Consultant and Professional Services Agreement to provide CIS Post-Production Support for PeopleSoft CIS in an amount not to exceed \$200,000 for a contract period of 18 months.

Committee/Commission Action: None.

Background Information:

During the weekend of October 22, 2005, data conversion from the legacy Utility Customer Information System (UCIS) application to PeopleSoft CIS was completed. On October 24, 2005 the City's new utility billing application was placed into full production status and the first customer utility bills were produced.

Post Production Support Considerations:

With the system now successfully in production, both the Utilities and Information Technology Department staff members assigned to this project feel very confident in their ability to support CIS on a day-to-day basis. However, when we consider our limited experience with this new technology in an actual production environment, having a backup plan for support in the event of a major problem is important to the City.

We considered two options to address the needs for backup technical support. The first option was to contract with a firm to station a technical CIS support consultant on-site for 18 months. Second was to develop an agreement covering 18 months of remote technical support. Given city staff's comfort level with the system, we felt that remote support option offered an acceptable level of backup support at a more reasonable cost. Under the remote support approach, the selected vendor would be given secure access to the City's network and CIS application.

On September 9, 2005, staff released a Request for Proposal (RFP) for remote CIS support. Twenty-six (26) companies downloaded the RFP from the City's web site, and three (3) companies (SPL Worldgroup, Inc., Blue Heron Consulting and IT Fusion) submitted proposals. A team of city staff from the Utilities and IT Departments evaluated the proposals and concluded that the proposal from SPL Worldgroup, Inc. best met the City's needs in providing remote Post-Production Support for 18-months. This new contract with SPL Worldgroup, Inc. will be financed from operating funds in the Utilities Department in an amount not to exceed \$200,000.

The contract with SPL has a monthly fixed price fee of \$6,400 for 18 months, to cover the 24/7 availability of technical support (80 hours per month as needed) and additional support hours at \$80/hour. The City may use the hours in any fashion needed as determined by the CIS Manager in consultation with the IT Department support team. The City is not obligated under the new contract to pay more than the monthly fixed price fee if support is not required. The City may pool unused hours in the fixed fee portion of the contract and use them at any time during the 18-month contract period.

Financial Considerations:

The funding for the Post-Production support will be covered by the operating budget in the Solid Waste Division of Utilities. The following is the budgeted cost

<u>Budget</u>	<u>Amount</u>
415-330-3361	\$69,800
413-330-3314	\$41,000
414-330-3314	\$49,800
425-330-3314	<u>\$39,400</u>
	\$200,000

Environmental Considerations:

None.

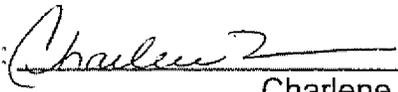
Policy Considerations:

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.

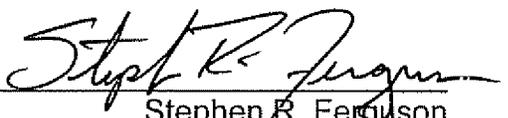
Emerging Small Business Development (ESBD):

SPL Worldgroup, Inc. is not a certified ESBD firms. If further services are required for this project, an effort will be made to identify additional ESBD firms.

Respectfully Submitted by: Jamille Moens, CIS Manager

Approved by: 
 Charlene McKoy
 Business Service Manager

Approved by: 
 Gary Reents
 Director, Department of Utilities

Approved by: 
 Stephen R. Ferguson
 Chief Information Officer

Recommendation Approved:

For 
 ROBERT P. THOMAS
 City Manager

Table of Contents:

Pg	1-4	Report
Pg	5-6	Resolution
Pg	7	Consultant and Professional Services Agreement-SPL Worldgroup, Inc.

RESOLUTION NO.

Adopted by the Sacramento City Council

APPROVING THE CITY MANAGER TO EXECUTE A CONSULTANT AND PROFESSIONAL SERVICES AGREEMENT FOR CUSTOMER INFORMATION SYSTEM POST-PRODUCTION SUPPORT WITH SPL WORLDGROUP, INC., FOR AN AMOUNT NOT TO EXCEED \$200,000

BACKGROUND

- A. During the weekend of October 22, 2005, data conversion from the legacy Utility Customer Information System (UCIS) application to PeopleSoft CIS was completed. On October 24, 2005 the City's new utility billing application was placed into full production status and the first customer utility bills were produced.
- B. With the system now successfully in production, both the Utilities and Information Technology Department staff members assigned to this project feel very confident in their ability to support CIS on a day-to-day basis. However, when we consider our limited experience with this new technology in an actual production environment, having a backup plan for support in the event of a major problem is important to the City.
- C. We considered two options to address the needs for backup technical support. The first option was to contract with a firm to station a technical CIS support consultant on-site for 18 months. Second was to develop an agreement covering 18 months of remote technical support. Given city staff's comfort level with the system, we felt that remote support option offered an acceptable level of backup support at a more reasonable cost. Under the remote support approach, the selected vendor would be given secure access to the City's network and CIS application.
- D. On September 9, 2005, staff released a Request for Proposal (RFP) for remote CIS support. Twenty-six (26) companies downloaded the RFP from the City's web site, and three (3) companies (SPL Worldgroup, Inc., Blue Heron Consulting and IT Fusion) submitted proposals. A team of city staff from the Utilities and IT Departments evaluated the proposals and concluded that the proposal from SPL Worldgroup, Inc. best met the City's needs in providing remote Post-Production Support for 18-months. This new contract with SPL Worldgroup, Inc. will be financed from operating funds in the Utilities Department in an amount not to exceed \$200,000.

- E. The contract with SPL has a monthly fixed price fee of \$6,400 for 18 months, to cover the 24/7 availability of technical support (80 hours per month as needed) and additional support hours at \$80/hour. The City may use the hours in any fashion needed as determined by the CIS Manager in consultation with the IT Department support team. The City is not obligated under the new contract to pay more than the monthly fixed price fee if support is not required. The City may pool unused hours in the fixed fee portion of the contract and use them at any time during the 18-month contract period.

BASED ON THE FACTS SET FORTH IN THE BACKGROUND, THE CITY COUNCIL RESOLVES AS FOLLOWS:

- Section 1. Authorizing the City Manager to execute a Consultant and Professional Services Agreement for the Customer Information System Post-Production Support with SPL Worldgroup, Inc. for an amount not to exceed \$200,000 for a contract period of 18 months.