

R-18

October 15, 2019

HONORABLE MAYOR AND CITY COUNCIL
City of Long Beach
California

RECOMMENDATION:

Authorize the City Manager, or designee, to execute all documents necessary to amend existing contracts with 16 firms for as-needed professional and technical services related to system analysis, system development, system implementation, project management, and technical support for information technology projects and systems, to increase the annual contract authority by \$700,000, for a total annual aggregate amount not to exceed \$5,100,000, and, extend the terms of the contracts for an additional five months through March 22, 2020. (Citywide)

DISCUSSION

On January 21, 2014, the City Council authorized the City Manager to execute agreements with 16 approved firms to provide temporary, as-needed professional and technical services, in an annual aggregate amount not to exceed \$950,000 (Attachment). Multiple agreements were recommended to ensure a pool of qualified candidates are readily available for the Technology and Innovation Department (TI) to quickly deliver technical services as they are needed.

Four amendments to the initial contract have occurred since being approved. On November 3, 2015, October 3, 2017, December 18, 2018, and May 7, 2019, the City Council approved annual increases in contract authority by \$1,000,000, \$800,000, \$650,000, and \$1,000,000, respectively, for a new total annual aggregate amount not to exceed \$4,400,000. The contracts are set to expire in October 2019.

Of the 16 approved firms, TI has selected seven, including one Long Beach-based business, to provide support for existing and ongoing technology projects, which included enhancements to the utility customer information system (CIS), migration to the advanced metering infrastructure for the Water and Energy Resources Departments, upgrades to the land management and revenue system, implementation of DataLB, implementation of a new service management system, and transition to the new City Hall Data Center.

Current and upcoming TI projects are now estimated to exceed the authorized annual aggregate authority of \$4,400,000. Therefore, City Council authorization is requested to increase the annual aggregate amount by \$700,000. These projects include the

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implementation of the new ERP project known as LB COAST, a new document imaging system, a new Customer Relationship Management (CRM) system, and assistance with the technology design for the new Civic Center. Several key infrastructure projects are also included, such as the repair and installation of surveillance cameras at City facilities, mainframe support, and fiber and network upgrades.

A new Request for Proposals (RFP) was released on August 15, 2019 for as-needed information technology professional services. The proposed amendments include a five-month extension, which will ensure continuity of services without any disruptions until a robust formal procurement process is completed and provide adequate time for the transition period to the selected vendors.

This matter was reviewed by Deputy City Attorney Erin Weesner-McKinley on September 30, 2019, Purchasing Agent Tara Yeats on September 26, 2019, and by Budget Management Officer Rhutu Amin Gharib on September 29, 2019.

TIMING CONSIDERATIONS

City Council action is requested on October 15, 2019, to ensure projects proceed on schedule.

FISCAL IMPACT

Expenditures for as-needed professional and technical services will not exceed an annual aggregate total of \$5,100,000. Sufficient appropriation is budgeted in the General Services Fund Group in the Technology and Innovation Department (TI) to support this activity. Funds are recovered from client departments and budgeted in the annual TI MOU. This recommendation is not expected to require additional staff hours beyond the normal budgeted scope of duties and is consistent with existing City Council priorities. There is potential for additional jobs to be created as a result of this action, as all recommended firms have committed to using best efforts to provide Long Beach residents with employment for City projects.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



LEA D. ERIKSEN
DIRECTOR OF TECHNOLOGY AND INNOVATION

APPROVED:



THOMAS B. MODICA
ACTING CITY MANAGER

Attachment





CITY OF LONG BEACH

DEPARTMENT OF TECHNOLOGY SERVICES

333 WEST OCEAN BOULEVARD • LONG BEACH, CA 90802 • (562) 570-6456 • FAX (562) 570-5270

January 21, 2014

HONORABLE MAYOR AND CITY COUNCIL
City of Long Beach
California

RECOMMENDATION:

Adopt Specifications No. RFP TS 14-011 and authorize the City Manager to execute agreements and all related documents with recommended firms, including one Long Beach business, to provide as-needed professional and technical services related to system analysis, system development, system implementation, project management, and technical support for information technology projects and systems, in an annual aggregate amount not to exceed \$950,000 for a period of two years, with the option to renew for two additional one-year periods, at the discretion of the City Manager. (Citywide)

DISCUSSION

The City of Long Beach leverages new technology to reduce costs, increase efficiency, and improve service delivery. To facilitate the adoption of new technology, the Department of Technology Services uses professional and technical services from private sector firms on a project basis to assist in upgrading, replacing, and implementing information and communications systems.

This sourcing strategy is cost-effective and responsive to customer department needs. It allows the Department of Technology Services to quickly acquire the specific technical expertise required for a project, while not incurring ongoing fixed costs once it is complete and the specific skills are no longer needed. Additionally, it provides a mechanism to rapidly address temporary support responsibilities for critical production systems.

Over the next two years, professional and technical services will be necessary to support several planned technology projects. This includes enhancements to the recently implemented utility customer information system (CIS) and migration to a new business license system in which temporary project staffing is required to carry out the technical tasks to complete the transition. Examples of other scheduled projects requiring temporary resources include implementation of the City's cloud email and office productivity system, upgrades to the land management and revenue system, implementation of environmental health systems, upgrade of the parks and recreation system, and various other critical business information systems, as well as enhancements to the City's geographic information system (GIS) and work order management systems.

The request for proposals (RFP) was advertised in the Press Telegram on October 30, 2013 and 3,174 potential proposers specializing in Information Technology Professional Services were notified of the RFP opportunity. Of those proposers, 210 downloaded the proposal via our electronic bid system. The RFP document was also made available from the Purchasing Division, located on the seventh floor of City Hall, and the Division's website at www.longbeach.gov/purchasing. A RFP announcement was also included in the Purchasing Division's weekly update of Open Bid Opportunities which is sent to 30 local, minority and women-owned business groups. Thirty-nine proposals were received on November 27, 2013. Of those 39 proposers, five were Minority-owned Business Enterprises (MBEs), five were Women-owned Business Enterprises (WBEs), four were certified Small Business Enterprises (SBEs), and one was a Long Beach business (Local).

Local Business Outreach

In effort to align with our outreach goal, Long Beach businesses were encouraged to submit proposals for City contracts. The Purchasing Division assisted businesses with registering on the Bids Online database in order to download the RFP specifications. Through outreach, 355 Long Beach vendors were notified to submit proposals, of which ten downloaded and one submitted a bid. The Purchasing Division is committed to continuing to perform outreach to local vendors to expand the bidder pool.

A team of managers from the Department of Technology Services evaluated the proposals based on criteria set forth in the RFP, including, but not limited to, cost and demonstrated competence working with specific applications used by the City, as well as providing other required technical services. Based on the review of the proposals received, the following 16 companies, including one Long Beach-based business, are recommended for selection:

- Apollo Professional Solutions, Inc.
- Baker Crew Consulting, Inc.
- Black and Veatch Corporation
- C3G Solutions, Inc.
- Cardon Solutions, LLC
- Environmental Systems Research Institute, Inc. (ESRI)
- Five Point Partners, LLC
- Intellibridge Partners, LLC
- Intratek Computer, Inc.
- Meridian Integration, LLC
- NorthSouth GIS, LLC
- Power Engineers, Inc.
- The Ryte Professionals
- Simpler Systems, Inc.
- Solnovo Inc.
- Total Network Solutions (*Long Beach Business*)

Multiple agreements are recommended to ensure a pool of qualified candidates is readily available for the Technology Services Department to quickly deliver technical services as they are needed.

This matter was reviewed by Deputy City Attorney Gary J. Anderson on December 30, 2013 and by Budget Management Officer Victoria Bell on January 2, 2014.

TIMING CONSIDERATIONS

City Council action on this matter is requested on January 21, 2014 to ensure that projects can proceed on schedule.

FISCAL IMPACT

Expenditures for as-needed professional and technical services will not exceed an annual total of \$950,000 and will be made within existing departmental appropriation. Sufficient funding has been budgeted in the General Services Fund (IS 385) and in the Technology Services Department (TS) to support this activity. Costs are recovered from client departments and are budgeted in the annual TS MOU. There is potential for additional jobs to be created as a result of this action as all recommended firms committed to using best efforts to provide Long Beach residents with employment for City projects.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



CURTIS TANI
DIRECTOR OF TECHNOLOGY SERVICES



JOHN GROSS
DIRECTOR OF FINANCIAL MANAGEMENT

APPROVED:



PATRICK H. WEST
CITY MANAGER