



December 13, 2011

HONORABLE MAYOR AND CITY COUNCIL  
City of Long Beach  
California

**RECOMMENDATION:**

Authorize the City Manager to execute contracts and any amendments thereto with Five Point Partners, in the amount of \$153,670, for quality assurance services in support of the implementation of a new utility customer information system. (Citywide)

**DISCUSSION**

On September 20, 2011, the City Council authorized the City Manager to enter into an agreement with Black & Veatch, of Overland Park, KS, to provide quality assurance services in support of the implementation of a new utility customer information system (CIS). Given the implementation of this new system is a complex project with significant potential risks, quality assurance is needed to provide an independent review of the progress of the project; determine the condition of the implementation with regard to schedule, quality, scope, and budget; and to identify any areas for improvement.

Prior to executing a contract, the City was notified by Black & Veatch that their proposed consultant had left the firm and would not serve on the Long Beach project. Black & Veatch submitted substitute candidates for consideration.

The evaluation team reviewed the qualifications of the substitute candidates against the runner-up proposer, Five Point Partners, of Atlanta, GA. Based on the evaluation, the team is recommending the selection of Five Point Partners.

The recommended vendor, Five Point Partners, was chosen based upon cost, established criteria, demonstrated competence, and verification of references for services performed for other municipal agencies and utilities. The evaluation team reviewing the proposals included representatives from the following City departments: Long Beach Gas and Oil, Water, Public Works, Technology Services, and Financial Management.

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This letter was reviewed by Deputy City Attorney Gary J. Anderson on November 18, 2011, and by Budget Management Officer Victoria Bell on November 22, 2011.

SUSTAINABILITY

With the implementation of a utility customer information system, the City will achieve a number of environmental and sustainable benefits. It will reduce the volume of paper used for utility bills and mailings, as customers opt for online, paperless billing and payment. It will also facilitate the future transition to automated meter reading, which will reduce vehicle emissions by eliminating the need for meter readers to travel by vehicle on a daily basis to all parts of the City's 50 square miles of utility service territory. Additionally, it will raise awareness of increased energy and water usage through rate structures that make consumers more aware of the need to conserve.

TIMING CONSIDERATIONS

City Council action on this matter is requested on December 13, 2011 to allow the vendor to begin providing services in January 2012 as this project has already commenced.

FISCAL IMPACT

The total cost for quality assurance services is \$153,670, spread out over two fiscal years, FY 12 and FY 13. The amount is within the estimated cost for these respective services presented to City Council on July 5, 2011.

The cost will be allocated among the four enterprise operations (gas, water, sewer, and refuse), which fund the City's current utility billing function. The allocation is equal to each enterprise's proportionate usage and dependence on the system. Estimated costs by fund are: Gas Fund (EF 301) \$58,548; Refuse Fund (EF 330) \$40,093; Water Fund (EF 310) \$31,717; and Sewer Fund (EF 311) \$23,312. Participating departments will request increases in budget appropriation as needed, as the project moves forward. There is no local job impact associated with this recommendation.

**SUGGESTED ACTION:**

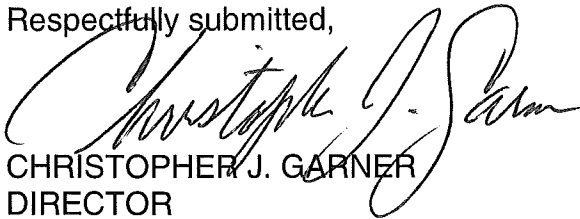
Approve recommendation.

HONORABLE MAYOR AND CITY COUNCIL

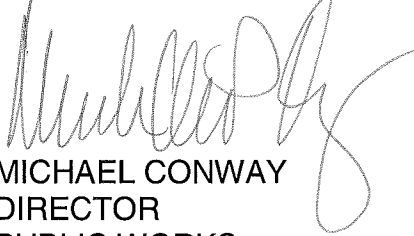
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Respectfully submitted,



CHRISTOPHER J. GARNER  
DIRECTOR  
LONG BEACH GAS AND OIL



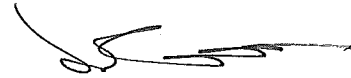
MICHAEL CONWAY  
DIRECTOR  
PUBLIC WORKS



CURTIS TANI  
DIRECTOR  
TECHNOLOGY SERVICES



KEVIN WATTIER  
GENERAL MANAGER  
LONG BEACH WATER



JOHN GROSS  
DIRECTOR  
FINANCIAL MANAGEMENT

APPROVED:



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PATRICK H. WEST  
CITY MANAGER