

September 19, 2023

**C-3**

HONORABLE MAYOR AND CITY COUNCIL  
City of Long Beach  
California

**RECOMMENDATION:**

Authorize the City Manager, or designee, to execute all documents necessary to amend Contract No. 36399 with John Gross, dba Financial Management and Systems Consulting, of Scottsdale, AZ, for Enterprise Resource Planning (ERP) embedded quality assurance and other sponsor support, to increase the contract amount by \$172,224 for a revised total contract amount of \$337,824 and to extend the term of the contract an additional six-month term to March 31, 2024. (Citywide)

**DISCUSSION**

City Council approval is requested to amend Contract No. 36399 with John Gross, dba Financial Management and Systems Consulting, of Scottsdale, AZ, to continue Enterprise Resource Planning (ERP) embedded quality assurance and other sponsor support services, or other services as provided for in the contract and any associated scope definitions.

On October 18, 2022, the City Council awarded a contract to John Gross, dba Financial Management and Systems Consulting, for ERP embedded quality assurance and other sponsor support services, or other services as provided for in the contract and any associated scope definitions as part of its adoption of Request for Proposal (RFP) FM-22-157 for a period of six months, with an option to renew for one additional six-month period.

On January 30, 2022, a memo to the Mayor and City Council provided notification that City staff are working on a major technology project to upgrade or replace the City of Long Beach's (City) current digital permitting and licensing system so that it better meets the City's needs and priorities. The type of computer system associated with permitting and land use is called an Enterprise Land Management (ELM) system. The current ELM system, Infor, includes multiple licensing, permitting, billing, payment, and collection functions across multiple departments with approximately 500 internal users, 80 unique permit and license types, 3,000 fees and 1.3 million total accounts/records. The City needs to upgrade or replace the current ELM system to improve permit turnaround times, expand and enhance digital permitting options for customers, improve internal linkages and coordination between departments, improve customer response time and quality of information to customers, as well as making significant improvements to internal operations and efficiencies.

Mr. Gross has been instrumental in leading the process to organize the City's ELM RFP process to either overhaul or replace the ELM system. Given the City's current staffing issues, this additional assistance has been essential in maintaining the momentum to

HONORABLE MAYOR AND CITY COUNCIL

September 19, 2023

Page 2 of 2

keep this vital technology project moving forward. There may be some residual work with regards to the City's time entry project. City staff is requesting the contract amendment to help continue to move the project forward on a timely basis.

In March 2023, the City issued an RFP to vendors for four scopes of work related to upgrading or replacing the City's ELM system: needs analysis, vendor selection, project management and quality assurance. Mr. Gross has been instrumental in leading the process to organize the City's selection process, evaluate proposals, interview vendors and negotiate the scope of services with the selected vendors. Given the City's current staffing issues, this additional assistance has been essential in maintaining the momentum to initiate this vital technology project.

This matter was reviewed by Assistant City Attorney Erin Weisner-McKinley on August 22, 2023, Purchasing Agent Michelle Wilson on August 23, 2023, and by Revenue Management Officer Geraldine Alejo on August 31, 2023.

#### TIMING CONSIDERATIONS

City Council action is requested on September 19, 2023, to ensure continued services while the ELM vendor's contract amendment is finalized and approved before the end of September.

#### FISCAL IMPACT

The total amount of the contract amendment will not exceed \$172,224 for a period of six months (a four percent increase from the previous year), for a total revised not to exceed contract amount of \$337,824. The cost of the Second Amendment will be primarily funded from existing budgeted resources in the Development Services Fund Group in the Development Services Department for work covering the City's ELM system. Any costs incurred for the City's time entry project will be funded by the General Services Fund Group in the Technology and Innovation Department. This recommendation has no staffing impact beyond the budgeted scope of duties and is consistent with existing City Council priorities. There is no local job impact associated with this recommendation.

#### SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



CHRISTOPHER KOONTZ  
DIRECTOR OF DEVELOPMENT SERVICES



KEVIN RIPER  
DIRECTOR OF FINANCIAL MANAGEMENT

APPROVED:



THOMAS B. MODICA  
CITY MANAGER