



CITY OF LONG BEACH

DEPARTMENT OF TECHNOLOGY SERVICES

C-27

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December 5, 2006

HONORABLE MAYOR AND CITY COUNCIL
City of Long Beach
California

RECOMMENDATION:

Authorize the City Manager to execute an agreement and all related documents to purchase performance management software and implementation services from Performancesoft, Inc. in the amount of \$499,916. (Citywide)

DISCUSSION

The City has made great progress in implementation of *Focus on Results (FOR) Long Beach*, the City's comprehensive performance management program. *FOR Long Beach* provides a framework to plan and budget based on City Council and community priorities, produce better results for the community, and manage resources more efficiently and in a more transparent manner. A key component of *FOR Long Beach* is the tracking and reporting of performance data, which provides decision-makers and staff valuable information to improve operational management and better communicate the value of services provided to the community.

During Fiscal Year 2006, City staff initiated the implementation of FOR performance data tracking and reporting. To facilitate the initiative, the Technology Services Department (TSD) developed "BeachView", an interim automated system to enable the collection and reporting of performance data by department staff. BeachView provided City staff a tool to establish and define performance measures and to input and report performance data. However, the system was not intended to be a long-term solution. It was not designed with robust reporting capability or to integrate with existing financial and operational systems. To most effectively implement performance management in Long Beach, it was envisioned that a comprehensive, commercially developed system would be acquired to support and fully integrate FOR into our organization. This system will simplify and decentralize data collection, improve reporting of data to staff, council members and the public, integrate performance data with budget information, and eventually integrate with a 3-1-1 customer request system to report performance information.

The procurement of a comprehensive performance management system was identified as a priority in the FY 07 budget adoption process. To acquire the new system, the City conducted a Request For Proposals (RFP) selection process and received a total of eleven proposals. A task force of City department representatives reviewed the proposals and recommended a short list of companies for interviews and product demonstrations. Based on this evaluation process, the committee recommended acquiring the Performancesoft, Inc., system (Performancesoft). Performancesoft is a leader in the industry and its user-friendly system is deployed in many local

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government jurisdictions including New York City Department of Transportation, City of Columbus, Ohio, City of Birmingham, Alabama, County of San Diego, and Sacramento Municipal Water District.

The Performancesoft system will allow the City to better collect, evaluate and communicate performance information. It will provide us the tools to link Citywide goals with daily activities, continually assess results, strengthen planning and decision-making, and improve service delivery to the community. The system will be used immediately by City Manager Departments, but is available for use by all City departments if they choose to participate in the performance measurement process.

It is estimated that it will take approximately four months to complete system implementation. Major project steps include system design and configuration, BeachView data conversion, and user and system administration training.

This matter was reviewed by Deputy City Attorney Charles Parkin, and by Budget Management Officer David Wodynski on November 22, 2006.

TIMING CONSIDERATIONS

City Council action is requested on December 5, 2006 to acquire the Performancesoft system and professional services and commence the project as quickly as possible, since system pricing is anticipated to increase after January 1, 2007.

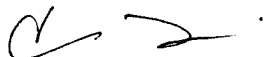
FISCAL IMPACT

Software and implementation services total \$499,916, including \$36,511 for first year warranty and maintenance. One-time funding was budgeted in the General Fund (GP 100) Citywide Activities to support the acquisition. Future years maintenance costs, estimated at approximately \$37,000 will be allocated to participating departments' funds.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



CURTIS TANI
DIRECTOR OF TECHNOLOGY SERVICES

CT:gs

APPROVED:



GERALD R. MILLER
CITY MANAGER