



Chandler - Arizona  
Where Values Make The Difference

**PURCHASING ITEM  
FOR  
COUNCIL AGENDA**

1. Agenda Item Number:

31

2. Council Meeting Date:  
December 12, 2013

TO: MAYOR & COUNCIL

3. Date Prepared: November 13, 2013

THROUGH: CITY MANAGER

4. Requesting Department: City Manager

5. SUBJECT: Information Technology Consulting and Temporary Contract Staffing

6. RECOMMENDATION: Recommend approval of the utilization of State contract #ADSP012-031581 for Information Technology consulting and staffing services with Guidesoft, Inc., dba Knowledge Services in an amount not to exceed \$226,960.

7. HISTORICAL BACKGROUND/DISCUSSION: Information Technology has historically hired temporary employees to assist in special projects or backfill vacant positions by utilizing competitively bid temporary staffing agreements. These temporary employees have specialized skills in specific technical areas which complement Information Technology staff and are intended to work on a temporary basis for a specific assignment. The Information Technology field is becoming increasingly more competitive for specialized resources; assistance is needed to find qualified resources in a timely manner.

The State has contracted with Knowledge Services to provide contract technical support resources. Knowledge Services is a "consolidator" of contract resource providers. They represent a wide range of contract staffing firms. The City provides the requirements, Knowledge Services poll their providers for resources, and the City interviews the resources and makes a selection. The City then enters into an agreement with Knowledge Services to provide the necessary resource from the most qualified resource provider.

The Information Technology Division brought forward a request last fiscal year to procure temporary staffing services from this vendor and is now looking to expand these services for the remainder of the current fiscal year. These resources will continue to provide the services on the Utility Billing and Electronic Payment Processing Portal projects. This extension is due to multiple factors including a more complete understanding of the work required for the projects, a committed go-live date for the Utility Billing project and a loss of key City technical resources.

Information Technology is seeking an extension of (2) key resources through the remainder of FY13/14:

- (1) Enterprise Service Bus Interface Developer: This resource will develop new technology system interfaces for the new Utility Billing and Electronic Payment Processing Portal systems that are currently being implemented. Total cost is \$126,960 for 1,104 hours at \$115/hour.
- (2) ITOC Project Manager: This resource will provide assistance managing multiple ITOC prioritized projects. There are numerous major ITOC projects being worked on simultaneously. This resource will help ensure these projects will continue to be delivered on time and on schedule. Total cost is \$100,000 for 1,250 hours at \$80/hour.

8. EVALUATION PROCESS: The State of Arizona issued a competitive Request for Proposals (RFP) for a Managed Services Provider (MSP) capable of providing sourcing, assignment and management for all assignments in the IT staffing and consulting industry, regardless of personnel class or project duration. The State awarded contract #ADSP012-031581 to Knowledge Services in December 2012.

9. FINANCIAL IMPLICATIONS: Funds for temporary contract employees are budgeted for in - 401.1287.5219.0.6IC050.0 General Government Capital Projects, ITOC Capital, Other Professional Services, Enterprise Interfaces (formerly ESB), \$126,960 and 401.1287.5219.0.6IC088.0 General Government Capital Projects, IT Citywide Infra Support Capital, Other Professional Services, Project Management Consultants \$100,000.

**10. PROPOSED MOTION:** Move to approve the utilization of State contract # ADSPO12-031581 for Information Technology consulting and staffing services with Guidesoft, Inc., dba Knowledge Services in an amount not to exceed \$226,960.

**APPROVALS**

**11. Requesting Department**

  
Rachelle Faherty, IT Applications Support Manager

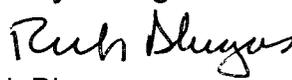
**12. Department Head**

  
Steven Philbrick, Chief Information Officer

**13. Procurement Officer**

  
Carolee Stees, CPPB

**14. City Manager**

  
Rich Dlugas