



**PURCHASING ITEM  
FOR  
COUNCIL AGENDA**

**1. Agenda Item Number:**  
**43**  
**2. Council Meeting Date:**  
October 23, 2014

**TO: MAYOR & COUNCIL**

**3. Date Prepared:** September 9, 2014

**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 #ADSPO12-031581 for Information Technology consulting and staffing services with Guidesoft, Inc., dba Knowledge Services in an amount not to exceed \$256,800.

**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 in fiscal year 13/14 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 several Citywide initiatives identified as priorities by the Information Technology Oversight Committee (ITOC). The complexity of the Lucy and Accela upgrade projects with their multi-point integration with several City Enterprise systems is being simplified by utilizing the Enterprise Service Bus technology. This extension is due to multiple factors including a more complete understanding of the work required for the projects and more complex initial interface design requirements than originally anticipated. The contractor is cross training City Staff to be able to maintain the system long term.

Information Technology is seeking an extension of (2) key resources:

- (1) Enterprise Service Bus Interface Developer: This resource will continue to develop new technology system interfaces for various applications being upgraded or implemented. The contractor has also been tasked to simplify enterprise system integration utilizing best practices with the Enterprise Service Bus tool set. Total cost is \$202,400 for 1,760 hours at \$115/hour. This will extend these services through the remainder of this fiscal year.
- (2) ITOC Project Manager: This resource will provide assistance managing multiple ITOC prioritized projects. There are numerous major ITOC projects being worked on simultaneously and this resource is filling in for a vacant IT Principal Service Delivery Analyst, which is currently under recruitment. This resource will help ensure these projects will continue to be delivered on time and on schedule. Total cost is \$54,400 for 680 hours at \$80/hour. This will extend this resource through the end of January 2015 at which time the vacancy is expected to be filled.

**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 #ADSPO12-031581 to Knowledge Services in December 2012. The contract is valid through August 2015 and has optional extensions through August 2017.

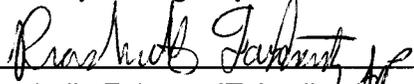
**9. FINANCIAL IMPLICATIONS:**

<u>Acct. No.</u>	<u>Cost Center</u>	<u>Amount</u>
Project: Enterprise Interfaces		
401.1287.5219.6IC050	IT Capital Projects	\$142,400
101.1286.5219.6IC050	ITOC Operations	\$ 20,000
101.1180.5219.6IC050	Management Services Administration	\$ 40,000
	Subtotal	\$202,400
Project: Project Management Consultants		
401.1287.5219.6IC088	IT Capital Projects	\$ 54,400
	Total	<b>\$256,800</b>

**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 \$256,800.

**APPROVALS**

**11. Requesting Department**

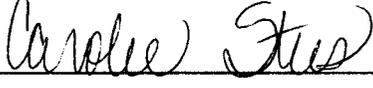
  
 Rachelle Faherty, IT Applications Support Manager

**12. Department Head**

  
 Steven Philbrick, Chief Information Officer

  
 Dawn Lang, Management Services Director

**13. Procurement Officer**

  
 Carolee Stees, CPPB

**14. City Manager**

  
 Rich Dlugas