



**PURCHASING ITEM
FOR
COUNCIL AGENDA**

1. Agenda Item Number:
42
2. Council Meeting Date:
August 13, 2015

TO: MAYOR & COUNCIL

3. Date Prepared: July 16, 2015

THROUGH: CITY MANAGER

4. Requesting Department: City Manager

5. SUBJECT: Information Technology Consulting and Temporary Contract Staffing

6. RECOMMENDATION: Staff recommends City Council approve the utilization of State contract #ADSP012-031581, with Guidesoft, Inc., dba Knowledge Services, for Information Technology consulting and staffing services, in an amount not to exceed \$57,600.

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 and 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.

Recently the City upgraded its Accela permitting and inspections system used by Transportation & Development and Community & Neighborhood Services in preparation for adding new future functionality. During that upgrade, it became apparent the current version of the third party reporting solution, Crystal Reports, was no longer supported by the upgraded Accela system. The City has been moving toward standardized reporting platforms and has been working on migrating reporting functionality to Microsoft's SQL Server Reporting Services (SSRS). With the upgrade, Accela now supports SSRS for generating reports. In order to consolidate reporting solutions so more IT support staff can assist with report generation and avoid the cost of a Crystal Reports software and hardware upgrade, the recommendation is to convert the 300 active Accela reports from Crystal Reports to SSRS. The Information Technology Division has limited resources and would like to utilize a temporary resource to accomplish this conversion in a timely manner.

The Information Technology Oversight Committee (ITOC) made up of City directors reviewed this request and approved the use of ITOC contingency funds to cover the cost of this conversion as it is in line with the City's overall technology support goals.

The current rate for this type of resource is approximately \$60/hour. We estimate this may be up to a 6 month effort. Total cost is \$57,600 for 960 hours at \$60/hour.

8. EVALUATION PROCESS: The State of Arizona competitively solicited and awarded a contract for a Managed Services Provider (MSP) capable of providing sourcing, assignment and management for all assignments in the Information Technology staffing and consulting industry, regardless of personnel class or project duration. This City has a current Intergovernmental Agreement with the State allowing for the cooperative use of State contracts. Staff recommends cooperative use of this contract because it allows the City to find specialized technical resources in a timely manner. The State's current contract is valid

through September 2015, with optional extensions available through 2017. Staff has contacted the State contract administrator and the State is expected to extend the contract which will result in no lapse in services.

9. FINANCIAL IMPLICATIONS:

Project: Accela Crystal Reports Migration

<u>Acct. No.</u>	<u>Cost Center</u>	<u>Amount</u>
401.1285.5219.6IC096	ITOC Operations	\$ 57,600

10. PROPOSED MOTION: Move City Council approves the utilization of State contract # ADSP012-031581, with Guidesoft, Inc., dba Knowledge Services, for Information Technology consulting and staffing services, in an amount not to exceed \$57,600.

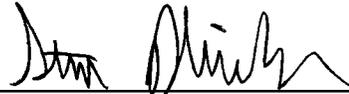
APPROVALS

11. Requesting Department



Rachelle Faherty, IT Applications Support Manager

12. Department Head



Steven Philbrick, Chief Information Officer

13. Procurement Officer



Carolee Stees, CPPB

14. Acting City Manager



Marsha Reed