

STAFF REPORT
City of Lancaster, California

CC 14
09/25/07
RSL

Date: September 25, 2007

To: Mayor Hearn and City Council Members

From: Mark V. Bozigian, Assistant City Manager

Subject: **Approve Professional Services Agreement with ThirdWave Corporation for Information Technology Project Management Services**

Recommendation:

Approve a Professional Services Agreement with ThirdWave Corporation for Information Technology (IT) Project Management Services.

Fiscal Impact:

Not to exceed \$150,000 over the 12 month term of the agreement; Funds for this agreement are included in the adopted FY 2007-2008 Budget (Account numbers: 101-4335-301 and 101-4335-302).

Summary:

The City of Lancaster has approximately 300 full time and 200 part time employees located at various facilities throughout the City to serve a population of 143,818. To support these employees in providing service to the public, the City's Information Technology Division maintains and supports an information technology system consisting of 325 personal computers, 30 mainframe servers, a Local Area Network (LAN), numerous enterprise and department specific software programs and systems, several output devices (printers, faxes, etc.), and both hard-wire and cellular telecommunications systems. Additionally, an Information Technology Strategic Plan prepared for the City identifies many additional upgrades and projects necessary to maintain and enhance technology-based services to the public.

The City has a 4-person Information Technology Division to support and maintain the infrastructure and system described above. Staffing for this Division is comprised of 4 technicians and does not include an IT Manager. A survey of cities of comparable staff size and with similar information technology infrastructure showed staffing levels of between 10 and 18 IT employees. Due to other City priorities and budgetary considerations, an increase in staffing for the IT Division has not been recommended. Instead, the FY 2007-2008 Budget contains funding for contract IT Project Management services. After exploring various options, it was determined that ThirdWave Corporation, which also developed the City's Information Technology Strategic Plan, was the most qualified firm to provide information technology project management services to the City.

Contracting for IT project management services will allow the City to implement, upgrade and support enterprise and other systems, which the City has already committed to and funded, that will provide

better and more efficient service to the City's citizens as well as the business and development community. Some of these systems include the Hansen Asset Management System; Avolve Electronic Plan Check System; Cayenta Financial Management System and Human Resources Module; Geographic Information System (GIS); Electronic Document Management System (EDMS); e-commerce systems to conduct business with the City over the internet; and hard-wire, cellular, and other telecommunications and internet-based systems.

Examples of specific services to be provided under this agreement include:

- Develop detailed project plans for departmental / enterprise IT Project implementations
- Allocate tasks to project team and monitor quality and timeliness of required deliverables
- Track key project milestones and adjust plans and resources to meet project requirements
- Ensure appropriate priorities assigned to critical project tasks
- Communicate project status / issues for resolution to appropriate steering / oversight committees
- Manage project direction to ensure that Senior Management expectations are fulfilled
- Manage scope through robust Project Management control procedures (i.e. PMBOK)
- Monitor project costs to ensure budget adherence
- Perform quality reviews and escalate project issues as appropriate
- Coordinate IT Staff responsible for IT initiatives to manage cross-project dependencies
- Ensure timely issue resolution and appropriate issue escalation
- Ensure resolution process is in place for gaps, issues, and risks
- Ensure alignment of IT direction and business objectives in systems design and configurations
- Document lessons learned following project completion, share results with the City management team
- Provide IT team leadership and team building

The Agreement calls for the IT Project Manager to provide services on a 30 hour per week basis with a not to exceed total of \$150,000 over a 12 month period. The City can cancel the contract at any time with 30 days notice to ThirdWave Corporation.