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DEPARTMENT OF
FINANCE

REVENUE DIVISION

CITY OF SACRAMENTO
CALIFORNIA

February 11, 2004

CITY HALL
ROOM 104
915 I STREET
SACRAMENTO, CA
95814-2696

REVENUE
ADMINISTRATION
916-264-5724

City Council
Sacramento, California

Honorable Members in Session:

SUBJECT: Approval of Supplemental Agreement No. 1 to City Manager Agreement Number 2003-119 for Consultant and Professional Services for Split Rock Consulting, Inc. to provide Customer Information System (CIS) Software Testing

LOCATION: Citywide

RECOMMENDATION:

This report recommends that the City Council authorize the City Manager to execute Supplemental Agreement Number 1 to City Manager Agreement 2003-119 with Split Rock Consulting Inc. to extend the services for Karen Giacalone as Customer Information System (CIS) Software Tester from the period of February 1, 2004 through May 21, 2004. The supplemental agreement is for an amount not to exceed \$92,000.

CONTACT PERSON: Gustavo Vina, CIS Project Sponsor, 808-7138

FOR THE COUNCIL MEETING OF: March 4, 2004

SUMMARY:

In December 2002, the City Council approved the procurement of a new Utility Billing Customer Information System (CIS) – PeopleSoft CIS. The implementation of the new CIS system began in May 2003. This report recommends approval to extend the Professional Services Agreement with Split Rock Consulting Inc. for Software Testing services provided by Karen Giacalone. This extension would raise the contract value from \$130,000 to \$222,000. These services are required for a successful implementation of CIS.

COMMITTEE/COMMISSION ACTION: None Required

BACKGROUND INFORMATION:

In December 2002, City Council approved vendor agreements for the procurement and implementation of a new Utility Billing/Customer Information System, PeopleSoft CIS. In February 2003, City Council approved procurement of the required new computer hardware. The computer hardware and application software has been ordered, received and installed. In May 2003, City staff and the PeopleSoft CIS implementation vendor, SPL, began process analysis workshops to determine the final product configuration. The development of the test plans to test the PeopleSoft CIS software configuration began in July 2003.

In January 2003, Split Rock Consulting, Inc (Split Rock) provided consulting services related to the development of a Business Process Analysis (BPA) report for the new CIS. Split Rock provided consulting services that assisted the City in determining the City's existing workflows for efforts performed by the Department of the Utilities, Solid Waste and Revenue in support of the new CIS. Split Rock met and exceeded all the agreement requirements including meeting the scheduled timeline. In addition, the principal consultant proposed to provide test support to the City, was on the BPA team in January, and was the lead/consultant to the test team for the City of Tallahassee in their successful implementation of the PeopleSoft CIS in 2002.

The principal consultant proposed, Karen Giacalone continues to support the City's UBET/CIS Project Team in analyzing the product revalidation effort, future business process requirements and overall testing needs. The principal consultant proposed has been appointed the Test Team Lead role for the City of Sacramento. This valuable experience is not available within the City's UBET/CIS Project resources.

Given Karen Giacalone's past performance and experience, the UBET/CIS Project Team, with the consensus of the Project Management Team, recommends that the City contract with Split Rock for Software Testing services related to the implementation of the new CIS System be extended.

FINANCIAL CONSIDERATIONS:

The total costs for this Supplemental Agreement Number 1 is \$92,000. The funding is currently available in the Capital Improvement Program Budget – Project AB61-CIS Project. No additional funding is required.

ENVIRONMENTAL CONSIDERATIONS:

Ongoing administrative and maintenance activities, which are not made from purposes of a public work construction project, do not constitute a project and are exempt from the California Environmental Quality Act (CEQA), CEQA Guidelines, Sections 15061 (b) (1), 153778(b) (3).

POLICY CONSIDERATIONS:

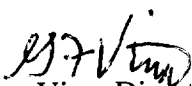
This recommendation is in conformance with the goals, objectives, initiatives and operating principles of the City's Information Technology Strategic Plan. In particular, it is in accordance with Goal #1, Improve Technical Infrastructure, the successful implementation of the new CIS Project will result in improved customer service for all City residents. Providing improved, timely customer service to all residents of the City is in accordance with the City Council's vision that the City of Sacramento is the city of choice to live, learn, work and play.

The action requested is consistent with Chapter 3.64 of the Sacramento City Code and existing policy regarding professional services agreements.

ESBD CONSIDERATIONS:

Split Rock is not a certified ESBD firm. If further services are required for this project, an effort will be made to attempt to identify ESBD firms.

Respectfully submitted,


Gus Vina, Director
Finance Department

RECOMMENDATION APPROVED:



Robert P. Thomas
City Manager

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**SUPPLEMENTAL AGREEMENT
DEPARTMENT OF FINANCE**

Project Title: CIS Project Software Testing
Date: February 11, 2004
Purchase Order No.: 4112326116
City Manager Agreement Number: 2003-119
Supplemental Agreement No.: 1

The City of Sacramento ("City") and Split Rock Consulting Inc ("Consultant"), as parties to that certain Consultant and Professional Services Agreement designated as City Manager Agreement Number 2003-119 including any and all prior addenda and supplemental agreements modifying said agreement (said agreement, addenda and supplemental agreements are hereafter collectively referred to as the "Agreement"), hereby supplement and modify the Agreement as follows:

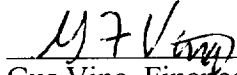
1. The scope of services for City Manager Agreement Number 2003-119 will not change. This Supplemental Agreement No. 1 will allow for continued CIS Project Software Testing services through May 21, 2004.
2. In consideration of the additional and/or revised services described in section 1, above, the maximum not to exceed amount that is specified in Exhibit B of the Agreement for payment of Consultant's fees and expenses, is increased by \$92,000 and, accordingly, said maximum not to exceed amount is amended as follows:


Agreement's original not to exceed amount:	\$130,000
Increase by Supplemental Agreement No. 1:	\$ 92,000
New not to exceed amount:	\$222,000


3. Consultant agrees that the amount of increase or decrease in the not to exceed amount specified in section 2, above, shall constitute full compensation for the additional and/or revised services specified in section 1, above, and shall fully compensate Consultant for any and all direct and indirect costs that may be incurred by Consultant in connection with such additional and/or revised services, including costs associated with any changes and/or delays in work schedules or in the performance of other services or work by Consultant.
4. Consultant warrants and represents that the person(s) executing this supplemental agreement on behalf of Consultant has or have been dully authorized by Consultant to sign this supplemental agreement and bind Consultant to the terms hereof.

Supplemental Agreement No. 1 to City Manager Agreement No. 2003-119


5. Except as specifically revised herein, all terms and conditions of the Agreement shall remain in full force and effect, and Consultant shall perform all of the services, duties, obligations, and conditions required under the Agreement, as supplemented and modified by this supplemental agreement.

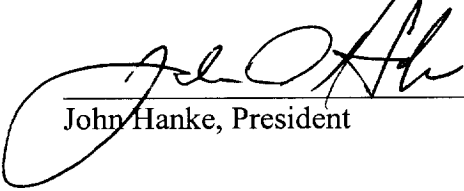
Approval Recommended By:  Date 2/24/04
Gus Vina, Finance Director

Project Manager:  Date 2/19/04
Project Manager

Approved As To Form By:  Date 2/24/04
City Attorney

Approved by:

City of Sacramento:  Date 2/24/04
Robert P. Thomas, City Manager

Split Rock Consulting Inc.:  Date 2/18/04
John Hanke, President

Attest:

City Clerk Date _____

*When the consultant is a corporation, the following two signatures are required:

- (1) The first signature by either the Chairman of the Board, the President or any Vice President of the Corporation; and
- (2) The second signature by either the Secretary, an Assistant Secretary, the Chief Financial Officer or any Assistant Treasurer of the Corporation.

RESOLUTION NO.

ADOPTED BY THE SACRAMENTO CITY COUNCIL

ON THE DATE OF _____

**RESOLUTION AUTHORIZING EXECUTION OF A SUPPLEMENTAL
PROFESSIONAL SERVICES AGREEMENT WITH SPLIT ROCK CONSULTING, INC. FOR
SOFTWARE TESTING PROGRAM SERVICES IN AN AMOUNT NOT TO
EXCEED \$92,000.**

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF SACRAMENTO THAT:

The City Manager and City Clerk are hereby authorized to execute a supplemental agreement to extent our Professional Services Agreement with Split Rock Consulting, Inc. to provide software testing program services to the implementation of the new Utility Billing/Customer Information System (CIS) in an amount not to exceed \$92,000.

MAYOR

ATTEST:

CITY CLERK

FOR CITY CLERK USE ONLY

RESOLUTION NO.: _____

DATE ADOPTED: _____