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Title: Approve the First Amendment to the Consultant Services Agreement with Nexlevel Information Technology (Nexlevel) Incorporated, for \$70,575 for development of an Information Technology Plan for the Department of Public Utilities.

Sponsors: Department of Public Utilities

Indexes:

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Attachments: 1. First Amendment to NexLevel.pdf

Date	Ver.	Action By	Action	Result
4/27/2017	1	City Council	approved	Pass

REPORT TO THE CITY COUNCIL

April 27, 2017

FROM: THOMAS C. ESQUEDA, Director
Department of Public Utilities

BY: MATTHEW L. BULLIS, PE, Professional Engineer
Department of Public Utilities

SUBJECT

Approve the First Amendment to the Consultant Services Agreement with Nexlevel Information Technology (Nexlevel) Incorporated, for \$70,575 for development of an Information Technology Plan for the Department of Public Utilities.

RECOMMENDATIONS

Staff recommends the contract be amended to include this scope of work and authorize the Director of Public Utilities, or designee, to execute and the First Amendment with Nexlevel for \$70,575 to begin this planning effort.

EXECUTIVE SUMMARY

Nexlevel is currently under contract to develop a citywide five-year Information Technology (IT) Strategic Plan for the Information Services Department (ISD) which will provide an overall

governance plan for how IT programs are procured, administered, managed, and maintained citywide. The Department of Public Utilities (DPU), in conjunction with ISD management, has recognized the need to develop a coordinated IT Plan for prioritizing current and future IT needs within DPU. DPU, which currently procures, administers, manages, and maintains IT activities for the Department in cooperation with ISD, has over 135 IT software systems in use that are either custom designed or specific to DPU management, administration, and service delivery. This includes various software for utility billing, work order management, customer service and asset management; energy management, AutoCAD drafting, supervisory control and data acquisition (SCADA), water related meter reading, backflow tracking, water quality testing and valve exercising; warehouse inventory control, vehicle tracking; sewer manhole and collection system management; and IVIEW software and other programs.

Given the number, type, and age of existing software systems in DPU, there is a need to reduce redundancy, link systems together, minimize data re-keying, increase communication and coordination between internal and City wide systems, such as PeopleSoft, FresGo, Arc GIS and Accela; and improve overall customer service. The work to be performed by NexLevel will assist DPU in meeting its business objectives, provide integration and gap analysis review of existing systems, optimize work flows and business process, and better integrate DPUs software systems with ISDs corporate enterprise systems.. The plan will enable the development of a long-term IT vision and tailor strategies for use of technology in providing increased work productivity and better customer service.

BACKGROUND

On December 17, 2015 the City, in conjunction with the established consultant selection process, awarded a contract for an IT Strategic Plan for \$174,800 with Nexlevel to develop a citywide five-year IT Strategic Plan. This IT plan is used by ISD staff to guide, plan and procure current and future IT investments and resources. Due to their knowledge and expertise, Nexlevel was selected to develop an individual IT Technology Plan for Public Utilities.

The scope of work would include the following:

- Develop a comprehensive assessment of existing technology usage, common platforms and uses within DPU.
- Define the future vision for the use of IT and understand the gap between that vision and current IT realities.
- Determine current IT compliance with best practices guidelines.
- Identify gaps between current IT applications and user service level expectations.
- Identify projects that will improve DPU's immediate and long term technology needs.
- Provide project recommendations; cost estimates, implementation timeframes from project implementation.
- Determine key elements or drivers that must be in place for plan success.
- Development of the IT Technology Plan.

The cost for this First Amendment is \$70,575, which will increase the overall cost of the project to \$245,375. This First Amendment to Agreement has been approved as to form by the City Attorney's Office.

ENVIRONMENTAL FINDINGS

By the definition provided in the California Environmental Quality Act (CEQA) Guidelines Section 15378 this item does not qualify as a “project” for purposes of the CEQA.

LOCAL PREFERENCE

Local Preference was not implemented because this is an amendment of an existing contract.

FISCAL IMPACT

Approval of this Amendment to the Agreement will not impact the General Fund. Funding for this project is included in Department of Public Utilities, Administration Account Program Budget under Fund (55001), Org (410101), and Project (AA00001).

Attachment:

First Amendment to Agreement