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Office of the City Manager

<u>CONSENT CALENDAR</u>
Oct. 14, 2021

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Submitted by: Savita Chaudhary, Director, Information Technology

Subject: Protiviti Government Services: Using General Services Administration (GSA) Vehicle for Professional Services Purchase Orders

<u>RECOMMENDATION</u>
Adopt a Resolution authorizing the City Manager to issue purchase orders with Protiviti Government Services for the purchase of professional services using the General Services Agency's (GSA) purchasing vehicle no. GS-35F-0280X for an amount not to exceed $492,000 through September 30, 2022.

<u>FISCAL IMPACTS OF RECOMMENDATION</u>
One-time funding for this project is available in the Department of Information Technology's Fiscal Year 2022 Cost Allocation Fund allocation. Spending for this contract in future fiscal years will be subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

$120,000	FY 2022: Professional Services Budget Code: 680-35-362-376-0000-000-472-612990- (IT Cost Allocation, IT Department, Professional Services)
$372,000	FY 2022: Professional Services Budget Code: 503-35-362-376-0000-000-412-612990- (FUND$ Replacement, IT Department, Professional Services)

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$492,000   Total FY 2022 Professional Services

<u>CURRENT SITUATION AND ITS EFFECTS</u>
The City's Department of Information Technology (DoIT) is currently working on many enterprise projects that impact interactions with our current and new financial systems, as we transition from FUND$ to Tyler Munis (ERMA). One of the critical projects is the migration of the Accounts Receivable/General Billing (AR/GB) from FUND$ to ERMA. As part of the analysis over 40 interfaces were identified just for AR/GB that has to be migrated over to the new system. This entails additional work in terms of the current state

(As-Is) analysis, evaluation of the current platform used for integration, designing, building and implementations of these interfaces.

The City has several other key projects that also requires additional expert knowledge in interfaces, reporting and data transfer between the City's financial systems. One of the on-going projects is the Asset works Fleet Management System that requires interfaces to and from Tyler Munis. Multiple projects have interfaces with FUND$ that needs to be transferred as AR/GB and other MUNIS modules roll out. All these interfaces require deep knowledge of multiple systems and integrations, to fit the new requirements for the implementation.

The implementation of these interfaces requires consultant expertise to be available throughout the duration of the project for successful and timely completion. Any delay in getting the resources would delay the existing projects.

Key efforts to date are as follows: 1) Creation of Reports/Interfaces for the HR/Payroll project like Vacancy Report, Timecard Reports, Sick Leave Adjustment, 2) design, development and configuration for Accela Reports/Interfaces like Delinquency reports, Overpayments etc. and 3) on-going support of Business Licensing module for Rental of Real Property and other business licenses configured in Accela.

Ongoing projects are additional reporting and interfaces for the HR/Payroll project, and working on enabling online Business License renewals and applications for all license types.

The demand for technology exceeds our current skillset and resource capacity. For successful implementation of these projects, we need expert level skills in multiple areas. Currently, Robert Half consultants are helping us bridge the gap, allowing us to complete these projects on-time and within budget.

Additionally, the City regularly participates in purchasing vehicles, or Master Award Schedules (MAS) negotiated by GSA. GSA negotiates long term contracts for prices on supplies, products, and services with suppliers on behalf of government agencies, including local government, that ensure volume discount pricing.

BACKGROUND
The City has started the process of migrating the Accounts Receivable and General Billing (AR/GB) module from FUND$ to ERMA. As a result of detailed analysis, over 40 interfaces were identified that required to be migrated over to the new system. This entails a large amount of additional as-is analysis, designing, building, and implementation of these interfaces.

Recently, we lost one of the key IT staff (APAII) that was assisting on this project due to resignation. As we continue looking for a permanent replacement, we need to back fill the role immediately so that we can have continuity in the projects and be able to deliver the projects within time.

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This consultant will also help us with day to day operations until we fill in the existing position, as well as provide expertise in the interfaces and integrations area on various projects.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS
Protiviti Government Services staffs will conduct their work remotely thus reducing greenhouse gas emissions from travel to and from City facilities. There are no other identifiable environmental effects, climate impacts, or sustainability opportunities associated with this report.

RATIONALE FOR RECOMMENDATION
The City is currently using Protiviti Government Services under multiple GSA vehicles across several departments for specific professional services engagements. Protiviti Government Services works with Robert Half International to immediately source analysts with the skillset and experience required to work on these projects.

Additionally, staff determined that not using Protiviti Government Services for the remainder of FY puts some of the projects in jeopardy of not being completed on time and within budget.

ALTERNATIVE ACTIONS CONSIDERED
Hiring additional internal staff to fulfill the needs were considered. However, given the deep technical expertise and knowledge required it would be difficult to hire the appropriate staff and get them trained in a timely manner for the projects.

CONTACT PERSON
Savita Chaudhary, Director, Information Technology, 510-981-6541

Attachments:
1: Resolution

RESOLUTION NO. ##,###-N.S.

PROTIVITI GOVERNMENT SERVICES: USING GENERAL SERVICES
ADMINISTRATION (GSA) VEHICLE FOR PROFESSIONAL SERVICES PURCHASE
ORDERS

WHEREAS, in July 2020, the City engaged a consultant to assist in various Accela and
Tyler Munis projects, which the consultant has aptly done so far; and

WHEREAS, Protiviti Government Services has the expertise in operations and
implementations of complex projects, and provides well qualified analysts; and

WHEREAS, the City regularly participates in purchasing vehicles, or Master Award
Schedules (MAS) negotiated by GSA, who negotiates long term contracts for prices on
supplies, products, and services with suppliers on behalf of government agencies,
including local government, that ensure volume discount pricing; and

WHEREAS, one time funding for this project is available in the Department of Information
Technology's Fiscal Year (FY) 2021 and 2022 Cost allocation Fund allocation, and
spending for this contract in future fiscal years will be subject to Council approval of the
proposed citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the
City Manager is authorized issue purchase orders with Protiviti Government Services for
the purchase of professional services using the General Services Agency's (GSA)
purchasing vehicle no. GS-35F-0280X for an amount not to exceed $492,000 through
September 30, 2022.