



# City of Huntington Beach

**File #:** 19-926

**MEETING DATE:** 9/3/2019

## REQUEST FOR CITY COUNCIL ACTION

**SUBMITTED TO:** Honorable Mayor and City Council Members

**SUBMITTED BY:** Dave Kiff, Interim City Manager

**PREPARED BY:** Behzad Zamanian, Chief Information Officer

**Subject:**

**Approve a Professional Services Contract with IK Consulting for \$180,000 for Project Management and Implementation Services; and, approve Amendment No. 2 to the Professional Services Agreement with Go-Live Technology for as-needed Information Technology Project Management Service for \$135,000 to complete implementation of the citywide Enterprise Land Management (ELM) System**

**Statement of Issue:**

The City has been working with Accela Inc., IK Consulting, and Go-Live Technology for the implementation of the citywide Enterprise Land Management (ELM) system since December of 2016. The City utilizes consulting professional services contracts for system development, project management, and staff augmentation to implement this citywide system. The project is 95% complete and the project team is in the final stages of development and system testing for the implementation. In order to complete the implementation, the City Council is being asked to approve a professional services contract with IK Consulting in the amount of \$180,000, and Amendment No. 2 to the professional services agreement with Go-Live Technology to authorize an increase of \$135,000.

**Financial Impact:**

Funding is included in the FY 2019/20 budget.

**Recommended Action:**

A) Approve and authorize the Mayor and City Clerk to execute "Professional Services Contract Between the City of Huntington Beach and IK Consulting for Project Management and Implementation Services" and, approve and authorize an increase in the Information Services Professional Services listing authority by \$180,000; and,

B) Approve and authorize the Mayor and City Clerk to execute "Amendment No. 2 to Professional Services Agreement between the City of Huntington Beach and Go-Live Technology, Inc. for As-

Needed Informational Technology Project Management Service” and, approve and authorize an increase in the Information Services Professional Services listing authority by \$135,000.

**Alternative Action(s):**

Deny amendment and direct staff accordingly.

**Analysis:**

In 2016, the City embarked on replacing four (4) key business systems (Utility Billing, Cashiering, Document Imaging, and Land Management) that are tightly integrated and essential to the City’s operation and financial stability. Implementation of the Utility Billing, Enterprise Cashiering, and Document Imaging systems was completed in October 2018, and the City continues to work with Accela Inc., Go-Live Technology Inc., and IK Consulting on the final stage of the Enterprise Land Management (ELM) system.

The City entered into an agreement with Accela Inc. in 2016 for the purchase and implementation of an Enterprise Land Management (ELM) system that will replace several disparate databases utilized by Building, Planning, Code Enforcement, Business License, Urban Runoff, Engineering, and Fire Inspections. The new system will not only replace existing disparate systems, it will also integrate and modernize business processes to a standardized way of handling land management activities, while also providing greater features and online functionality to enhance customer service.

To provide better customer service, implement efficiencies, and enhance user experience, several complex requirements were identified during the discovery and configuration that had to be developed by vendors. Moving from decentralized land management business practices and several disparate databases to a single, fully integrated enterprise system required complex functionality and multiple features, as well as changes to existing business processes.

Although the functional requirements for the project were developed and amended to the contract, numerous modifications were needed in order to meet the needs of the City. Additionally, of the 30 staff leads assigned to this project, 13 of these members have either left the City or were reassigned requiring retraining and knowledge transfer to new staff members throughout the project.

A combination of staffing changes, scheduling challenges, configuration and product development time have resulted in gradual progress but an extension to the overall project timeline to February 2020. Extending the project timeline will allow for staff to properly test all outstanding items required for cutover and a successful go-live. In the meantime, the City is in the process of negotiating financial concessions from Accela Inc. to address the impact of the delays on the project and ensure project success.

The attached amendment with Go-Live Technology, Inc. and the contract with IK Consulting will assist in the completion of all outstanding items and successful cutover from the existing system to the new system.

**Environmental Status:**

Not applicable.

**Strategic Plan Goal:**

Enhance and maintain high quality City services

**Attachment(s):**

1. IK Consulting Group - Professional Services Contract
2. Go-Live Technology - Amendment 2 Professional Services Agreement
3. Go-Live Technology - Amendment 1 Professional Services Agreement
4. Go-Live Technology - Original Professional Services Contract