

City of Los Alamitos

Agenda Report Consent Calendar

March 23, 2015
Item No: 8D

To: Mayor Richard D. Murphy & Members of the City Council

Via: Bret M. Plumlee, City Manager

From: Cassandra Palmer, Support Services Manager

Subject: Amendment No. 3 to Professional Services Agreement with Scientia Consulting Group for Information Technology Support Services

Summary: The purpose of this report is to amend the Professional Services Agreement with Scientia Consulting Group, extending the term to June 30, 2016, for information technology support services.

Recommendation: Authorize the Mayor to execute Amendment No. 3 to the Professional Services Agreement with Scientia Consulting Group, extending the contract for one-year.

Background

The City of Los Alamitos has utilized the Scientia Consulting Group for information technology (IT) support services since 2011. Although the term of the original agreement was through June 30, 2013, the City has utilized an option to extend the Professional Services Agreement for two one-year periods.

The City is currently in the middle of a complex Computer Aided Dispatch/Records Management System replacement project and the transition to a new system will require some intricate knowledge of the City's network configurations as well as work flow. Additionally, the anticipated retirement of the Support Services Manager further accentuates the need to ensure some consistency in the City's IT support. With the continuity of IT services being critical to these transitions, staff recommends extending the service agreement for a third time. With no increase in the cost of the service, this item is brought to City Council to request another one-year extension of the contract to June 30, 2016.

Discussion

Scientia continues to deliver cost effective, comprehensive technology support by providing maintenance, project planning, and around-the-clock monitoring of the City's

network. They have been instrumental in collaborating with staff to accomplish the following goals identified in the IT Strategic Plan for Fiscal Year 2014-15:

1. Scientia's proactive approach to IT issues has been invaluable to staff. They continue to participate in Steering Committee meetings, providing staff with valuable technical insight. They have ensured the efficient performance and maintenance of City systems since entering into a service contract with Los Alamitos. By facilitating the implementation of, and/or resolution to, almost 100 ideas from the Steering Committee's *Idea List*, Scientia has ensured the momentum of proactive thinking in the City's IT program. (*Goal - Move in a proactive direction*);
2. To increase mobile productivity while controlling costs, Police Detectives were issued Dell Tablets for use in the field as well as for desktop functions via a docking station. Purchased in lieu of the scheduled desktop replacements, the cost of one of these devices is slightly less than a laptop, yet it serves multiple functions by providing mobile access to case information. If these tablets perform as expected, additional staff will be migrated to this technology as needed. (*Goal - Improve Staff Efficiency*);
3. The final phase of the Recreation and Community Services Department's transition to the new integrated registration software, CSI, has been completed. By providing a comprehensive approach to online registration, CSI replaced the former "pseudo" online registration which was neither automated nor integrated. Although community members were able to register online before the transition to this software, the new software's integration results in a more efficient operation and better audit measures. Staff continues to work with CSI to address some customization issues in the system. (*Goals - Improve access to local government and Improve Staff Efficiency*);
4. A significant cost reduction resulted with the transition to a VPN (Virtual Private Network) for access to police data on the West Covina System. The VPN allowed the City to terminate the recurring T-1 line costs for AT&T service resulting in a savings of \$8,500 per year. The City has been in a dispute with AT&T after the company increased the service type and doubled the cost without authorization. (*Goal - Implement cost-effective solutions*);
5. Two years ago, the City began migrating toward a virtualized network. By purchasing the equipment when it is scheduled for replacement, the City avoided spending \$65,000 in one lump sum to implement the project. The staged migration also benefits the City by allowing for the depreciation of the current equipment before incurring the expenditures needed for virtualization. Thus, this project is saving money during the transition, as well as in the future when replacement will be limited to fewer, but more optimized pieces of hardware. (*Goal - Implement cost-effective solutions*); and,

6. By providing information about the timing and effectiveness of new technology, Scientia continues to provide professional expertise and assist staff in making sound technological decisions. They continue to represent the City at the Orange County Law Enforcement Information Technology Association meetings. (*Goal - Recognize the rapidly changing landscape of technology*)

In addition to helping the City meet its Information Technology goals, the City has saved money on consultation and support since entering into the agreement with Scientia for IT Support Services. To illustrate the cost effectiveness of this contract, the following chart reflects expenses for the City's IT services contracts from 2010 to 2015. The minor budget fluctuations are the result of specialized software and equipment obtained through Scientia when implementing projects. It should also be noted, Scientia is one of the few IT vendors who include project management without an additional cost to their basic support service.

Fiscal Year	Contract with Scientia					
	2010-11	2011-12	2012-13	2013-14	Projected 2014-15	2015-16
Budget	\$108,468	\$84,340	\$71,103	\$78,240	\$75,000	\$75,000

Since entering into a contract with Scientia, the City has realized a savings in the cost of IT service while benefiting from Scientia's proactive approach and broad spectrum of expertise. Extension of the agreement for IT support services ensures the containment of costs, promotes continuity by keeping the service in place, and gives staff the opportunity to further evaluate the scope of services for possible future savings. Based on the efficiency and expertise provided by Scientia Consulting Services, it is recommended that City Council extend the IT Support Services Agreement for another year.

Fiscal Impact

The proposed budget for Fiscal Year 2015-16 will include \$75,000 for the Information Technology Support Services Agreement. The budget provides for the remote 24-7 monitoring of our network and an on-site technician for sixty (60) hours per month. The remote monitoring of our network is included in the agreement at no cost to the City. Staff included additional funding at the hourly rate of \$95/hour to accommodate specialized projects and after-hours emergency responses as may be necessary. It is also important to note that the basic cost of this service contract has not increased in the four years the City has been served by Scientia.

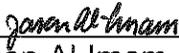
Submitted By:


 Cassandra Palmer
 Support Services Manager

Approved By:


 Bret M. Plumlee
 City Manager

Fiscal Impact Reviewed By:



Jason Al-Imam
Administrative Services Director

Attachments: 1. Amendment No. 3 – Scientia Consulting Group

AMENDMENT No. 3 TO PROFESSIONAL SERVICES AGREEMENT
(City of Los Alamitos and Scientia Consulting Group)

This Amendment No. 3 (“Amendment”) to Professional Services Agreement (“Agreement”) is made on this 16th day of March, 2015 at Los Alamitos, California, by and between the City of Los Alamitos, a municipal corporation, 3191 Katella Avenue, Los Alamitos, California 90720 (“City”) and Scientia Consulting Group, 1591 S. Sinclair Street, Suite B, Anaheim, California 92806 (“Corporation”).

This “Amendment” modifies Amendment No. 2 to the Professional Services Agreement “Agreement” between the “City” and the “Corporation” dated April 21, 2014 in the following fashion:

“City” and “Corporation” desire to amend the “Amendment” by modifying section 3.4 – Expiration Date of the “Agreement” to read as follows:

3.4 “Expiration Date”: June 30, 2016.

SIGNATURES ON THE FOLLOWING PAGE

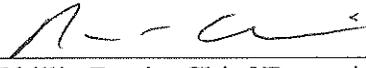
TO EFFECTUATE THIS AGREEMENT, the parties have caused their duly authorized representatives to execute this Agreement on the dates set forth below.

“City”
City of Los Alamitos

By: _____
Richard D. Murphy, Mayor

Date: _____

“Corporation”
Scientia Consulting Group

By:  _____
Phillip Danie, Chief Executive Officer

Date: 3-3-15

Attest:

By: _____
Windmera Quintanar, CMC, City Clerk

Date: _____

Approved as to form:

By: _____
Cary S. Reisman, City Attorney