

## Legislation Text

---

**File #:** 2820, **Version:** 1

---

**CC MEETING:** September 6, 2016

**DATE:** August 31, 2016

**TO:** Leonard Martin, City Manager

**FROM:** Lon Fairless, IT Director

Consider **Authorizing The City Manager To Enter Into An Agreement With The Farr Group To Provide Information Technology Consulting For FY 2017** In An Amount Not To Exceed \$38,400.

**BACKGROUND:**

In 2015, the city issued a request for proposal for information technology (IT) services utilizing KPMG to assist in the process. In spite of concentrated efforts to encourage multiple proposers, only two proposals were received and only the incumbent's proposal deemed fully responsive and able to meet the RFP requirements. Post RFP analysis and inquiries showed that other viable proposers simply viewed the range of required services and the current incumbent's long tenure too high of hurdles to warrant the expense of preparing a proposal.

There were significant benefits, however, from the RFP including:

1. Updated service descriptions, inventories and service level standards
2. Key target areas for service improvements were identified such as:
  - a. Upgrades needed for key technology infrastructure items.
  - b. Process improvements for technology project prioritization, funding and management.
  - c. Enhanced, management level, customer satisfaction measurement and tracking
  - d. The need for a long-term strategy to reduce hurdles for proposers to create better competition when the current contract expires
3. The service improvement items were included in the RFP with important specifics included in the final service scope and then carried forward into the new contract.
4. A realized need for on-going and objective advice from an IT expert to assist the city in accomplishing both the service level improvements and in positioning the existing service so as to encourage more competition during the next proposal process

City staff identified and met with potential third party advisors with the appropriate qualifications including Fortium Partners, Gradient Solutions and the Farr Group to both assess qualifications and approach. Staff recommends Council consider engaging the Farr Group to conduct a onetime review of the technology project processes from original concept through feasibility, prioritization, funding, implementation and post implementation lessons learned to enhance both the effectiveness and efficiency of new technology acquisitions.

**FINANCIAL IMPLICATIONS:**

The cost for the consulting services is \$38,400 and will be funded from Information Technology Services operational budget.

**STAFF RECOMMENDATION/ACTION DESIRED:**

Staff recommends that Council authorize the City Manager to enter into an agreement with the Farr Group to provide information technology consulting services for an amount not to exceed \$38,400.