TO: HONORABLE CITY COUNCIL
FROM: CITY MANAGER DEPARTMENT: ADMINISTRATIVE SERVICES
DATE: DECEMBER 1, 2008 CMR: 447: 08
REPORT TYPE: CONSENT

SUBJECT: Approval of Amendments to: 1) Contract S09128961 with KamTech Systems to Add $94,600 for a Total Not to Exceed Amount of $177,100; 2) Contract S08125876 with DRA to Add $88,400 for a Total Not to Exceed Amount of $172,550; and 3) Contract S07120881 with Ariston to Add $236,400 for a Total Not to Exceed Amount of $320,900 for the SAP Industry Specific Utilities Customer Care and Service project.

RECOMMENDATION
Staff recommends that Council approve and authorize the City Manager or his designee to execute amendments to the following contracts related to the SAP implementation of the Utilities Customer Care and Service system.

1. Contract S09128961: KamTech Systems, adding $94,600 for a total contract amount of $177,100.

DISCUSSION
The City is currently utilizing three (3) consultants on the SAP Industry Specific Utilities Customer Care and Service (CCS) implementation project. They are responsible for the data extractions from the old Utilitie’s Customer Information System (CIS), the proper mapping of the data fields to the new SAP CCS database fields, and creating import files containing that data for loading into the new SAP CCS system. They have expert knowledge in the data that is in the old Utilities CIS that is needed to help the City migrate to the new SAP CCS system. This data migration is a critical exercise in the SAP project because without this data ready at the testing and go-live stages of the project, the SAP CCS system will not function. The initial estimate made by the consulting firm of the work effort required for this critical exercise was based on
very high-level information about the City’s needs, and therefore was an underestimation of required resources.

The existing three contracts will be out of funds in the December, 2008 and January, 2009 timeframes. The KamiTech Systems contract is at $82,500, and Staff is requesting an increase to $177,100. The DRA contract is at $84,150, and Staff is requesting an increase to $172,550. The Ariston contract is at $84,500, and Staff is requesting an increase to $320,900. These large increases are required now because at the start of the project, the actual scope of the data migration exercise was unclear. Only after the first month of analysis and performing the tasks needed, were staff able to properly estimate the amount of effort required to complete this activity.

Staff acknowledges that the SAP project data migration work will not be completed before the existing three (3) professional services contracts end. The detail tasks that these resources will be performing are as follows:

1. Defining technical specifications detailing the mappings of Banner screen fields to Oracle table attributes, and further mappings to defined SAP CCS fields. The analysis will require numerous workshops with all the functional leads.
2. Designing and development of extraction and data manipulation programs. The data needs to be cleaned and possibly transformed from the Banner CIS format and value to the required SAP CCS format and value. These will be done in either PL/SQL or Cobol programming.
3. Creating files or tables containing the transformed Banner CIS data, ready for either further data manipulation or migration into the SAP database. These file or record formats must adhere to a strict format.
4. Changing and correcting the extraction and data manipulation programs. The consultant is expected to be working alongside the data migration lead during unit testing, mock runs, and integration testing. Enhancements and corrections to the programs will be needed. They will also need to support the go-live runs in this same capacity.

In addition, there exists a post-implementation support period which will require the expertise of these resources. The SAP project is scheduled to be completed in early 2009, with post-implementation support going through until April, 2009.

The extension figures are based on an estimated 18 weeks of required work spanning from December, 2008 to April, 2009. Included in the totals are projected travel and accommodation expenses. The DRA and Ariston contracts are extended to Dec. 2009 because those resources will be used for maintenance and support for non-project SAP related activities going beyond April, 2009.

The final total of all three contracts will be $670,550.

**RESOURCE IMPACT**
Funding for the professional services contracts are from the Technology Fund.
POLICY IMPLICATIONS
This recommendation does not represent any change to existing City policies.

ENVIRONMENTAL REVIEW
These services do not constitute a project under the California Environmental Quality Act (CEQA).

ATTACHMENTS
Attachment A: Contract S09128961 Amendment #1 for Kamtech contract.
Attachment B: Contract S08125876 Amendment #2 for DRA contract.
Attachment C: Contract S07120881 Amendment #1 for Ariston contract.

PREPARED BY: 

[Signature]
RONALD FONG
IT Manager

DEPARTMENT HEAD: 

[Signature]
LALO PEREZ
Director of Administrative Services

CITY MANAGER APPROVAL: 

[Signature]
JAMES KEENE
City Manager