



City of Palo Alto

City Council Staff Report

(ID # 11360)

Report Type: Consent Calendar

Meeting Date: 6/22/2020

Summary Title: Approval of 5-Year Contracts for On-Call Project Support Services

Title: Approval of Seven (7) Five-Year Contracts for On-Call, As-Needed, IT Project Support Services for an Annual Collective Total Not-to-Exceed Amount of \$480,000 and a Five-year Collective Total Not-to-Exceed Amount of \$2,400,000; and Approval of Six (6) On-Call, As-Needed, SAP Project Support Services, for an Annual Collective Total Not-to-Exceed Amount of \$350,000 Per Year, and a Five-Year Collective Total Not-to-Exceed Amount of \$1,750,000, With All Work Subject to Assigned Task Orders and Availability of Funds

From: City Manager

Lead Department: IT Department

Recommendation

Staff recommends that Council approve, and authorize the City Manager or designee to:

- 1) Execute seven separate five-year contracts with Genuent Global LLC; AgreeYa Solutions, Inc.; Elegant Enterprise-Wide Solutions, Inc.; Forsys, Inc.; Object Technology Solutions, Inc.; Techlink Systems, Inc.; and Zion Cloud Solutions, LLC.; for time-limited, on-call, as-needed, IT project support services for a collective total not-to-exceed amount of \$480,000 annually and \$2,400,000 for all five years; and
- 2) Execute six separate five-year contracts with Avertra Corporation; Peloton Group, LLC.; Etech-360, Inc.; V3iT Consulting, Inc.; IT Resonance, Inc.; and Techlink Systems, Inc.; for time-limited, on-call, as-needed, SAP project support services for a collective total not-to-exceed amount of \$350,000 annually and \$1,750,000 for all five years.

Background

In 2014, the Information Technology Department posted a Request For Proposal (RFP) to seek qualified firms that can provide on-call, time-limited, project-based IT professional services on an as-needed basis, ([CMR 4677](#)) and ([CMR 5454](#)). In 2015, the

Information Technology department posted an RFP to seek qualified firms that can provide on-call, time-limited SAP project support services on an as-needed basis, ([CMR 5956](#)) and ([CMR 7868](#)). Seven contracts were awarded resulting from the IT on-call RFP and seven contracts were awarded from the SAP on-call RFP. Since the technology needs span across many domains, the City needs multiple vendors to ensure the appropriate array of domain expertise options are available.

Discussion

As the contracts from the 2014 and 2015 RFP's sunset, staff issued two new RFPs for IT and SAP time-limited, as-needed, on-call project support services in 2019. This new RFP process sought to again identify multiple qualified firms that can provide such project support services on an as-needed basis.

Under the recommended IT on-call and SAP on-call project support contracts, vendors are not guaranteed or assured of any specific quantity of work to be performed. Work under the contracts is assigned by the City by written Task Order. If work is performed by any one or more consultants, the City will ensure that the aggregate total compensation to all vendors will not exceed \$480,000 for IT project support and \$350,000 for SAP project support, respectively per year. The term for both sets of contracts is from July 1, 2020 through June 30, 2025.

The time-limited, on-call project support services that staff typically seeks for IT as-needed services include, but are not limited to:

- SharePoint implementation and development projects (building and maintaining SharePoint Sites for City departments)
- Application software development projects (CitySelfie, for example, the City's key card badging system)
- System architecture, design, and solution projects
- Email security projects
- Mobile data management projects (protecting City information on employee cell phones)
- Enterprise data governance projects
- Disaster recovery and business continuity projects (emergency preparedness)

The time-limited, on-call project support services that staff typically seeks for SAP as-needed services include, but are not limited to:

- SAP customization and configuration projects for modules including Finance, Payroll and Human Resources
- Configuration and customization projects for business intelligence / data warehouse
- Specialized SAP Basis configuration and administration projects
- SAP, Oracle and HANA Database Administration projects
- SAP application implementation and enhancement projects

In evaluating the proposals under the RFPs, cost, effectiveness of the solution, and prior record with other cities, were a few of the criteria used to select the vendors best suited for the City’s needs.

Details of the RFP processes are below:

RFP Issued (RFP 174582 and RFP 174583)	July 16, 2019
Pre-Proposal Meeting – Non-Mandatory	July 22, 2019
Deadline for questions, clarifications	July 26, 2019
Proposals Due	August 13, 2019
Proposals Received	10 for IT on-call and 11 for SAP on-call
Finalist Identified	10 for IT on-call and 10 for SAP on-call
Number of Vendors Selected for Contract	7 for IT on-call and 6 for SAP on-call

As staff engages with the contractors for these time-limited, on-call project support services, staff will select the contractor with the best value proposal for the applicable services, including cost as a factor, and will seek to negotiate an economical rate for the project support services being sought.

The contracts are on the City’s professional services template, which permits the City to terminate without cause/for convenience by providing written notice to the contractor. In the event the City finds itself facing a challenging budget situation, and it is determined that City resources need to be refocused elsewhere, the City can terminate for convenience. Other options include termination due to non-appropriation of funds or amending the contract to reduce the cost, for example, by reducing the scope of work. The contract may also be temporarily suspended by written notice of the City Manager. In addition, given that these are on-call contracts with the work performed only if assigned by Task Order, the City has additional flexibility under these contracts in the event of a challenging budget situation.

Resource Impact

The annual funding for these contracts is currently budgeted in the Information Technology Fund which was approved in the Fiscal Year 2020 adopted budget. Funding for future years of the contracts will be subject to approval through the annual budgeting process.

Stakeholder Engagement

Vendors were evaluated by City Staff and chosen through the City’s RFP process, RFP No. 174582 and RFP No. 174583.

Environmental Review

Approval of these contracts does not constitute a project under the California Environmental Quality Act (CEQA); therefore, an Environmental Assessment is not required.

Attachments:

- Attachment A: Links to Contracts

Attachment A:

IT On-Call Project Support Services:

- [Genuent Global, LLC C20174582A](#)
- [AgreeYa Solutions, INC. C20174582B](#)
- [Elegant Enterprise-Wide Solutions, INC. C20174582C](#)
- [Forsys, INC. C20174582D](#)
- [Object Technology Solutions, INC C20174582E](#)
- [Techlink Systems, INC. C20174582F](#)
- [Zion Clouds, C20174582G](#)

SAP On-Call Project Support Services:

- [Avertra Corporation, C20174583A](#)
- [The Peloton Group, LLC, C20174583B](#)
- [ETECH-360, INC. C20174583C](#)
- [V3iT Consulting, INC. C20174583D](#)
- [IT Resonance, INC. C20174583E](#)
- [Techlink Systems, INC. C20174583F](#)