Carnahan, David

From:	Ng, Judy
Sent:	Wednesday, November 21, 2018 4:29 PM
To:	Council Members; ORG - Clerk's Office; Council Agenda Email
Cc:	Keene, James; Shikada, Ed; De Geus, Robert; Flaherty, Michelle; Gaines, Chantal; Tanner, Rachael; Stump, Molly; Reichental, Jonathan; Numoto, Darren; Nose, Kiely; Portillo, Rumi; Blanch, Sandra; Lee, Frank
Subject:	11/26 Council Agenda Questions for Items 5 & 6

Council Question Response

Dear Mayor and Council Members:

On behalf of City Manager Jim Keene, please find below in **bold** staff responses to inquiries made by Council Member Tanaka in regard to the November 26, 2018 council meeting agenda.

Item 5: Approval of Contract Amendment #2 with Geodesy – CM Tanaka
Item 6: Employee Assistance Program Contract Amendment – CM Tanaka

Item 5: Approval of Contract Amendment #2 with Geodesy

Q. 1.   In the document it mentions how there is the potential for "substantial disruption to city systems and delay." Can this delay be quantified in dollar terms?

A. 1.   The City of Palo Alto Geospatial Information System (GIS) is an integral part of the city's day-to-day operations, combining digital maps with linked databases to support the inventory, management, analysis, and display of geographic information important to the many departments of the City. GIS is used by 700+ users across many departments including mission-critical departmental business processes which includes Utilities, Police, Fire, Planning, Transportation, Public Works, and the Office of Emergency Services. GIS is the primary asset management system for the City's Water, Gas, Waste Water, Electric and Fiber assets. It would require significant effort to determine the cost of a delay in dollar terms.

Q. 2.   In the documents it mentions how "Geodesy uniquely experienced with the city's GIS" but Geodesy has only been contracted for 3 years. How can this be true?

A. 2.   Geodesy's Encompass based GIS was first contracted and adopted by the City over 20 years ago in the early 90s. Since then it has been used city-wide. Over the years there have been 800+ layers of GIS data that is gathered and maintained through Encompass software to support citywide GIS business

processes. It is a proprietary software therefore no other vendor is able to support the Geodesy Encompass solutions.

Q. 3.   Why was a section called "Department specific data support work" added this year, when we didn't have it in the previous term - why now?

A. 3.   The current contract does not allow for departments to fully leverage Geodesy for their specific data maintenance work. Currently this work has been done using Geodesy's general professional services contract. IT had to balance how much data maintenance work could be done along with software enhancement and maintenance work. With the new contract departments can use their funding to perform additional data maintenance work.

Q. 4.   What are we paying for when it comes to the Geodesy software, and how new is it?

A. 4.   We are paying Geodesy for a full-service proprietary GIS software system which includes maintenance and professional services. Geodesy software is dated. The City is well under-way with an approved GIS modernization program that will replace Geodesy's software.

Q. 5.   On Geodesy's website, it shows operating systems supporting Windows 2000/XP. What operating system are we purchasing this for?

A. 5.   Geodesy's desktop software used in the City is primarily run on Windows 7. We have tested successfully on Windows 10 and have started deploying the software on our new Windows 10 systems.

Q. 6.   Taking out the factors of "disruption" and "unique experience", how does the Geodesy software and support compare to other vendors, like say InstaGIS?

A. 6.   The City completed an assessment of its current GIS and business needs in 2017. The City adopted the recommendation to move away from Geodesy and migrate all GIS services to an Esri ArcGIS based platform. The effort is now under-way. Once the full migration is complete, the Geodesy contract will be terminated.

Q. 7.   How many customers does Geodesy have, and how many are enterprises?

A. 7.   The City IT department is not sure how many other enterprise customers Geodesy has. The following three are listed on their website as their long-standing and founding clients.
- **The City of Palo Alto (CA),**
- **NASA/Ames (CA), and**
- **Wake County (NC).**

Q. 8.   In the encompass consortium, how much is the contribution of Palo Alto in comparison to other agencies?

A. 8.   The City of Palo Alto is one of Geodesy's long-standing customers and because of the Citywide adoption of their software we have been a primary contributor. We don't have data on other agency contributions.

Q. 9.   Has staff considered the cost of soliciting a bid from another vendor?

A. 9.   The work to identify the future GIS system for the City was completed in 2017. The City chose Esri ArcGIS. The project to migrate to Esri is under-way. Geodesy will be decommissioned once the migration is complete.

Item 6: Employee Assistance Program Contract Amendment

Q. 1.   The reports mentions that the additional funds (a 35% increase from the additional contract amount) are needed as a result of "additional variable costs." These costs are not explained in the report. Please elaborate.

A. 1.   The EAP contract is in place to provide City employees with emergency and non-emergency support for issues related to emotional, financial, marital, family, or substance abuse issues. Generally, employees seek EAP services when these issues interfere with their ability to be productive at work or have resulted in distress or trauma. In addition, the EAP serves as a resource for City management to address sensitive issues or conflict in the workplace. Resources for Management includes industrial psychologists, subject matter experts and facilitators for training, mediation, and supervisory support. The "Variable Costs" refer to the amount of training or support services needed in any particular time period. The needs vary and cannot be predicted with 100% accuracy

For the current contract, the City had unanticipated needs for workplace intervention and training. In addition, EAP trainers were engaged to provide City wide sexual harassment training. This training would otherwise been provided by a different training firm under a separate contract.

It should be noted that additional contract authority is needed because additional services was required.

Q. 2.   Why were these additional costs not anticipated?

A. 2.   When establishing an EAP contract, HR staff makes the best effort to identify the needs of the workforce over a multi-year period. However, it is not always possible to predict with 100% accuracy the level of services required to address all issues that may surface throughout the year. From year to year, the City's need for professional development services, workplace conflict mediation or other needs-based training will vary. For example, given the significance and sensitivity of the "Me too" movement. It was decided that the EAP experts were the best resource for the training, rather than in-house or other corporate trainers. This could have not been anticipated when the contract was first established.

Thank you,
Judy Ng

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