

September 6, 2016

CITY COUNCIL AGENDA MEMORANDUM

SUBJECT

Resolution authorizing execution of Amendment 2 to an On-Call Technical Services Agreement with Slalom, LLC for staffing that increases the “not to exceed” contract amount to \$1,240,000 and extends the term of the Agreement through March 31, 2018, with one option to renew the contract through December 31, 2020 (or ending on an earlier date, at City’s election).

FISCAL IMPACT

This action authorizes the City Manager to amend the City’s agreement with Slalom LLC to increase the contract amount from a “not to exceed” \$290,000 to a “not to exceed” amount of \$1,240,000. The IT department will use existing Maintenance and Operations dollars and staff savings resulting from vacancies to fund the Agreement.

STAFF CONTACTS

Bonnie Grant, IT Manager, 452-4065

Sabra Schneider, Interim Chief Operations Officer, 452-4890

Information Technology Department (ITD)

POLICY CONSIDERATION

City Contracting Policies

- Bellevue City Code 4.28.030: The City’s procurement policy, updated January 1, 2015, supports open, fair, and transparent procurement of services in accordance with the City Code and state law. Because of the amount of this contract, Council approval is required.

DIRECTION NEEDED FROM COUNCIL

X Action

BACKGROUND

ITD leverages consulting resources as an efficient and effective way to obtain specialized technical expertise and as a way to provide short-term staffing for projects where additional resources are required. Through a competitive RFP process in December 2015, we selected Slalom LLC to provide a variety of services. We also wanted to evaluate the effectiveness of this agreement as a strategy for staffing needs resulting from staff turnover in an increasingly competitive technology job market. This evaluation confirmed the strategy of shifting to using more consulting resources. Initially, we evaluate a vendor and then after proven performance, we extend the contract to continue working with this vendor.

The specialized skills, expertise and resources that we have leveraged from Slalom in 8 months:

Project Management: Project Managers are filling staffing vacancies resulting from staff turnover. Consulting Project Management has proved to be an efficient and effective way to keep the critical City Website redesign project on schedule. The same resource is also managing the new Probation system and Parks Registration and City-wide Point of Sale system. Without the ability to quickly obtain a resource, all these projects would have experienced significant delays.

Web Content Design and Usability Expertise: These specialized skills and expertise were applied to the City website redesign project. This expertise is ensuring that the new City website is a great experience for our diverse community.

Technical expertise for the public WiFi (*BellevueConnect*) Specialized technical skills and project management expertise were applied to develop a strategy and expansion plan.

SharePoint Technical Expertise: SharePoint is leveraged as a tool for content management and communication within the organization. We engaged a Slalom consultant to fill a staff vacancy resulting from a resignation. Due to the experience of Slalom's resource in performing multiple upgrades, we were able to shorten the project timeline by eight weeks while producing a quality upgrade.

After evaluating the effectiveness of consulting resources to fill staff vacancies for eight months, we have found this to be an effective strategy to keep work progressing and on-time when turnover occurs. In addition, Slalom has provided specialized technical expertise in a wide variety of areas that the city does not have in house. Based on the excellent performance of the vendor, assistance needed for other technology projects currently on the ITD work plan and a challenging IT market, staff is seeking to expand the contract amount and duration of the agreement for assistance on other engagements.

Within the scope of this amendment, IT will contract for specialized technical skills and expertise that would not be feasible to develop and maintain in-house. IT will also contract for resources to meet staffing needs resulting from turnover and retirements.

EFFECTIVE DATE

If adopted, this Resolution will become effective immediately.

OPTIONS

1. Adopt the Resolution authorizing execution of Amendment #2 to the On-Call Technical Services Agreement with Slalom LLC for services that increases the "not to exceed" contract amount to \$1,240,000 and extends the term through March 31, 2018, with one option to renew the contract through December 31, 2020 (or ending on an earlier date, at City's election).
2. Do not adopt this Resolution and provide alternative direction to staff.

RECOMMENDATION

Option 1.

MOTION

Move to adopt Resolution No. 9138 authorizing execution of Amendment 2 to an On-Call Technical Services Agreement with Slalom, LLC for staffing that increases the "not to exceed" contract amount to \$1,240,000 and extends the term of the Agreement through March 31, 2018, with one option to renew the contract through December 31, 2020 (or ending on an earlier date, at City's election).

ATTACHMENTS

Proposed Resolution No. 9138

AVAILABLE IN COUNCIL OFFICE

On Call Technical Services Agreement with Slalom LLC
Contract Amendment Form