

**CITY COUNCIL
COMMUNICATION:**

03-576

AGENDA:

DECEMBER 8, 2003

SUBJECT:

APPLICATION
DESIGN AND
DEVELOPMENT
SERVICES

TYPE:

RESOLUTION
ORDINANCE
RECEIVE/FILE

SUBMITTED BY:

MICHAEL
ARMSTRONG
CHIEF INFORMATION
OFFICER

WILLIAM G. STOWE
PUBLIC WORKS
DIRECTOR

ITEM _____

**OFFICE OF THE CITY MANAGER
CITY OF DES MOINES, IOWA**

SYNOPSIS —

The proposed contract will provide services required for initial application design and development in several areas using products acquired from Information Builders, Inc. The projects described are either underway or are otherwise needed before staff training can be completed (late Spring, 2004). The design and development are highly complex and require deep knowledge of Information Builders' products and their application to our specific requirements. These services are not available locally.

FISCAL IMPACT —

\$75,000 (not to exceed) from Information Technology Operating Funds

\$25,000 (not to exceed) from Enterprise Funds

RECOMMENDATION —

Approval.

BACKGROUND —

On August 25, 2003, Council authorized the acquisition of more than 20 software products from Information Builders, Inc. Taken together, these products constitute the application and data integration layer for the City's information systems and the data that those systems produce. Information Technology Department staff have begun working with these products, but difficulties in scheduling training have prevented us from moving ahead with a number of projects that are important to several areas of City operations. It is unlikely that staff training can be completed before April or May 2004.

The Information Technology Department requires assistance in the following areas:

- Completion of design and development of the initial Extract/Transform/Load (ETL) module for a centralized address management system. This module will be replicated to provide high-quality addresses to at least 13 enterprise applications, including the new Computer Aided Dispatch system. It will also be used to populate our data warehouse, which is in its pilot phase at this

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time.

- Requirements identification and initial design of an address maintenance application that is needed to maintain the centralized addresses. Development of the application itself will be performed by City staff.
- Needs assessment for the potential integration of Stormwater and Solid Waste systems with a new billing system from Des Moines Water Works. This assessment is needed to better coordinate operating changes, including unit based pricing and rate changes for the solid waste, storm water utility, and sanitary sewer utilities with Des Moines Water Works' activities as our billing agent. The resulting application would identify our customer base, track fees being charged and maintain a solid waste container inventory. It would also allow for more effective transfer of changes in those items each month when communicating with Des Moines Water Works in their billing of our customers. The needs assessment would address if and how current resources may be utilized and fine-tuned to easily maintain a customer and inventory base.
- Initial design and configuration of a managed reporting environment, including integration of WebFocus security management features with the City's existing security architecture. This work includes requirements definition for complex financial reports that will be made available on this platform. Reports will be developed by City staff.
- Initial design and development of an intranet portal that will serve the City's internal communications needs, and which will provide the access point to managed reporting, GIS and data warehouse functionality.

These projects have been selected not only for their immediate value, but also for their use as potential training environments as well. We wish to make training in this platform as practical as is possible, potentially completing some projects during training exercises.

The services proposed in this acquisition are available from Federal GSA Schedule 70 (which is an eligible schedule), Contract # GS-35F-5034H. The rates proposed by Information Builders for the work described are below the rates specified in that contract. The amount proposed for this contract includes all required travel. Both Information Builders and the City will use all reasonable means to minimize the amount of travel required.

A modification to the City's Purchasing Ordinance, providing a specific exemption for certain purchases from eligible GSA

schedules will be presented to Council at a later date. However, since these services are needed to allow us to meet several project deadlines, we request that Council approve this contract, using the specified GSA contract as a basis under Section 2-275(g) of the Purchasing Ordinance:

(g) The city council may on a case by case basis, upon the recommendation of the city manager and for good cause shown, exempt contracts for the provision of goods and/or services from the competitive bidding requirements of this division.

We recommend approval of this acquisition.