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|  <p style="text-align: center;">Council Communication Office of the City Manager</p> | Date | June 22, 2009 |
| | Agenda Item No. 37 Roll Call No. <u>09-</u> Communication No. <u>09-407</u> Submitted by: Michael Matthes, CIO and Assistant City Manager | |

AGENDA HEADING:

Selection of service provider, Sogeti USA LLC, 1820 NW 118th St, Suite 220, Clive IA 50325, to assist with architectural, infrastructure, product installation and configuration reviews and other expertise, as needed, to implement content management system technologies to be used in the redesign and implementation of the City’s website.

SYNOPSIS:

In order to improve our web channel of communication, provide better access, and make available additional functionality, the City needs to update the underlying web technology and redesign the current website. Phase I of the project will include the implementation of technology, which will initially support the public website, but also will provide the foundation for intranet (internal web) redesign and content management. The new technology will allow the City to meet regulatory requirements outlined in Section 508 of the Americans with Disabilities Act, provide departmental control and timely management of content, citizen centric organization of information and improve search capabilities.

The IT department sought consulting services providers to determine available expertise, qualifications, staffing depth and experience with Microsoft Office Sharepoint Server (MOSS) and MOSS related technologies. As a result of presentations, Sogeti USA LLC was determined the best fit, best value and most cost effective approach to this project. The IT department recommends approval for the Council to authorize the City Manager to negotiate and execute a contract with Sogeti USA LLC, not to exceed \$300,000.

FISCAL IMPACT:

Amount: Not to exceed \$300,000.

Funding Source: Capital Improvements Budget FY09 – FY10/2014, Enhanced City-wide Information and Communications Systems, BLD060, CP034, IFT990000, Page Municipal Improvements – 11.

ADDITIONAL INFORMATION:

The initial phase of the project will involve implementing the technology framework and redesign of the public facing website. The new technology framework will allow the City to meet regulatory requirements outlined in Section 508 of the Americans with Disabilities Act, provide departmental control and timely management of content, citizen centric organization of information, faster search capabilities and other guiding principles, as outlined in the IT Strategic Plan (ITSP, Page 8). The

consulting services provider is expected to be available during regular business hours, on short notice, to provide the following services as needed:

- Advisory (best business practices, lessons learned, security governance, taxonomy and metadata reviews; Information Rights Management; Presence; Business Data Catalog; Search/Index; etc.)
- Review of current architecture and infrastructure
- Review of current product installations and configurations
- Assist with new installations and configuration of integrated technologies
- Create web parts and widgets
- Provide technology expertise and transfer of knowledge
- Research and resolve issues
- Other duties, as requested

Email invitations were sent to local Microsoft Gold Certified partners. Microsoft Gold Certified Partners represent the highest level of competence and expertise with Microsoft technologies, and have the closest working relationship with Microsoft. At this level, providers have access to the resources and support they need to stand out in the marketplace, including a technical services coordinator, access to the Partner Knowledge Base and priority to other top-level benefits. The vendors were asked to provide the following information in their presentations.

- Examples of similar work performed and approach used
- Sample project plans used in past engagements
- List of customer references and contacts where MOSS technologies were implemented
- Company profile including financial stability, year business was established and company staff size (nationwide and locally)
- List of recommended primary and secondary staff experts for the engagement, along with a list of technology competencies, certifications, real world experiences, etc.
- Typical compensation rate for this type of engagement and special rate being offered to the City

Five firms were invited to present qualifications with three firms responding. Based on demonstrated experience in all aspects of implementing MOSS as a public facing website, staffing depth within the organization to allow for immediate availability as needed, demonstrated project and technical approaches used in other engagements, staffing experience in all associated Microsoft technologies, as demonstrated by resumes and references received, established business presence with local staffing, compensation expected, based on demonstrated expertise and proof of Microsoft Gold Certified status, staff determined Sogeti USA LLC to be the most qualified for this engagement.

PREVIOUS COUNCIL ACTION(S): NONE

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:

If additional expertise is needed to meet established deadlines for Phase II roll-out of other value-added technologies in support of the IT Strategic Plan and further website enhancements such as e-Government services, we may use this same firm to assist with the project, within the boundaries of Capital Improvements Budget for FY10/2014-2015.

For more information on this and other agenda items, please call the City Clerk's Office at 515-283-4209 or visit the Clerk's Office on the second floor of City Hall, 400 Robert D. Ray Drive. Council agendas are available to the public at the City Clerk's Office on Thursday afternoon preceding Monday's Council meeting. Citizens can also request to receive meeting notices and agendas by email by calling the Clerk's Office or sending their request via email to cityclerk@dmgov.org.