	Council Communication Office of the City Manager	**Date:** October 26, 2015
		Agenda Item No. 35
		Roll Call No. 15-1794
		Communication No. 15-574
		Submitted by: Carl Metzger, Deputy City Manager

AGENDA HEADING:

Recommendation to Approve an exception to the Procurement Ordinance competitive Request for Proposal (RFP) process for good cause and accepting proposal of Plante Moran, PLLC to provide information technology (IT) services and authorizing City Manager to execute contract for the provision of same.

SYNOPSIS:

Approval of the proposal from Plante Moran, PLLC (Adam Rujan, Partner, 27400 Northwestern Hwy., Southfield, Michigan) to update the prior IT Strategic Plan that Plante Moran assisted with in March 2008, and authorize the City Manager to complete to execute the contract.

FISCAL IMPACT:

Amount: $91,650

Funding Source: FY16 Operating Budget, Information Technology Administration: IT001000-521020, page

ADDITIONAL INFORMATION:

Overview
A plan to upgrade and fund IT is a 2015 Strategic Plan High Priority Action Item of the City Manager. The last IT strategic plan was prepared in 2008 and many changes have occurred during that time, both to the City's IT structure and even more to the IT industry in general.

The goal in conducting an IT Assessment and subsequent Strategic Information Technology Plan is to provide a coordinated, planned approach towards the deployment of technology with the intention of supporting the business goals of the organization and improving the effectiveness of business processes performed within the organization.

2008 Information Technology Strategic Plan and Assessment

In 2008 the City's intent was to assess and plan for technology with a comprehensive approach. The firm of Plante Moran was contracted to review and evaluate possible courses of action, and set an overall direction for the department and identify the best means of achieving desired outcomes. They organized their approach into three (3) major areas:

- <u>Organization</u>—Does the City have the correct number of staff with the right skills?
- <u>Administration</u>—Does the City properly manage and administer the current technology?
- <u>Technology</u>—Does the City procure and support the most appropriate equipment and systems?

Nearly all areas of technology within the City were included in the study with specific emphasis in the following areas:

- Review IT equipment, systems and programs;
- Identify and review existing departmental technology needs for the next 3-5 years;
- Review IT departmental structure and staffing patterns;
- Review technology funding and allocation model; and
- Review of focused areas.

Many significant recommendations were made. The most significant recommendations were related to centralization of IT and IT staffing levels. The staffing recommendation was based on a peer City review and Plante Moran expertise on the topic. Some progress has been made on centralization of Police and Fire IT, but IT staffing levels have remained fixed because of severe budget constraints. A reassessment of staff resources required to maintain essential technology services is necessary. Gaps exist in staff time available for system operations, project assignments, customer support, network security concerns, and development of skill sets for changing technology such as virtual environments and hosted solutions.

<u>2015 Information Technology Strategic Plan and Assessment Update</u>

Plante Moran is best qualified to work with the City on this important initiative to update the 2008 IT Strategic Plan. The firm has experience and knowledge gained in serving municipalities like the City of Des Moines, through earlier work with the City to develop the existing Strategic Plan, and finally, the new project team is comprised of three (3) out of the four (4) members of the team that served the City in 2008.

The proposed 2015 Update project work plan includes two (2) phases:

1. <u>Phase 1: Information Technology Assessment</u>

   The purpose of this set of activities is to conduct a comprehensive assessment of the City's planned initiatives, current technology environment, including its technology infrastructure, information security, IT operations, services and service levels, application portfolio, and technology governance.

2. <u>Phase 2: Strategic Plan Development</u>

   The purpose of this set of activities is to translate the recommendations developed in Phase 1 into a comprehensive strategic plan with defined implementation projects. These projects would include cost estimates appropriate for budgeting and a prioritized five (5) year implementation roadmap

PREVIOUS COUNCIL ACTION(S):

Date: December 17, 2007

Roll Call Number: 07-2425

Action: Proposal for provision of IT Strategic Planning Services and authorizing City Manager to negotiate and execute contract with Plante Moran, PLLC, $135,000. (Council Communication No. 07-750) Moved by Coleman to adopt. Motion Carried 6-1.

Date: September 24, 2007

Roll Call Number: 07-1854

Action: Issuance of a Request for Proposals (RFP) to provide Strategic Planning Consulting Services for assistance in development of an Information Technology Strategic Plan. (Council Communication No. 07-585) Moved by Vlassis to approve; City Manager to provide a list of all existing IT contracts and any penalties for cancellation. Motion Carried 7-0.

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:

Approval of 2015 Information Technology Strategic Plan and Assessment.

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 first 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.