



# *CITY COUNCIL AGENDA REPORT*

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**MEETING DATE:** July 6, 2004

**ITEM NUMBER:** Item Number

**SUBJECT:** G.I.S. Application Support

**DATE:** MAY 12, 2004

**FROM:** Administrative Services Department/M.I.S.

**PRESENTATION BY:** Richard Kirkbride, M.I.S. Manager

**FOR FURTHER INFORMATION CONTACT:** Richard Kirkbride, 754-5154

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## **RECOMMENDATION:**

The City Council is requested to approve the Fourth Amendment to the Agreement and authorize the City Manager to sign the Amendment and Purchase Request for support services in the amount of \$62,920 for the City's G.I.S. system with A.C.T. Inc., 19000 Grovewood Dr., Corona, California 92881.

## **BACKGROUND:**

The City purchased a Geographic Information System (G.I.S.) through A.C.T. in 1999 for use by various City Departments, including Police, Fire, Code Enforcement, City Council, Administrative Services, Planning and HUD among others. The City has only one full time employee available to support the G.I.S. system. Although one additional programmer has been cross-trained, that person has other full time responsibilities. For the past 5 years the City has relied on support from A.C.T. to supplement staffing requirements. The support was previously approved as part of the 2004/2005-budget process, and funding is available in the appropriate account.

## **ANALYSIS:**

The various City Departments have come to rely on the G.I.S. system to provide multiple layers of data to support their daily duties. M.I.S. has closely monitored the workload required to support this software. We have gauged the cost of outside support versus the cost of hiring additional full time staff. The product requires a highly specialized set of skills. The on-site assistance delays the need to hire a second full time employee within the M.I.S. Division to support User requests. The cost of a 2<sup>nd</sup> employee would significantly exceed this figure by the time salary and benefits are considered. To date the Division has been unable to justify requesting more than the one-day per week supplemental support from A.C.T. The vendor provides both additional capacity and significant expertise needed to resolve technical issues that are beyond the capabilities of our staff. In so doing they indirectly train staff to deal with similar issue in the future.

**ALTERNATIVES CONSIDERED:**

As the City chose to utilize A.C.T. as their implementation partner for this software there is no solution that would be more cost effective from alternative vendors. If the City chose to start over with a new vendor the cost in time and direct dollars would far exceed the cost of this agreement. Additionally we have built a significant infrastructure within the application with the aid of A.C.T. Continuity would become a significant issue, and would have a direct impact on the cost, as any new vendor would expend considerable resources and City employee time getting familiar with the structure and methodology currently in place.

The only real alternative would be to do nothing at all. However, the offsetting cost in productivity for the various Departments would negate any theoretical savings, reduce service levels to the citizens of Costa Mesa and hamper access to data needed for other City projects. These issues, combined with the fact that funding already exists within the current budget, makes M.I.S. believe that this alternative is not prudent, and we therefore do not recommend it.

**FISCAL REVIEW:**

Funding for this agreement is included in the 2004-2005 fiscal year adopted budget.

**LEGAL REVIEW:**

Legal requirements had been met by A.C.T. pursuant to the original contract. No changes have been made, or will be required as a result of the P.O.

**CONCLUSION:**

Approving the Purchase Requisition with A.C.T. will provide for the needed on-site support for the current year.

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RICHARD D. KIRKBRIDE  
M.I.S. Manager

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STEVEN E. HAYMAN  
Administrative Services Director

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MARC R. PUCKETT  
Director of Finance

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TOM WOOD  
Acting City Attorney

DISTRIBUTION: Steve Hayman

- ATTACHMENTS:
- 1 [Purchase Requisition Copy](#) (for reference)
  - 2 [Amendment to Contract](#)
  - 3 [Hourly Fee Schedule for Onsite Assistance](#)
  - 4 [Insurance Document](#)

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