



CITY COUNCIL AGENDA REPORT

MEETING DATE: May 17, 2016

ITEM NUMBER: **OB-1**

SUBJECT: TEMPORARY WEB MASTER CONSULTANT SERVICES FOR THE DESIGN AND DEVELOPMENT OF THE CITY'S INTERNAL WEB PLATFORM AND APPLICATIONS

DATE: April 21, 2016

FROM: INFORMATION TECHNOLOGY DEPARTMENT

PRESENTATION BY: STEVE ELY, I.T. DIRECTOR

FOR FURTHER INFORMATION CONTACT: STEVE ELY, 714-754-4891

RECOMMENDATION:

City staff recommends that City Council –

1. Requested Services – Authorize temporary web master services to rebuild and develop the internal web platform and applications.
2. Compensation for Requested Services – Authorize the City CEO to sign the Professional Services Agreement (“Agreement”) with Robert Half Technology, d.b.a. Protiviti Government Services (Consultant), in the annual contract amount not to exceed \$178,000.00.

BACKGROUND:

Costa Mesa is a dynamic municipality. The Information Technology Department (“I.T.”) has determined based upon the growth of the City and to keep up with the rate of business and community affairs, it would be wise to perform the following:

1. Further development and rewrite of the City’s Intranet to increase functionality;
2. Build in-house geographical processing services;
3. Geocode business licenses to show business information on maps;
4. Geocode the permit application to get spatial location information from PermitsPlus; and
5. Enhance existing web applications, including the Parking Permit System for Public Services’ Transportation Division; I.T. Help Desk; Homeless Tracking System for the CEO’s office; and work on various Geographical Information System (“GIS”) website applications.

The proposed improvements of the City’s internal web platform and applications are essential to the City and its employees to be able to better serve the citizens of Costa Mesa. I.T. has been unsuccessful in locating a qualified web master and the City presently does not have a staff member that is qualified in web platforms and applications. After considering the expertise and experiences of numerous prospects, I.T. has found the most qualified candidate with Robert Half Technology, d.b.a. Protiviti Government Services. I.T. solicited for a RHT/Protiviti temporary web master proposal.

ANALYSIS:

1. The Intranet. The Intranet brings many benefits to the City. It acts as the internal citywide staff. Important information, such as policies and procedures, contact information, guidelines, contract status reports, rules and regulations, forms, and a host of many other useful documents are stored here. It is also here where staff fill out and submit their timesheets

electronically, post help desk requests for I.T., Facilities Maintenance, Central Services, and Telecommunications, as well as vehicle service requests. It is also the site where the City publishes its latest Meet-and-Greet events that show the names of its new employees, promotions, and recipients of the CEO Leadership Awards.

2. In-House Geographical Processing Services. With these web services, I.T. would turn an address into a longitude and latitude spatial location, meaning we can geographically locate a text address and convert it into a visual location and see the proximity of each address to other addresses. These services will also result in the performance of Items 3 and 4 below.
3. Geocode Business License Information. Once business license information are geocoded, Finance's Treasury Division would be able to display business licenses on the City maps and accurately determine how many licenses have been applied for and where in a given period of time. They would be able to analyze business activities by location and see where a business license is being applied for. This would be also be very useful to the Planning Division of Development Services, for the enforcement of zoning code regulations.
4. Geocode Permit Applications to Get Spatial Location Information from PermitsPlus. Once applications for permits have been geocoded, the number of permits applied for in a given period of time would be displayed on the City maps. It would be easier to see which areas have done home improvements. This information will help Code Enforcement to plan their inspection itineraries more efficiently and effectively.
5. Enhance Existing Web Platform and Applications. This includes the Parking Permit System for Public Services' Transportation Division; I.T. Help Desk, Homeless Tracking System for the CEO's office; and various Geographic Information Systems applications.

It is anticipated that the project will take about ten (10) months to complete.

ALTERNATIVES CONSIDERED:

I.T. successfully located a federal GSA cooperative technology temporary staffing agency cooperative agreement. The City desires to join this GSA cooperative agreement by and through this Agreement. At this time, no other alternatives are suggested.

FISCAL REVIEW:

Funding for this consultancy is included in the fiscal year 2015-16 adopted budget.

LEGAL REVIEW:

The office of the City Attorney reviewed and approved the Agreement as to form and content.

CONCLUSION:

I.T. has tried to unsuccessfully to locate qualified temporary staff and has attempted to join in local cooperative agreements. Based on a review of various candidates, I.T. believes that Consultant, Robert Half Technology d.b.a. Protiviti Government Services is the best-qualified candidate who possesses the high level skill set and experience necessary to perform all of the desired increased functionality and efficiency improvements to the City's internal web platform and applications. In closing, the City recommends that Council approve the proposed Agreement and authorize the City CEO to sign the Agreement.

Date: _____

Date: _____

STEVEN ELY
I.T. Director

TOM DUARTE
City Attorney

Date: _____

STEPHEN DUNIVENT
Interim Finance Director

Attachments: 1. [City of Costa Mesa Professional Services Agreement with Robert Half Technology, d.b.a. Protiviti Government Services.](#)