

## Item 3.5

Amendment to the Agreements with CSDC Systems, Inc. and Avolve Software Corporation for the Integrated Permitting System Project

June 25, 2019

Presenter: Rosalynn Hughey, Director of Planning, Building and Code Enforcement

# Background

## **Original Contract – September 2016**

Objective to enable business productivity and customer services improvements.

## **Gartner Audit – May 2018**

Following two-year delay, conducted “health check” technology audit with recommendations.

## **Scope and Schedule Summit – August 2018**

City began project reset working with vendors to begin re-scoping and realigning schedule.

## **Development Services Transformation Team – December 2018**

City kicked off focused team to transform process and technology.

## **Contract Amendment – June 2019**

Following re-scoping, City and Vendor prepared amended contract following governing principles.



# Recent Accomplishments

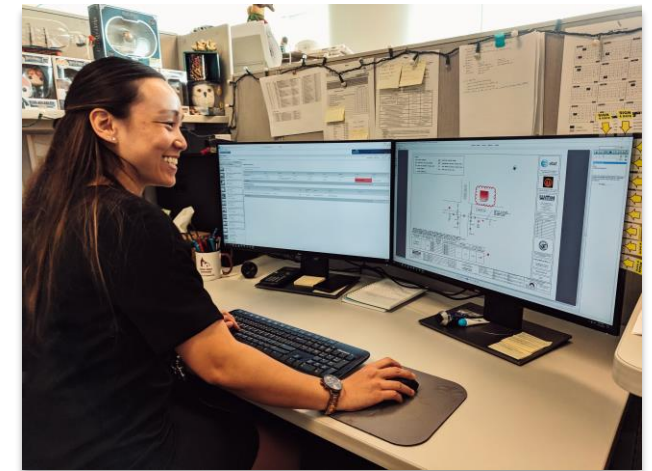
## ✓ Transformation Team Kick-Off

Dedicated, cross-departmental staff and vendor partners using agile approach with dedicated 'war-room' and new governance model.



## ✓ Pilot Electronic Plan Review (ProjectDox)

City began project reset working with vendors to bring process of re-scoping and realigning schedule.



## ✓ CEQA Process Improvements

Staff training, elimination of "Fire Wall" and expanding pre-qualified CEQA consultants some of the early progress in improve CEQA process.



# Development Services Transformation Q1 2019 (Jan. - Mar.)

Objectives

Simple, Self-serve, Digital User Experience



Clear, Consistent, Effective Process



Strong, Collaborating Team



Great Internal Tools to Enable Teamwork



## EXTERNAL

- Geocortex implemented
- Portal roadmap defined
- Broadening E-plan review with small cells pilot

- Service Inventory and Prioritization
- Problem Identification Workshop of top 3 prioritized services (goal = 2 out of 3)
- Solution Identification Workshop of top 3 prioritized services (goal = 2 out of 3)
- Begin piloting top 3 (goal = 2 out of 3)

## INTERNAL

- Form Transformation Team
- Kickoff held
- Reset with CSDC and contract amended
- "War room" space reserved
- Technology/Software for team success procured

- Spatial DNA implemented
- Public Works Utilities (Minor) Folders tested and in use
- Public Works Special Districts Folders 50% complete
- Planning Single Family, Development, and Environmental Folders tested and in use
- Scrum adopted and in practice

(as measured by)  
Key Results

- 100% of Goal met
- >65% of Goal met
- <65% of Goal met

# Contract Scope Amendment – Governing Principles

**SIMPLIFY:** Focus on core capabilities where current solution and platform capabilities meet City needs.

**OPTIMIZE:** Remove deliverables where the City can save costs - internal resourcing or direct contracting with subcontractor.

**IMPROVE:** Agile and quarterly OKR approach.



# Contract Scope Amendment – Summary

## Removed Scope

*(Lower priority, higher effort)*

Mobile Inspection App

Code Enforcement

Hosting

Lower Priority Workflows

## Remaining Scope

*(Optimized and focused on high priority items)*

System-Wide Software Upgrade  
(Amanda 6 to 7)

GeoCortex Software Update

Public Self-Service Portal

Integrated Electronic Plan Review

Fire, Public Works and Planning  
Workflows

Original Cost

**\$8.1M**

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Amended Cost

**\$4.9M**

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Reduced Amount

**\$3.1M**



Discuss / Questions

