

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

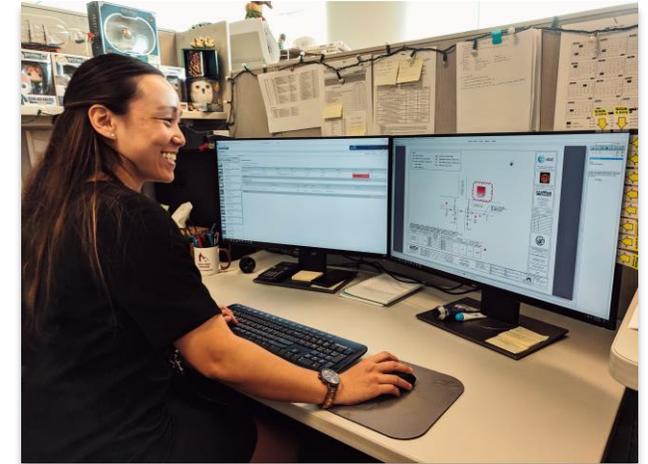
✓ Transformation Team Kick-Off

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

-

Amended Cost

\$4.9M

=

Reduced Amount

\$3.1M



Discuss / Questions

