



AGENDA MEMORANDUM

Future Item for the City Council Meeting of December 12, 2017
Action Item for the City Council Meeting of December 19, 2017

DATE: December 12, 2017

TO: Margie C. Rose, City Manager

FROM: Eddie Houlihan, Director of Management and Budget
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Software hosting and support Service Agreement for the City Performance Report in the amount of \$39,600.00 with option to extend for four additional years for a potential multi-year not-to-exceed amount of \$212,000.00

CAPTION:

Motion to reinstate and extend Service Agreement No. 946 with Brio Consulting, LLC, and authorize the City Manager or designee to execute Amendment No. 2 for one year of software hosting and support services for \$39,600.00, with options to extend for up to four additional one-year periods and subject to a possible annual increase not to exceed the U.S. rate of inflation, with a total potential multi-year amount not to exceed approximately \$212,000.¹

PURPOSE:

To support and maintain our web-based City Performance Report (CPR) software that provides the public and City staff performance data and trend information for each City department.

BACKGROUND AND FINDINGS:

The “CPR” web page was initially created during FY 2012-13 to provide performance data for each department. The CPR lists Mission Elements for each department, accompanied with applicable goals to describe what the mission element is intended to accomplish (e.g. “timely response to customer-reported problems”). Performance measures are used to indicate how well goals are being achieved; they can be used to establish standards or service-level targets. For those departments using computerized work and asset management systems, data populating some performance measure results is automated, thus eliminating need for manual data input.

During 2017 Brio Consulting redesigned the original CPR using a modern user-friendly platform at a cost of \$49,900. *The City Manager’s commitment to maintaining*

¹ \$212,000 reflects 5 annual payment of \$39,600 after considering annual inflation of 3.22%

systems of performance reporting and public accountability has resulted in successful restoration of the CPR. The original CPR was a joint effort of the Office of Strategic Management (OSM) and IT. On the original system, OSM served as the functional lead and IT provided technical and programming support.

Our new and re-designed system is currently functional and no longer requires routine support from IT. Serving as CPR System Administrator, OSM is currently working with each department to populate and finalize the data. This includes entering monthly performance data and annual baseline data, and making needed edits to departmental pages. Approval of this \$39,600 annual software and hosting agreement provides services necessary to maintain and make available to the public the CPR and the performance data it includes.

ALTERNATIVES:

- Abandon the CPR
- Develop a new performance reporting framework

OTHER CONSIDERATIONS:

“Not applicable”

CONFORMITY TO CITY POLICY:

This purchase conforms to the City’s purchasing policies and procedures and State statutes regulating procurement.

EMERGENCY / NON-EMERGENCY:

Non-emergency

DEPARTMENTAL CLEARANCES:

Budget and City Manager’s Office

FINANCIAL IMPACT:

✓ Operating ☐ Revenue ☐ Capital ☐ Not applicable

Fiscal Year: 2017-2018	Current Year	Future Years	TOTALS
Line Item Budget	\$39,600	\$172,400	\$212,000
Encumbered / Expended Amount	0		
This item	\$39,600	\$172,400	\$212,000
BALANCE			

Fund(s): Because all departments participate in the CPR, the costs will be spread across multiple funds thru allocations

Comments: The table above reflects a first year annual amount of \$39,600 plus four annual extensions. After considering potential inflation, four annual renewals results in total costs of approximately \$212,000.

RECOMMENDATION:

Staff recommends approval of this agenda item.

LIST OF SUPPORTING DOCUMENTS:

- Service Agreement No. 946 City Performance Reporting System (November 2016)
- Amendment No. 1 to Service Agreement No. 946 (January 2017)
- Amendment No. 2 to Service Agreement No. 946
- Presentation: CPR Overview