



COUNCIL AGENDA: 4-26-05

ITEM: 27

Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Carl W. Mosher

SUBJECT: SEE BELOW

DATE: 4-6-05

Approved

Kay Winer

Date

4/7/05

COUNCIL DISTRICT: Citywide

SUBJECT: FIRST AMENDMENT TO THE AGREEMENT WITH ENFOTECH & CONSULTING, INC. FOR THE ENVIRONMENTAL ENFORCEMENT DATA MANAGEMENT SYSTEM (EEDMS)

RECOMMENDATION

1. Approval of a first amendment to the agreement with enfoTech & Consulting, Inc. to extend the term of agreement by 17 months from April 30, 2005 to September 30, 2006 for the development and implementation of the Environmental Enforcement Data Management System at no additional cost to the City.
2. Adoption of a resolution authorizing the Director of Environmental Services to exercise two (2) one-year maintenance plan options for the Environmental Enforcement Data Management System at a cost of \$35,710 per additional year or a total of \$71,420.

BACKGROUND

The Office of the City Auditor completed program reviews for the Stormwater Inspection Program in 2000 and the Pretreatment Program in 2001, both operated by the Environmental Services Department (ESD). The audits found that the current data tracking systems were insufficient to successfully manage the more than 4,000 businesses regulated by one or both programs, along with the associated inspections and sampling analyses. As a result, ESD initiated efforts to obtain a more robust data management system.

On April 15, 2003 the City Council approved an agreement with enfoTech & Consulting, Inc. (enfoTech) to implement the Environmental Enforcement Data Management System (EEDMS) database project. The purpose of the EEDMS is to improve the efficiency, program integration, administration and reporting capability of both the Stormwater and the Pretreatment Inspection

Programs. Full implementation, testing and acceptance of the EEDMS system was anticipated to take twelve (12) months followed by a twelve-month maintenance period for a total contract term of twenty-four (24) months. A major aspect of the work includes implementation of a commercial-off-the-shelf product (PACS 2000) in addition to the development of several custom program modules.

While significant progress has been made the implementation phase and customization work in particular has taken longer than expected. To date, enfoTech has completed the following key implementation activities:

- Core PACS 2000 system installation for over 35 users at ESD
- Data migration from legacy systems to new system
- Back log inspection data entry
- Gap analysis to identify customization needs
- Preliminary product testing and validation
- Rollout of handheld device and inspection forms for field inspectors
- Training and education for over 35 users
- Development of 14 custom program modules

A one-year maintenance provision is included under the current contract and will go into affect upon final system acceptance, which is now scheduled to occur in September 2005. The current contract expires on April 30, 2005.

ANALYSIS

The core EEDMS system, PACS 2000, was implemented in November 2003 and has been used by the Stormwater Inspection and Source Control Pretreatment program staff for approximately sixteen months. Both staff and enfoTech have made tremendous efforts during the implementation phase working to:

- Identify and resolve database bugs and errors
- Perform data verification and validation to ensure all data from various legacy systems have been properly migrated to the new system
- Redefine business processes and develop new or revised procedures to align with the new data management tool
- Map business processes and identify customization needs for new program modules, including new reporting and supervisory work management oversight tools
- Develop, test and make refinements to the various program modules
- Train and assist over 35 users from various work groups on new database functionality and business processes
- Test, document and resolve performance issues with patches and upgrades

Nevertheless, design and development of the customized program modules has proved to be somewhat more intensive and time consuming due to the complexities of the two inspection programs. Whereas the old data tracking systems are outdated and simplistic in functionality, the new EEDMS system offers many new and advanced features, including but not limited to:

- New reporting and supervisory tools to improve report generation and work efficiency
- New work management tools to efficiently schedule and manage inspections
- New permit module to better track, generate and manage permit schedules and fees
- New handheld field devices to facilitate data collection and inspection report generation
- New data interface to the Laboratory Information Management System (LIMS) to automate data sharing with the ESD laboratory and to prevent manual data entry errors
- New self-monitoring report (SMR) module to manage submittals from industrial users, flag violations and generate timely enforcement letters
- New zero dischargers module to manage certifications, inspections and records
- New plan check module to conduct plan checks and perform automated letter generation
- Automated generation of annual reports for both stormwater and pretreatment programs
- Standardized inspection forms and enforcement actions to promote consistency among inspectors
- Automated letter generation functions to reduce administrative time and data errors
- Advanced functions for performing compliance checks
- Reduced administrative paperwork for sampling events, field inspections, etc.
- Single system for data collection and management

The project consultant has worked diligently to deliver a quality product; however, some additional refinements and testing are still needed to ensure the City receives the best possible product. Therefore, staff recommends extending the term of agreement by seventeen (17) months from April 30, 2005 to September 30, 2006 to allow for full testing and acceptance of the final system. This seventeen-month extension includes a twelve-month maintenance period, which commences upon final system acceptance testing. Staff intends on completing final acceptance testing this September 2005.

OUTCOME

The term of agreement for the contract with enfoTech & Consulting, Inc. will be extended by seventeen (17) months from April 30, 2005 to September 30, 2006 at no additional cost to the City, and will allow staff to complete needed enhancements, full testing and final acceptance of the EEDMS system. If this recommendation is not approved, the contract will expire on April 30, 2005 before the system is completed and tested.

PUBLIC OUTREACH

Since this recommendation has no direct or indirect impact on the community at large, no public outreach was performed. This recommendation only seeks to extend the term of an existing consultant agreement to implement a database tool that will improve the efficiency, program integration, administration and reporting capability of the Stormwater and the Pretreatment Inspection Programs.

COORDINATION

This memo was coordinated with the Information Technology Department, the City Manager's Budget Office and City Attorney's Office. This item is scheduled to be heard at the April 14, 2005 Technical Advisory Committee (TPAC) meeting.

COST IMPLICATIONS

This contract time-only extension recommendation has no cost implication to the City.

On March 25, 2003, the City Council approved an agreement with enfoTech & Consulting, Inc. in the amount of \$1,063,399 and authorized the Director of Environmental Services to negotiate and execute contract change orders for a total project cost not to exceed \$1,196,624. This total does not include the cost for the two (2) one-year maintenance options. If the extended maintenance options are exercised, the additional cost will be \$35,710 per year or a maximum total of \$71,420. This cost will be budgeted in the ESD's operating budget for each applicable maintenance year.

This recommendation meets the general principles of the Mayor's FY 2004-05 Budget Strategy by protecting two Environmental and Utility Services core services:

1. Healthy Streams, River, Marsh, and Bay
2. Safe, Reliable and Sufficient Water Supply

BUDGET REFERENCE

The original agreement was awarded and encumbered in a prior fiscal year. No additional allocation is required at this time. Funding for the extended maintenance agreement option is available through ESD's annual operating budget.

HONORABLE MAYOR AND CITY COUNCIL

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CEQA

Not a project.



CARL W. MOSHER

Director, Environmental Services Department