



Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Scott P. Johnson

**SUBJECT: CONSOLIDATED UBS
QUALITY ASSURANCE
CONSULTANT AGREEMENT
EXTENSION**

DATE: May 30, 2006

Approved

Date

6-05-06

RECOMMENDATION

Adoption of a resolution authorizing the City Manager to negotiate and execute a First Amendment to the Agreement for Consulting Services between the City of San Jose and Langham Consulting Services, Inc. extending the term of the Agreement from June 30, 2006 to September 30, 2006 and increasing total compensation by \$44,000 to a not-to-exceed amount of \$143,000 in order to provide Quality Assurance services for the Consolidated Utility Billing System (C-UBS) project through the end of project stabilization period.

OUTCOME

Extension of the Langham Consulting Inc. contract will provide Quality Assurance for the C-UBS project to meet the revised project schedule as approved by City Council on September 27, 2005.

BACKGROUND

In support of the C-UBS project and pursuant to the City Manager's contract authority, the City entered into a consulting agreement with Langham Consulting Services, Inc. to perform Project Quality Assurance services, in an amount not to exceed \$99,000 for the period from July 28, 2005 through June 30, 2006 inclusive. This was communicated to the Mayor and City Council in an Information memo forwarded to Council on August 8, 2005.

On September 27, 2005, Council approved a contract amendment with BearingPoint, Inc. to add services to implement limited Customer Relationship Management, Change Management, and

Hauler integration for the C-UBS. This action extended the project schedule to accommodate the additional work, with a revised go-live date of late June/early July and an extended stabilization period ending in late October 2006.

ANALYSIS

As a result of actions approved on September 27, 2005 and the associated extension of project schedule, there is a need for Quality Assurance ("QA") services to also be extended.

The services provided by the Quality Assurance consultant are essential to the health of the project and the delivery of a quality C-UBS system. The QA consultant conducts a monthly Quality Assurance and Risk Mitigation review and provides a status report with risk mitigation recommendations. The consultant uses a proven Independent Validation and Verification process for the Quality Assurance reviews and Risk Mitigation. This procedure involves independent and confidential meetings with specific groups of individuals (e.g., customer care, field services, meter shop, accounting, Information Technology, trainers, etc.) involved in the implementation process. The consultant also attends and participates in project meetings either on site or via conference call where decisions are made or subjects are discussed that relate to evaluation of project activities. The information obtained from the monthly interviews and participation in meetings is then analyzed to determine and document the status and risk of the project in four analytical areas: Scope, Schedule, Budget, and Quality.

The consultant reviews internal and vendor provided status reports and other project documentation to verify that the activities of the project are consistent and on track with the current project plan/schedule. Additionally, the consultant reviews vendor invoicing/payments and compares this to the vendor contract and project budget to evaluate any potential financial risks. The consultant further reviews the project staffing plan to ensure the project is appropriately staffed. The consultant also, at appropriate times, interviews end users to verify that the project impact and staff expectations are being clearly communicated to the users and that the users are coming up to speed for production use of the product.

PUBLIC OUTREACH

Not applicable.

COORDINATION

This memorandum has been coordinated with the Departments of Environmental Services, Information Technology, and Finance, and the Offices of the City Manager and the City Attorney.

COST IMPLICATION

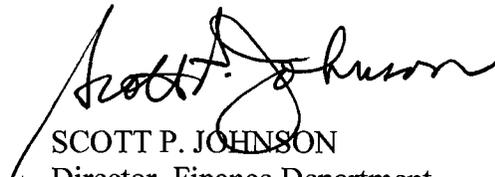
Funding for the extension of the Langham Consulting, Inc. contract in the amount of \$44,000 is funded as part of the \$11 million commercial paper program, approved by the City Council, and appropriated to the C-UBS Project.

BUDGET REFERENCE

Fund #	Appn. #	Appn. Name	RC#	Total Appn.	Amt. for Contract	2005-2006 Adopted Operating Budget	Last Budget Action (Date, Ord. No.)
423	3320	CUSP Project	000590	\$7,857,732	\$143,000	XI-41	9/27/05, Ord. No. 27558

CEQA

Not a project.


SCOTT P. JOHNSON
Director, Finance Department

For questions, please contact Scott P. Johnson, Finance Director, at (408) 535-7000.

