



Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: John Stufflebean

SUBJECT: SEE BELOW

DATE: 09-06-06

Approved

Ray Winer

Date

9/8/06

COUNCIL DISTRICT: City-Wide

SUBJECT: SECOND AMENDMENT TO THE AGREEMENT WITH ENFOTECH & CONSULTING, INC. FOR THE ENVIRONMENTAL ENFORCEMENT DATA MANAGEMENT SYSTEM

RECOMMENDATION

Approval of a Second Amendment to the Agreement with enfoTech & Consulting, Inc. to extend the term of agreement by 15 months from September 30, 2006 to December 31, 2007 for the development and implementation of the Environmental Enforcement Data Management System at no additional cost to the City.

OUTCOME

This will allow the contractor, enfoTech & Consulting, Inc. (enfoTech), time to complete changes required from the final acceptance testing and one-year maintenance of the data management system.

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. 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 12 months followed by a 12 months maintenance period for a total contract term of 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. In the first amendment to the contract, the Director of Environmental Services was authorized to approve two one-year maintenance plans at a cost of \$35,710 per additional year or a total of \$71,420 for the two contracts.

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
- Creation of Reports for supervisory oversight, inspector tracking, and agency reporting
- Customized the existing PACS 2000 Laboratory Information Management System (LIMS) interface for use with ESD's LIMS

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 be completed by December 31, 2006. The current contract expires on September 30, 2006.

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 almost 3 years. 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
- Develop tools to extend functionality beyond the normal EEDMS system
- Identify and resolve performance issues
- Develop new and refine existing Crystal Reports
- Identify and resolve performance issues with LIMS interface and extend functionality

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 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, reporting, and management

The project consultant has worked diligently to deliver a quality product; however, final testing and potential modifications are still needed to ensure that the City receives the best possible product. Therefore, staff recommends extending the term of agreement by 15 months from September 30, 2006 to December 31, 2007 to allow for full testing and acceptance of the final system. This 15-month extension includes a 12-month maintenance period, which commences upon final system acceptance testing. Final acceptance testing is now scheduled to be completed by December 31, 2006. If this recommendation is not approved, the contract will expire on September 30, 2006.

POLICY ALTERNATIVES

Alternative #1: Do not extend the contract.

Pros: No advantage seen.

Cons: We would not be able to use the consultant's services and the database would be incomplete.

Reason for not recommending: The contractor needs to complete the work and the database will need the support section of the contract.

PUBLIC OUTREACH/INTEREST

- Criteria 1:** Requires Council action on the use of public funds equal to \$1 million or greater. **(Required: Website Posting)**
- Criteria 2:** Adoption of a new or revised policy that may have implications for public health, safety, quality of life, or financial/economic vitality of the City. **(Required: E-mail and Website Posting)**
- Criteria 3:** Consideration of proposed changes to service delivery, programs, staffing that may have impacts to community services and have been identified by staff, Council or a Community group that requires special outreach. **(Required: E-mail, Website Posting, Community Meetings, Notice in appropriate newspapers)**

This recommendation does not meet any of the above mentioned criteria. The contract was brought before TAC and TPAC, and the San Francisco Bay Regional Water Quality Control Board and EPA were made aware of our intention to replace our old database.

COORDINATION

This memo was coordinated with the Information Technology Department, the City Manager's Budget Office, the Office of the City Attorney, and is scheduled to be heard at the September 14, 2006 Treatment Plant Advisory Committee meeting.

COST SUMMPARY/IMPLICATIONS

This contract time-only extension recommendation has no additional 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

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and execute contract change orders for a total project cost not to exceed \$1,196,624. On April 26, 2005 the contract was amended to authorize the Director of Environmental Services to approve two (2) one year maintenance plans at a cost of \$35,710 per additional year or a total of \$71,420 for the two contracts.

BUDGET REFERENCE

The original agreement was awarded and encumbered in a prior fiscal year. No additional allocation is required at this time.

CEQA

Not a project.



JOHN STUFFLEBEAN

Director, Environmental Services Department

For questions please contact: John Mukhar, Senior Environmental Engineer at (408)-277-5696.