



Legislation Text

File #: 0768-2012, Version: 1

BACKGROUND:

This ordinance authorizes the Director of the Department of Technology to enter into a three year agreement, effective on the date of a purchase order certified by the City Auditor's Office, with Information Builders, Inc., to purchase an enterprise business intelligence (BI) software system and professional services to assist in implementing that system. The City requires an enterprise business intelligence platform to enable better information access and reporting from its other enterprise applications (e.g., financial system, billing systems, work order systems, etc.). The goal of this project is to deliver usable, timely and accurate information to managers so they can make more informed decisions, thereby improving the efficiency and effectiveness of services delivered by the City. The Department of Technology, in collaboration with other City departments, will implement this new technology over the next three to five years, satisfying the needs of City departments for improved information delivery.

The first phase of this project will provide improved information delivery from the City's Interactive Voice Response (IVR) and 311 Service Request systems. The City anticipates the following benefits as a result of the Phase 1 implementation of the BI system, including:

- Quicker response to service requests processed through the 311 Service Center.
- Deeper analysis of service request trends in the Department of Public Service.
- Reduced IT support requests for custom reports due to robust, intuitive ad-hoc reporting.
- Increased data transparency through the publication of drillable dashboards.
- Improved call center staff utilization due to predictive intraday scheduling.

The estimated cost of the Phase 1 project is \$370,000.00. This cost includes \$92,830.00 for Information Builders software licenses, \$18,566.00 for first year software maintenance and support (a recurring annual cost), \$12,500.00 for software training, \$192,100.00 for Information Builders professional services, and \$54,004.00 to provide payment for the Department of Technology personnel to assist with the implementation of the project. Future contract modifications are anticipated to cover the cost of future phases of the BI project, which may include BI applications to support the Departments of Public Utilities, Public Safety, Development, Building and Zoning Services, Finance, and other City departments who can benefit from the technology.

To procure these systems and services, a Request for Proposals (SA004076) was published August 15, 2011. The solicitation received nine (9) proposals, which were scored by an evaluation committee of eleven (11) representatives from City departments. Each committee member scored the proposals, using the following criteria: competence of the offeror (up to 15 points), quality and feasibility of proposed software and services (25 points), ability of the offeror (10 points), past performance of the offeror (25 points), and the total cost of ownership of the proposed solution (25 points). Individual committee member scores were averaged to obtain first round scores for the nine (9) proposals received:

The three (3) highest scoring offerors: Zanett Public Sector, Centric Consulting LLC, and Information Builders, were selected for additional discussions, including a demonstration of their proposed system. Following discussions and demonstrations, each offeror was provided an opportunity to revise their proposals to clarify questions presented by the evaluation committee. Each committee member scored the revised proposals using the same criteria as used in the first round of evaluations. Individual committee member scores were averaged to obtain the second round scores for the three (3) finalists. The committee recommended the highest scoring offeror (Information Builders) to the Director of the Department of Technology. The Director of the Department of Technology concurred with the committee's recommendation.

The proposals received offered pricing that was valid until April 6, 2012. The contract negotiations have taken longer than originally planned, so the award for this contract has been delayed. Information Builders has agreed to extend their offer through June 29, 2012. Given this amendment to the original proposal, this ordinance requests a waiver of competitive bidding requirements of the Columbus City Code, in accordance with section 329.27.

This ordinance also authorizes the transfer of appropriation and cash between projects within the Information Services Bond Fund, and will amend the 2012 Capital Improvement Budget (CIB), passed April 16, 2012, via Ordinance # 0368-2012, to accommodate for the additional expenditure authorized by this ordinance.

FISCAL IMPACT:

The total cost of this ordinance is \$370,000.00 and funds will come from the Department of Technology, Information Services Division, Capital Improvement Bond fund from within the Enterprise System Project(ESP)- Business Intelligence Project (Project No. # 470047-100004) totaling (\$248,000) and by transferring appropriation and cash of (\$122,000) from the Connectivity Project (Project No.#470046-100000) to the (ESP)- Business Intelligence Project to cover Phase I total cost of (\$370,000). The contract with Information Builders for Phase I will cost \$315,996 and \$54,004 to pay for DoT personnel that will be assisting with the implementation of the enterprise business intelligence (BI) software system project.

EMERGENCY:

Emergency action is requested to expedite authorization of this contract by June 29, 2012 in order to initiate services from the supplier at the prices proposed.

CONTRACT COMPLIANCE:

Vendor Name : Information Builders, Inc. C.C# : 13-2807185 Expiration Date: 11/4/2013

To authorize the Director of the Department of Technology to enter into a contract with Information Builders, Inc. for the purchase an enterprise business intelligence software system and professional services in the amount of \$315,996.00; to provide payment for DoT personnel that will assist in implementing the system in the amount of \$54,004.00; to authorize the transfer of appropriation and cash between projects within the Information Services Bond Fund; to amend the 2012 Capital Improvement Budget; to waive the competitive bidding provisions of the Columbus City Code; to authorize the expenditure of \$370,000.00 from the Department of Technology, Information Services Division, Capital Improvement Bond Fund; and to declare an emergency. (\$370,000.00)

WHEREAS, a Request for Proposals (SA004076) was published August 15, 2011;the solicitation received nine (9) proposals, which were scored by an evaluation committee who made a recommended that the highest scoring offeror (Information Builders) be awarded the contract; and

WHEREAS, the Department of Technology, has a need to purchase an enterprise business intelligence software system and professional services for Phase I totaling \$315,996 with Information Builders and to pay for DoT personnel to assist in implementing that system from Information Builders Inc. totaling \$54,004, for a total cost in the amount of \$370,000.00, and

WHEREAS, the proposals received offered pricing that was valid until April 6, 2012. The contract negotiations have taken longer than originally planned, so the award for this contract has been delayed. Information Builders has agreed to extend their offer through June 29, 2012, therefore this ordinance requests to waive the competitive bidding provisions of the Columbus City Code, under Section 329; and

WHEREAS, this ordinance authorizes the transfer of appropriation and cash between projects within the Information Services Bond Fund, and will amend the 2012 Capital Improvement Budget (CIB), passed April 16, 2012, Ordinance # 0368-2012, to accommodate for the additional expenditure authorized by this ordinance; and

WHEREAS, an emergency exists in the usual daily operations of the City of Columbus, Department of Technology, in that it is immediately necessary to enter into a contract with Information Builders Inc. for the purchase of an enterprise business intelligence software system and professional services; and authorize the funds to pay for DoT personnel to assist in implementing the system, to avoid service interruption, thereby preserving the public health, peace, property, safety and welfare; now, therefore:

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF COLUMBUS:

SECTION 1: That the Director of the Department of Technology, be and is hereby authorized to enter into a contract with Information Builders, Inc. to purchase an enterprise business intelligence software system and professional services for \$315,996; and that \$54,004 is authorized to provide payment for DoT personnel to assist in implementing the system for total Phase I cost of the project in the amount of \$370,000.00.

SECTION 2: That the 2012 Capital Improvement Budget is hereby amended as follows for this expenditure:
Department of Technology, Information Services Dept./Div. 47-02
Information Services Bond Fund #514

<u>Project Name/Number/Subfund</u> <u>Change</u>	<u>Current CIB Amount</u>	<u>Revised Amount</u>	<u>Amount</u>
<u>Connectivity Project:</u> 470046-100000 /carryover / 002 \$(122,000)	\$921,124	\$799,124	
<u>ESP- Business Intelligence:</u> 470047-100004 / carryover / 002 \$ 122,000	\$248,000	\$ 370,000	

SECTION 3: That the City Auditor is hereby authorized and directed to transfer funds and appropriation within the Information Services Bond Fund as follows:

FROM:

Dept./Div.:47-02| **Fund:** 514| **Sub-fund:** 002| **OCA Code:** 470046| **Project Number:** 470046-100000 (Carryover)|
Project Name: Connectivity Project| **Obj. Level 1:** 06| **Obj. Level 3:** 6655| **Amount:** \$122,000.00 Information Services Bond Funds

TO:

Dept./Div.:47-02| **Fund:** 514| **Sub-fund:** 002| **OCA Code:** 514474| **Project Number:** 470047-100004(Carryover)|
Project Name: Business Intelligence| **Obj. Level 1:** 06| **Obj. Level 3:** 6655| **Amount:** \$122,000.00 Information Services Bond Funds

SECTION 4: That the sum of \$315,996.00 and \$54,004.00 respectively or so much thereof as may be necessary in regard to the action authorized in Section 1 is hereby authorized to be expended from:

Dept./Div.:47-02| **Fund:** 514| **Sub-fund:** 002| **OCA Code:** 514474| **Project Number:** 470047-100004 (Carryover)|
Project Name: Business Intelligence| **Obj. Level 1:** 06| **Obj. Level 3:** 6655| **Amount:** \$315,996.00 Information Services
Bond Fund| Information Builders, Inc. -{software license fee- \$92,830, year (1) maintenance fee -\$18,566, training fee -
\$12,500, professional services - \$192,100}.

Dept./Div.:47-02| **Fund:** 514| **Sub-fund:** 002| **OCA Code:** 514474| **Project Number:** 470047-100004(Carryover)|
Project Name: Business Intelligence| **Obj. Level 1:** 06| **Obj. Level 3:** 6600| **Amount:** \$54,004.00 Information Services
Bond Funds| DoT {personnel}.

SECTION 5: That the City Auditor is authorized to make any accounting changes to revise the funding source for all contracts or contract modifications associated with this ordinance.

SECTION 6: That this ordinance requests to waive the competitive bidding provisions of the Columbus City Codes Section 329.07.

SECTION 7: That for the reasons stated in the preamble hereto, which is hereby made a part hereof, this ordinance is hereby declared to be an emergency measure and shall take effect and be in force from and after its passage and approval by the Mayor, or ten days after passage if the Mayor neither approves nor vetoes the same.