

Information Technology Strategic Plan Phase II Professional Services Agreement

City Council Meeting
March 4, 2025



Background

- An Information Technology Strategic Plan (ITSP) is a comprehensive multi-year plan to provide long term guidance on how to maintain and replace the City's technology infrastructure, staffing and programs.
- Benefits to the City:
 - Timely software upgrades and business process improvements
 - Increased internal operational efficiencies
 - Improved customer service
 - Long term fiscal sustainability



Background - Phase I (FY2020-2025)

- ThirdWave Corporation Agreement Phase I
 - Data gathering began February 1, 2018
 - Ended January 31, 2019
- Objectives of ITSP Phase I:
 - Define a clear set of goals, guiding principles, and strategic priorities.
 - Serve as the framework for how IT services will be delivered to the City with an enterprise focus.
 - Provide actionable objectives, deliver innovative, unified, and effective technology services.
- In Phase I, a total of 31 workshops were held to address departmental and enterprise operating and service delivery needs.

Background - Phase I

- The City Council adopted and funded ITSP Phase I on March 3, 2020.
- The financing plan directs 1.5% of the General Fund revenue to address the City's current and future technology needs.
- All ITSP projects were identified to fulfill priority business needs and to replace aging software and the City's antiquated technology.
- The most acute technology need facing the City was the lack of a contemporary Enterprise Resource Planning (ERP)/Financial System.
- The ITSP also aligned staffing levels and skillsets to effectively support existing systems and the ITSP roadmap. A total of 9 new positions were called for in the plan.

Background - Phase I

Major Project Implementations:

#	Project	Status
1	TESSA – Totally Electronic Permits Management System	Completed
2	Enterprise Resource Planning (ERP)	In procurement
3	Public Safety Computer Aided Dispatch/Records Management System (CAD/RMS)	Preliminary planning
4	Office365 assessment and implementation	Completed
5	Records Management System - Laserfiche	Preliminary planning
6	Voice over Internet Protocol (VoIP)	In progress
7	9 IT staff recruitments	Completed

Accomplishments – Phase I

Total of 35 ITSP projects are in Phase I:

- 24 (69%) are complete
 - ✓ 13 ITSP projects are complete as of February 2025
- 7 (20%) ITSP projects are currently in progress
- 4 (11%) ITSP projects are in preliminary planning phase

Accomplishments

The following 13 ITSP projects are complete as of February 2025:

- Development Services Land Management System (LMS) EnerGov (TESSA)
- Code Enforcement Complaint Application (TESSA)
- AssetWorks Fleet Management System
- Electronic Agenda Management System (Legistar)
- Police Department In-Car-Video (70 units)
- Police Department Mobile Data Computers (12 motorcycles)
- Fire & Rescue Department Mobile Data Computers (25 fire apparatus)
- Information Technology Department Physical Security Improvement
- Office 365 Assessment and Implementation
- Desktop Replacement Program (implemented Years 1, 2 and 3)
- Email Retention Policy

Projects In Progress

The following seven (7) ITSP projects are in progress:

- Enterprise Resource Planning (ERP) software includes:
 - General Ledger, Accounts Payable, Accounts Receivable, Bank Reconciliation, Asset Management, Inventory
 - Purchasing
 - Budget
 - Human Resources
- Disaster Recovery/Business Continuity Plan
- Computer Replacement Program (ongoing – 1167 devices)
- Print Management Services

Projects in preliminary planning stage

The following four (4) ITSP projects are in planning stages:

- Computer Aided Dispatch and Records Management System (CAD-RMS) for Police and Fire
- Enterprise Geographical Information System (GIS) Master Plan
- Enterprise Records Management System - Laserfiche
- Telephone System Voice over Internet Protocol (VoIP): Equipment, Phone, Ethernet

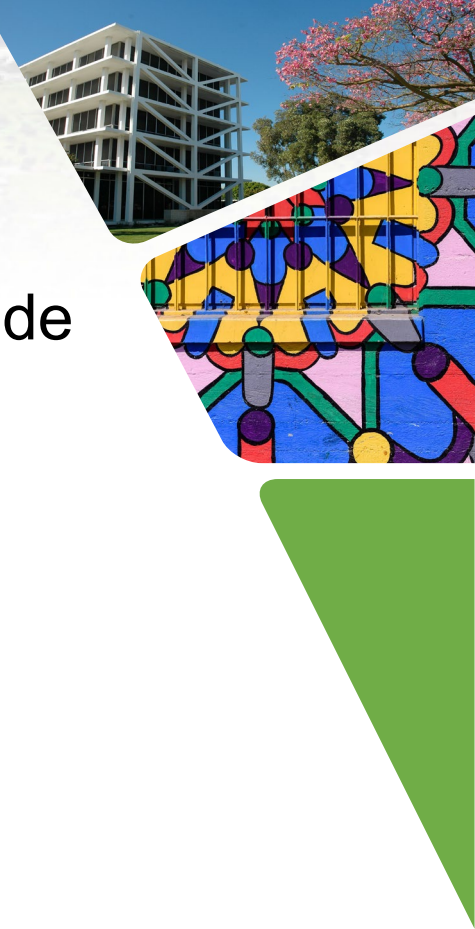
Thirdwave Corp. Phase II Professional Services Agreement

ThirdWave Corporation benefits:

- Unique patented Rapid Workflow process used in Phase I to draft
 - As-Is and To-Be business processes
 - These processes are currently in use and will fast track projects
- Highly recommended by other municipal IT departments across California
- Have 35+ years of experience
- Costa Mesa is leveraging the recently approved Marin County's contract with ThirdWave Corp. for best pricing

Scope of Phase II

The ITSP Phase II will be the result of a second comprehensive City-wide assessment of the City's IT needs for software not included in Phase I and a financial plan to eventually replace all systems upon the end of their useful life.



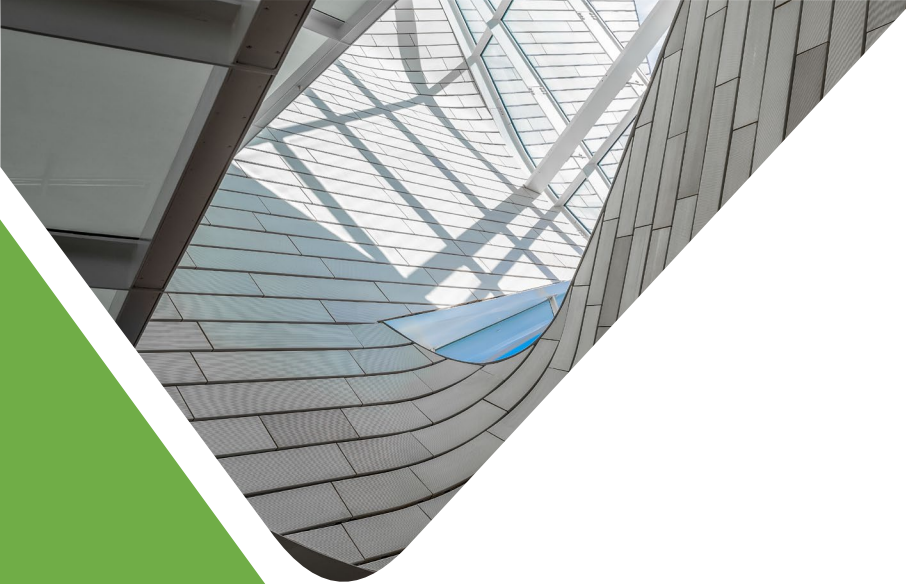
Scope of Phase II

The ITSP Phase II will:

- Identify any systems or software not included in the original plan
- Summarize current business requirements by department
- Include project management tasks, project coordination and monthly reports
- Prioritize ITSP Initiatives for next 5 years
- Develop ITSP 5-Year Budget Estimate by year
 - Cost amortization for future projects and eventual replacement schedule
 - Funding plan for replacing existing major systems in future years
- Develop the ITSP Implementation Timeline

Staff Recommendation

- Authorize the use of the County of Marin's cooperative service agreement with ThirdWave Corporation.
- Approve a Professional Services Agreement with ThirdWave Corporation in the amount of \$125,014, for consulting services for the Information Technology Strategic Plan and Roadmap Phase II, effective March 4, 2025 – December 31, 2025.
- Authorize the City Manager or designee to approve an additional 10% contingency in the amount of \$12,501, if required, to deliver the scope of work identified in the Statement of Work.



Questions?

