



Legislation Details (With Text)

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**File created:** 8/8/2018      **In control:** City Council Business Meeting  
**On agenda:** 9/24/2018      **Final action:** 9/24/2018  
**Title:** Information Technology Contract Professional Services

**Attachments:**

Date	Ver.	Action By	Action	Result
9/24/2018	1	City Council Business Meeting	Approve	Pass

**Information Technology Contract Professional Services**

**Action:**

- A. Approve contracts for Information Technology Professional Services for an initial term of one year with the following Service Providers:**
  - Insight Global, LLC,
  - JOLT Advantage Group, LLC, and
  
- B. Authorize the City Manager to renew the contracts for up to two, one-year terms with possible price adjustments and to amend the contracts consistent with the purpose for which the contracts were approved.**

**Staff Resource(s):**

Jeffrey Stovall, Innovation and Technology

**Explanation**

- The City maintains citywide contracts with a number of vendors to provide Information Technology (IT) Professional Services. Although these contracts are designed to meet most commonly-required staffing needs, occasionally specialized staff will be required who are not available through these contracts.
- Innovation and Technology has a need for highly specialized technical staff to support specific IT projects and initiatives. After seeking qualified candidates from the existing citywide vendors, Innovation and Technology determined that the advanced skill sets are not currently available from those vendors.
- The contractors are needed to fill three positions for work on two Enterprise Resource Planning (ERP) projects:
  - Business Intelligence (BI) Developer (1 position)
  - User Productivity Kit (UPK) Developers (2 positions)
- The BI Developer will develop and enhance the Enterprise Data Warehouse and Tableau Dashboard. The work performed is in support of the ERP Data and Reporting project.
- The UPK Developers will use a content development, deployment, and maintenance platform to facilitate ERP end user training for the ERP Upgrade project. Training materials, job aids, and instructor manuals will be produced. The work product will simplify knowledge transfer between project teams and the ERP end users.
- Insight Global and JOLT Advantage Group have provided qualified personnel who have been engaged on the BI and UPK projects on a short-term basis. Innovation and Technology is satisfied with the performance of the contractors and has determined that the contracts should be extended.

- A waiver of a competitive solicitation process for services may be granted when deemed appropriate and in the City's best interest. A waiver has been approved for these services.
- Estimated contract expenditures total \$500,000 annually for all contracts.

**Charlotte Business INclusion**

No subcontracting goal was established for this selection because there are no subcontracting opportunities (Part C: Section 2.1(a) of the Charlotte Business INclusion Policy).

**Fiscal Note**

Funding: General Community Investment Plan