

RESOLUTION NO. 00-90

**A RESOLUTION OF THE RIDGECREST CITY COUNCIL
APPROVING A CONTRACT WITH NEXLEVEL
INFORMATION TECHNOLOGY FOR DEVELOPMENT OF
A STRATEGIC INFORMATION TECHNOLOGY PLAN**

WHEREAS, The Ridgecrest City Council desires to enhance its utilization of computer technology; and

WHEREAS, The development of a strategic information technology plan will enhance the City's ability to deal with both current and long-term information technology issues; and

WHEREAS, NexLevel Information Technology has the professional and technical resources to provide such services.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Ridgecrest approves the Contract for development of a strategic information technology plan with NexLevel Information Technology.

APPROVED AND ADOPTED this 16th day of August, 2000, by the following vote:

AYES: Mayor Darnell, Council Members Carter, Holloway, Morgan, and Rollins

NOES: None

ABSTAIN: None

ABSENT: None


Donna Darnell, Mayor

ATTEST:



Rita Gable
Deputy City Clerk

CONSULTING AGREEMENT

This Consulting Agreement ("Agreement") is made the 18th day of Aug., 2000, by and between NexLevel Information Technology, LLC ("NexLevel"), whose address is 3039 Kilgore Road, Suite 180, Rancho Cordova, California, 95670, and the City of Ridgecrest whose principal place of business is located at 100 West California, Ridgecrest, California, 93555.

WHEREAS, the City of Ridgecrest desires to engage the consulting services of NexLevel to support the development and delivery of a Strategic IT Plan, and

WHEREAS, NexLevel desires to render consulting services to the City of Ridgecrest to support the development and delivery of a Strategic IT Plan,

NOW, THEREFORE, NexLevel and the City of Ridgecrest ("The Parties") agree as follows:

1. Consulting Services. NexLevel agrees to perform consulting services as outlined in Attachment A, Scope of Work, in good faith. The City of Ridgecrest agrees to make all necessary resources available to NexLevel to allow NexLevel to provide its consulting services. NexLevel will take day-to-day project direction from the City of Ridgecrest Director of Finance, Jim Winegardner.
2. Term. The respective duties and obligations of the parties shall commence on Sep. 1st 2000 and conclude on Dec. 3rd 2000 or the last day of services as defined by the Proposal (pages 6-8 of proposal), herein attached. Any changes to the term of the Agreement are subject to written agreement of both parties.
3. Compensation. The parties have agreed that payment for services performed under this Consulting Agreement will be made in accordance with Attachment B Price Schedule. As set forth in Proposal (page 10), herein attached. NexLevel will submit invoices to the City of Ridgecrest. Payment from the City of Ridgecrest is due within 30 days from the date of the invoice.
4. Confidential or Proprietary Data. NexLevel acknowledges that be the very nature of the services to be performed for the City of Ridgecrest they may become aware of confidential information. Nexlevel acknowledges that all such information shall be used by NexLevel only to perform the services of this project and no other purpose. NexLevel agrees to keep in confidence any confidential or proprietary data relevant to the business to which they may be given access.
5. Force Majeure. Neither party shall be responsible for delays or failures in performance resulting from acts beyond the control of the offending party. Such acts include but are not limited to acts of God, fire, flood, earthquake, other natural disasters, nuclear accident, strike, lockout, riot, freight embargo, public regulated utility, or governmental statutes or regulations superimposed after the fact.
6. Waiver of Breach. No term or provision of this Agreement will be deemed waived and no breach excused, without the written mutual consent of both parties.
7. Governing Law and Rules of Construction.
 - 7.1 The laws of the State of California shall govern the validity, interpretation and performance of this Agreement.
 - 7.2 Titles, captions, or headings to any provision, article, etc., shall not limit the full contents of the same. These articles have the full force and effect as if no titles existed.
 - 7.3 If any term or provision of this Agreement is determined to be invalid, it shall not affect the validity and enforcement of the remaining terms and provisions of the Agreement.

7.4 This Agreement shall be binding upon and inure to the benefit of the respective successors, assigns, representatives, and heirs of the parties herein.

8. Amendment. This Agreement shall only be amended or modified by written agreement executed by authorized representatives of both parties.
9. Termination for Cause. Either party may terminate the Agreement for cause, subject to thirty (30) days written notice to the other party.
10. Liability. With regard to the services to be performed by NexLevel pursuant to the terms of this Agreement, NexLevel total liability to the City of Ridgecrest, for any acts or omissions in the performance of services on the part of NexLevel, shall be limited to the total fees paid to NexLevel under this agreement, except when such acts or omissions are due to willful misconduct or gross negligence.
11. Insurance. NexLevel shall obtain with itself and its personnel as the insureds before providing services, at its own expense, comprehensive general liability insurance coverage in the amount of at least two million dollars.
12. Attorney's Fees in the Event of Litigation. In the event that litigation arises out of this Agreement, the parties agree to reimburse the prevailing party's reasonable attorney's fees, court costs, and all other expenses, in addition to any other relief to which the prevailing party may be entitled.

IN WITNESS WHEREOF, the Parties have executed this Agreement on the 18th day of Aug., 2000.

The City of Ridgecrest

NexLevel Information Technology, LLC

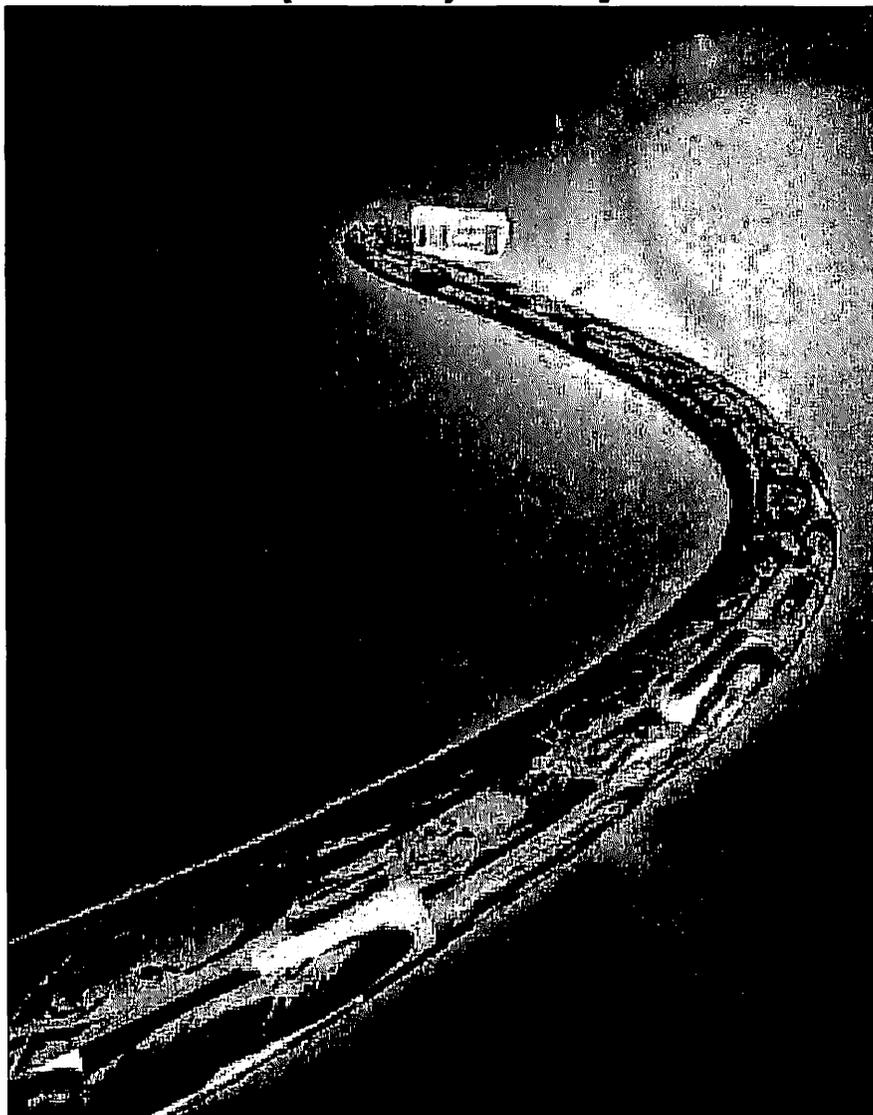
By: Donna Darnell
Donna Darnell

By: Terry Hackelman
Terry Hackelman

Title: Mayor

Title: Partner _____

Strategic Information Technology Plan (SITP) Proposal



NEXLEVEL
Information Technology

August 4, 2000

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Introduction

The City of Ridgecrest is a full service city that has a strong history of providing its' 30,000 citizens with cost-effective and reliable services. As the City strives to increase its level of service to constituents, technology can be used to improve productivity and reduce the impact on City resources. To assist the City in managing its' technology resources and to maximize the City's future technology investments, the City is seeking a consulting firm to complete a Strategic Information Technology Plan (SITP). The SITP creates a multi-year strategic technology plan that provides a roadmap for a cost effective and efficient application and use of technology.

NexLevel Information Technology, LLC (NexLevel) is well versed in the challenges that cities face in delivering Information Technology (IT) services. NexLevel has recently completed long-range SITPs for several Southern California cities. Each of these plans has received Council approval and are being used to guide the city's technology services.

NexLevel brings a proven mix of experience in IT to this project. Our experience includes:

- ❑ Proven methodology for completing strategic technology plans
- ❑ Knowledge of city operations and the technology that supports city operations
- ❑ Experience in managing the IT divisions of large organizations (infrastructure and systems)
- ❑ Experienced in public sector technology outsourcing

The need for strategic technology planning is more evident today than ever before, and the SITP is a valuable tool that can be used to ensure technology is managed in a cost-effective manner, while still maximizing the benefits to the City. Technology today, and in the near future, holds the promise of improving the way the City provides services and protects its citizens. In fact, the use of technology has or is becoming a central component to the operations of most cities, and an increasingly important component of a city's budget. It is important to note that the computer revolution is only in its infancy and technology, if managed properly, is capable of providing a steady stream of additional benefits to the City and its' citizens.

The remainder of this document provides information pertaining to our company, project scope of work, timeline, price, and company references.



Company Description

Our Company

Established in 1998, NexLevel Information Technology, LLC (NexLevel) is a Sacramento-based consulting and integration firm that helps public and private clients enhance their use of information technology (IT).

Our experience and understanding of the use of IT within a wide variety of industries allows us to provide leading-edge solutions that offer clients the following benefits:

- Improved Performance
- Increased Service Levels
- Increased Productivity
- Maximized Return on Investment

Such benefits provide our clients with the opportunity to focus on their core business, which together with our services, result in their achieving superior customer service in a cost-effective manner.

NexLevel's two Partners offer over 30 years of IT knowledge and expertise, 22 of which have been focused on public sector clients at the city, county and state levels. In addition, NexLevel has assembled a team of experienced IT professionals with proven skills and expertise in serving public sector clients.

Our Philosophy

The value of IT is determined by how well it supports a client's operations and positions them for future growth. By working in partnership with our clients, NexLevel evaluates their current environment, identifies the future challenges and/or issues that need to be addressed and develops plans, processes, and tools that will help them achieve their business objectives.

Our mission is to improve a client's business by maximizing the application of technology resources. Our commitment is to ensuring that NexLevel provides exemplary service to its clients.

Our Culture/Our People

The foundation of our corporate culture is in talented, high-caliber individuals that are fulfilled in their work, as supported by ethics such as honesty, integrity, quality and a commitment to client satisfaction. This foundation and associated ethics helps us to attract, inspire and retain a talented staff that gives confidence to our clients, and that is reflected in our service performance.

No doubt, our people are the cornerstone of our success. Recognizing this, NexLevel will leverage the unique strengths of each individual in meeting Ridgecrest's strategic planning needs. This team-oriented approach allows us to bring our clients experience and knowledge far beyond that of a single

individual. The project manager will be Terry Hackelman. He will use the resources and skills of NexLevel's Senior Consultants to complete this project. In the following paragraphs, we provide short descriptions of the NexLevel personnel that will be involved in this effort:

Terry Hackelman – Partner

Mr. Hackelman is a multi-faceted executive with extensive experience in the IT industry. He has successfully developed, implemented and marketed innovative technology solutions for both private and public sector clients. Mr. Hackelman has demonstrated skills in strategic planning, technology consulting, IT product development, systems design, business process analysis, business process re-engineering, financial management and technology assessments. Mr. Hackelman's IT expertise is backed by years of experience as an accountant and financial analyst, Mr. Hackelman brings a strong business acumen to bear when evaluating a client's use of technology. Terry is a Certified Management Accountant and a graduate of Linfield College.

Senior Consultants

Backing the partner are Senior Consultants with a proven track record of success in designing, developing, implementing and operating an array of information technology applications and services in a wide variety of industries. In addition, NexLevel Senior Consultants offer expertise in working with private and public sector clients in completing IT assessments and IT application and service acquisitions. Our success in providing client solutions demand that our consultants keep pace with changes in technology. As such, we continually invest in both informal and formal training in the evaluation of tools, software, languages, development techniques and methodologies, as well as project management methodologies.



Scope of Work

Project Purpose

NexLevel will provide consulting services to assist the City of Ridgecrest in defining an information technology environment to support the City's future business requirements. NexLevel will facilitate the City's Strategic IT Planning effort operating in a capacity of Planning Consultants. NexLevel will report to Jim Winegardner, Director of Finance. The final deliverable for the strategic IT planning effort will be a City of Ridgecrest SITP that establishes the direction for the implementation and management of the City's Information Technology resources.

Scope of Services

NexLevel's scope of services will consist of two phases as described below.

Phase I

Phase I will include the project planning and initial discovery process. The goal of Phase I will be to gain an understanding of the current environment, identify technology needs and issues, and begin identifying strategies and initiatives that can improve the current environment. The end of Phase I will be marked by the delivery of interview notes to the City. We provide a detailed breakdown of the Phase I tasks below:

- Plan project (includes development of project plan)
- Facilitate a project kickoff meeting (meeting to include City staff that will participate in the effort)
- Distribute an "Information System Technology, Strategies, and Trends" white paper and "Strategic IT Planning Questionnaire" to planning participants
- Review of existing documentation (includes studies, reports, manuals, system documentation, process documentation, organizational information, etc.)
- Create, distribute, and collect the "Strategic IT Planning Questionnaire to Departments"
- Prepare interview questions based on documentation review and results of "Strategic IT Planning Questionnaire"
- Conduct eight interview sessions (one to two hours each with a maximum of five participants in each session) with selected Departments or individuals. The Director of Finance will determine interview sessions.
- Interview follow-up as required to ensure understanding and clarity of information received
- **Deliverable:** Documentation and distribution of interview session content. This step is to ensure accuracy and completeness of content. The interview notes will be the foundation for Phase II Deliverable.

Phase II

Phase II will consist of analysis, assessment, and evaluation of the findings from Phase I. The primary focus of Phase II will be to build on information gathered from Phase I to create the strategies and initiatives that will make up the City's SITP. The final deliverable for this phase will be a Strategic IT Plan. We provide a detailed breakdown of the Phase II tasks below:

- ❑ Analyze and evaluate information received via interviews
- ❑ Develop an understanding the current and future IT requirements of the Departments or individuals interviewed
- ❑ Identify IT initiatives for the planning period (3 to 5 years)
- ❑ Work with the Director of Finance (and other parties as directed) to prioritize IT initiatives on a citywide basis
- ❑ Evaluate technology alternatives and provide high-level recommendations
- ❑ Develop high-level cost estimates for major IT initiatives included within the plan
- ❑ Develop Strategic IT Plan Document
- ❑ Present final Strategic IT Plan to Director of Finance
- ❑ **Deliverable:** Strategic IT Plan as described below.

SITP Deliverable

The City of Ridgecrest SITP will provide a formal plan that will assist the City in managing information services. The document will provide an assessment of the existing environment, as well as identify the needs and requirements identified in interviews. The assessment will also provide observations by the consultants based on industry knowledge and expertise. Based on NexLevel's understanding of the City's requirements, we recommend the following format for the SITP deliverable:

- ❑ Executive Summary
- ❑ Project Purpose and Benefits
- ❑ Project Scope and Approach
- ❑ Current Environment and Situational Analysis
- ❑ Recommended Technology Strategies and Initiatives

The final deliverable will provide a high-level assessment and strategic plan for the City of Ridgecrest. It is important to note that while the final deliverable will provide the City with a planning framework, the City may still need to complete a detailed requirements and purchasing analysis before purchasing in a technology solution.

City of Ridgecrest Responsibilities:

In support of NexLevel's efforts, the City will be responsible for the following items.

- ❑ Scheduling Interviews with City staff
- ❑ Providing inventory of all hardware and software used by the City
- ❑ Providing adequate workspace and phones while NexLevel is in Ridgecrest

- ❑ Scheduling interview and meeting rooms
- ❑ Performing research and analysis, as required, of the current IT environment (includes identifying basic business statistics such as transaction volumes, counts, quantitative estimates, etc.)
- ❑ Assistance, as required, in the distribution and collection of questionnaires, interview notes, plans, and other materials
- ❑ Assisting NexLevel in determining IT initiative prioritization
- ❑ Timely review and comment on documents and deliverables
- ❑ Reproduction of final copies of Strategic IT Plan

Out of Scope Services:

If additional or out of scope work is identified during this project, then NexLevel and the City will negotiate in good faith to determine an appropriate level of effort, and NexLevel will be reimbursed based on the rate identified in the Project Price section of this proposal.



Project Timeline

Based on NexLevel's experience in similar engagements and to meet the City's budget requirements, the strategic IT planning process will be completed in 45 days. NexLevel will propose a final project schedule to the City within five business days of contract signing that will provide timeframes and critical path items to completing the project. NexLevel will work with the City to ensure the schedule meets their needs.

Table 4 provides estimated timeframes for completing this project. The estimated timeframes are stated in days, and will be dependent on the contract award and signing date.

Table 4. Project Timeline

Project Phase	Timeframe
Project Planning and Preparation	Week 1
Data Collection (Interviews)	Week 2
Validate Information	Weeks 2 & 3
Research, Analysis and Development of Assessment	Weeks 3 & 4
Publish and Deliver Final SITP	Week 5

Project Price

SITP Price

NexLevel will invoice the City upon completion of Phase I and Phase II as defined in the Scope of work section of this proposal. The completion of each of these phases is marked by a deliverable.

Phase I	\$ 7,500
Phase II	<u>\$ 7,500</u>
Total.....	\$ 15,000

Travel Expenses

All attempts will be made to schedule interviews with the strategic IT planning participants over a one-week period. Based on NexLevel's experience in similar engagements, the scope of work can be completed with four (4) trips (from Sacramento to Ridgecrest) during this project. The expenses related to the four trips **have been included** in the SITP price provided above. If additional trips are required then NexLevel will be reimbursed for all direct costs incurred to meet the City's needs.

Billing Rate for Additional Services:

If requested, NexLevel is available to provide additional consulting services to the City at a discounted billing rate of \$125.00/hour for a NexLevel Partners and \$100.00 for a NexLevel Senior Consultant. NexLevel would bill approved travel at cost for trips from Sacramento to Ridgecrest. In addition, NexLevel would bill \$65.00/hour for travel time required for any on-site work (with a maximum travel bill time of eight hours per trip).



References

NexLevel services have helped our clients to gain control of their information technology infrastructures and achieve the benefits of applying technology to meet their needs. In the past 18 months, NexLevel has assisted a number of California cities in developing Strategic Information Technology Plans. In the following tables, we provide references from past and current clients.

Reference 1 City of Orange	
Customer Name	City of Orange
Customer Address	300 East Chapman Orange, CA 92866
Contact Name/ Title/ Phone	Rick Otto Assistant to the City Manager 714-744-2206
Scope of Work	Completion of five-year Strategic IT Plan
Strategy Approach	Strategic IT Planning Methodology
Deliverables and Timeline	5-year Strategic Technology Plan August 1999 – January 2000
Status	The plan was completed in January 2000, and was approved by the Orange City Council in February 2000

Reference 2 City of Lakewood	
Customer Name	City of Lakewood
Customer Address	5050 North Clark Avenue Lakewood, CA 90712
Contact Name/ Title/ Phone	Larry Schroeder Director of Finance 562- 866-9771 extension 2601
Scope of Work	Completion of a Long-Range Strategic IT Plan
Strategy Approach	Strategic IT Planning Methodology
Deliverables and Timeline	Long-Range Strategic Technology Plan January 2000 – July 2000
Status	The plan was completed in July 2000, and is expected to be approved by the City Council in August 2000

Reference 3 City of Pomona	
Customer Name	City of Pomona
Customer Address	505 South Garey Avenue Pomona, CA 91766
Contact Name/ Title/ Phone	Ron Demarkles Director of Information Services 909-620-3626
Contact Address	505 South Garey Avenue Pomona, CA 91766
Scope of Work	Completion of a Long-Range Strategic IT Plan
Strategy Approach	Strategic IT Planning Methodology
Deliverables and Timeline	Long-Range Strategic Technology Plan October 1999 – March 2000
Status	The plan was completed in March 2000, and was approved by the Pomona City Council in May 2000