



BOARD OF SUPERVISORS Agenda Number:
AGENDA LETTER

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: County Executive Office
Department No.: 012
For Agenda Of: August 28, 2007
Placement: Administrative
Estimated Tme:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors
FROM: Department Michael F. Brown, County Executive Officer
Director(s)
Contact Info: Ken A. Masuda, 568-3411
SUBJECT: Consider Recommendations to Amend an Existing Contract to Replace the County's Recurring Performance Measures and Project Reporting Systems

County Counsel Concurrence

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Recommended Actions:

- A. Approve and Authorize the Chair to execute a contract amendment with SAP Public Services (not a local vendor) in the amount of \$102,359 to replace the County's Recurring Performance Measures (RPM) System and
- B. Authorize the County Executive Officer to execute a future amendment to the proposed contract amendment to provide training and technical assistance in an amount not to exceed \$15,000.

Summary Text:

This contract amendment will enable the CEO's Office to continue implementation of a new performance measurement and reporting system. County's Recurring Performance Measures (RPM) System was developed for the FY 1997-98 budget and has undergone little change. In August 2006 the County entered into a contract with Pilot Software to provide an updated performance measure system. The System is a reporting and planning tool which can enhance the ability of managers and executives to manage and evaluate their programs. This new system, called AMPP for Advanced Management of Performance and Projects, is an integral part of the CEO's efforts to encourage fact-based rather than "seat of the pants" management, to use technology for both internal and external reporting, and it supports the Leadership Project's performance evaluation concepts.

The contract amendment will pay for additional software license fees (\$96,870) and a software maintenance agreement (\$5,489) from August 15, 2007 through December 31, 2007 as the County continues phased implementation of the new software. The contract amendment is with SAP Public









Services which is a branch of a large multi-national corporation that purchased Pilot Software earlier this year.

In addition to this amendment, it is our intent to enter into an agreement for limited vendor professional services for implementation assistance during the September-December 2007 time period in an amount not to exceed \$15,000. Thus, it is also requested that the Board of Supervisors authorize the County Executive Officer to execute what would be a second amendment to the original contract.

A further agreement, beginning January 1, 2008 is being developed that will address replacing the County's Project Reporting System (PRS). Thus, when the AMPP System is completely implemented it will replace both the RPM and PRS Systems.

Background:

The RPM System was primarily a tool for departments to report data to the CEO's Office. In contrast, the new system is intended to be a management tool for department executives and program managers as well as the CEO's Office. The AMPP System has the following features not available in the RPM System:

-  Visual Scorecards (examples attached) with performance icons
-  Charting and trend tracking
-  Reports for CEO Operational Review Meetings
-  Email reminders for data entry
-  Data entry workflow approval process
-  User ability to customize preferred data views
-  Strategic planning and mapping functions
-  Milestone and sub milestone tracking for projects

One demonstrated example of AMPP improving operations is in General Service's capital projects billable hours' measure. This measure was highlighted as performing well below its target during 2nd and 3rd quarter Operational Review Meetings (ORM) with the CEO. The underperformance was caused by a staff shortage in this program.

The measure displayed the well below performance icon and was easy to track in the new system. AMPP's ability to highlight this measure at the executive level led to a change in the target, allowing the Division manager to refocus and at the 4th quarter ORM, actual revenue from capital projects billable hours came in \$124,089 over the estimated actual. The visual display of performance and the ability of managers and executives at various levels to view AMPP will continue to improve program performance across the County.

As indicated, the AMPP System is an integral part of the CEO's efforts to encourage fact-based rather than "seat of the pants" management, to use technology for both internal and external reporting, and it supports the Leadership Project 's performance evaluation concepts.

Implementation of the new system began when the current contract was approved by the Board of Supervisors on August 15, 2006. The RPM system has been or is in the process of being replaced in 19 departments, and the last 4 departments are scheduled to begin replacement in September. The contract amendment includes increasing the number of licensed county system users from 250 to 400 and purchasing the software licenses for the vendor's Initiatives module which for the County will replace

the PRS System. A subsequent contract covering the period beginning in January 1, 2008 will be brought to the Board for approval later this year.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

Contract Year	Vendor Licensing and Training	Vendor Customer Support and Maintenance	Total Vendor Costs	County Equipment Purchases	County Services & Supplies
First Year	\$234,900	\$15,096	\$249,996	\$16,212	\$12,251
Current Year	\$111,870	\$5,489	\$117,359	\$9,000	\$13,500
Subsequent Years	0	\$31,564	\$31,564	0	\$6,000
Totals	\$346,770	\$52,143	\$398,913	\$25,212	\$31,751

The proposed contract amendment pays the licensing costs for continued AMPP implementation and Project Reporting software, and for software maintenance through December 31. The \$15,000 for technical assistance is also included in the current year cost estimate. Vendor professional services assistance for Project Reporting implementation and for software maintenance from January 1 through June 30, 2008 will be included in a subsequent contract and is not a part of the current fiscal analysis.

Staffing Impacts:

Legal Positions:

2

FTEs:

1.23

One CEO Analyst (Project Manager) will spend 33% of her time on AMPP implementation. One Systems Analyst will spend an estimated 90% of his time this year assisting with AMPP implementation.

Special Instructions:

Return three original copies of the contract to the CEO's Office.

Attachments:

1. Contract amendment.
2. Scorecard examples

Authored by:

Ken A. Masuda/Nicole Koon