



CC Regular Meeting AGENDA ITEM REPORT

Meeting: June 3, 2025
Title: Approval of Professional Services Agreement with ClientFirst Technology Consulting for Technology Master Planning, Land Management Software Assessment, and Utility Billing Software Selection Services
Presented by: Angel Carrillo, Deputy City Manager
Theresa Franke, Interim Finance Director
Recommendation: Authorize the City Manager to execute the attached Professional Services Agreement with ClientFirst Technology Consulting Group, LLC, for a one-year period from June 3, 2025, to June 2, 2026, in an amount not to exceed \$178,380.

EXECUTIVE SUMMARY:

To support critical City technology initiatives, staff recommends entering into agreements with ClientFirst Technology Consulting to provide professional consulting services in three areas: land management software evaluation, a citywide technology master plan, and utility billing system selection. These services will help modernize internal operations, improve service delivery to the community, and align the City's information systems with best practices and future needs.

DISCUSSION:

In the ongoing efforts to maintain a robust and secure information technology system, staff has identified ClientFirst as a vendor to provide necessary assessments. The City has identified three key areas for technology modernization and process improvement:

- The need for a comprehensive assessment and evaluation of the City's current land management software;
- The development of a Technology Master Plan (TMP) to guide strategic IT investments over the next five years;
- The evaluation and selection of a new utility billing system to better meet operational needs and resident expectations.

ClientFirst has extensive experience working with California municipalities and offers independent, vendor-neutral services. The firm has previously delivered successful outcomes for numerous public agencies in areas including process reviews, system selection, project management, and IT strategic planning.

1. Land Management Software Assessment & Vendor Evaluation

Scope includes reviewing existing permitting, inspections, code enforcement, and GIS systems. Deliverables include process reviews, system requirements documentation, and preparation of Requests for Qualifications and Information.

2. Technology Master Planning

Scope includes assessment of IT infrastructure, department applications, cybersecurity, staffing, and development of a prioritized implementation roadmap. It includes department-level workshops and plan presentation.

3. Utility Billing Software Selection Consulting

Scope includes business process review, requirements documentation, vendor RFP preparation, proposal evaluations, and support during contract negotiation. Project methodology includes four phases and is tailored to municipal utility operations.

ClientFirst is a highly qualified firm with decades of local government expertise, no software reselling interests, and a collaborative, hands-on approach to implementation planning.

FISCAL IMPACT:

Funding for each engagement is available in the Information Technology and Water Utility Funds' 2025-26 fiscal year budgets as approved by City Council May 6, 2025. The cost breakdown, based on estimated hours and rates, is as follows:

- Land Management Software Assessment: \$38,650 (7200-6200-51005)
- Technology Master Planning: \$94,905 (7200-6200-51005)
- Utility Billing Software Selection: \$44,825 (account #6010-0500-51005)

Total Combined Cost: \$178,380

These are fixed-fee engagements, and any additional services outside of scope will require prior written approval.

Additionally, to ensure competitiveness with current market pricing for information technology services, staff reviewed five (5) recently awarded contracts between other cities and ClientFirst. These contracts confirmed that the proposed pricing is aligned within current market rates. These cities include Glendora, Seal Beach, Camarillo, Seal Beach, South Gate and Vacaville.

CEQA (CALIFORNIA ENVIRONMENTAL QUALITY ACT):

Not applicable.

Respectfully submitted,



Angel Carrillo
Deputy City Manager

Theresa Franke
Interim Director of Finance