

AGENDA ITEM NO. _____

COUNCIL MEETING Dec. 4, 2007

APPROVED BY

*DEPARTMENT DIRECTOR
CITY MANAGER*

December 4, 2007

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Information Services Department

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SUBJECT: OBTAIN COUNCIL AUTHORIZATION FOR CHIEF INFORMATION OFFICER TO
NEGOTIATE AND ENTER INTO CONTRACT WITH DIAMOND TECHNOLOGIES, INC.
FOR MICROSOFT TECHNICAL TRAINING FOR AN AMOUNT NOT TO EXCEED
\$269,050

KEY RESULT AREA

Resource Management

RECOMMENDATION

It is the recommendation of staff that Council authorize the Chief Information Officer to negotiate and enter into a contract with Diamond Technologies, Inc. of Bakersfield, California, for Microsoft Technical Training for an amount not to exceed \$269,050. By utilizing Diamond Technologies, Inc., the required Microsoft technical training can be delivered locally, thereby eliminating travel costs. The Information Services Department (ISD) sent several staff members through a pilot training course provided by Diamond Technologies, Inc., and is very satisfied and impressed with the level of training received. It should be noted that the pricing is identical to what was acquired by Orange County through a complete bid process. It is estimated at these quoted prices that utilizing any other vendor would increase technical training costs for the Migration Project by \$48,000 to \$103,000 and exceed the project's technical training budget.

EXECUTIVE SUMMARY

Extensive research has been performed by staff to identify training vendors who can satisfy technical training needs for the City of Fresno's Microsoft Migration Project. In researching training vendors, staff considered the qualifications of the trainers, cost of training, flexibility of scheduling, location and curriculum. While conducting the research, travel and lodging costs were also considered, as training locally would eliminate the need for expenditures related to travel (lodging, transportation, meals, etc.).

A list of training companies with local facilities was created by using multiple resources such as business directories, Microsoft web page, etc. that offered similar courses. These companies were contacted but they could not provide the curriculum needed or meet the requirement of being able to offer the classes when needed according to the internal Microsoft Migration schedule. As a result of the investigation, ISD is satisfied that there was an adequate pool of providers that could be used for comparison.

The table below depicts the results of the investigation:

Company	Location	Findings
Quickstart	San Jose, San Francisco, Irvine, Los Angeles, Brea	\$450-\$550 per class day/ per student
Business Productivity Group	Fresno, CA	\$450-\$500 per class day/ per student
CompUSA	Fresno, CA	Offers some of the classes, however, several attempts were made to gain pricing w/o success.
Diamond Technologies, Inc.	Bakersfield, CA	\$350 per class day/ per student

From ISD's informal process, Diamond Technologies, Inc. is selected for the following reasons:

- They have Qualified Trainers.
- They are a Microsoft Gold Partner.
- Classes can be arranged to our schedule and/or tailored to our needs.
- Their costs are the lowest.
- Training can be done locally.

ISD has tested Diamond's quality by sending several staff members through a pilot training course and is more than satisfied with the caliber and timeliness of the training, as is evident by class evaluation scores. At the quoted prices, utilizing any other vendor would increase technical training costs for the Migration Project by \$48,000 to \$103,000 and exceed the project's technical training budget.

BACKGROUND

As part of the Microsoft Migration, we must ensure that technical support staff members throughout the City are up-to-speed with Microsoft product expertise. Technical personnel that will be supporting the new Microsoft infrastructure include server administrators who will need training on Microsoft server configurations and other staff members who will need training in Microsoft Exchange, Internet Security & Acceleration Server, Office Communications Server and System Center Operations Manager. Although some staff had former Microsoft knowledge and expertise when they were hired by the City and some training has already been completed, key individuals both in ISD and in other departments will need more in-depth training in order to support the new environment.

From the list of training companies that responded offering courses in Microsoft products, ISD is recommending Diamond Technologies. City technology staff members have satisfactorily completed early training from Diamond Technologies and have found them to be a very effective training firm. Diamond Technologies is headquartered in Bakersfield, California, and has agreed to conduct training sessions at local facilities such as National University at their Fresno River Park location. Diamond provides fully equipped training rooms with certified instructors, reference manuals and other materials and computers. Since this training is provided locally, travel costs are not incurred.

As of November 9, 2007, ISD has sent ten (10) staff members to various Microsoft training classes. Three (3) went through a boot camp by Pacific IT Pros and an additional seven (7) went to server training through Diamond Technologies. According to Administrative Order 6-19, training is considered to be a form of professional services and/or consulting, in which there are dollar limits or thresholds. When the threshold amounts are to be exceeded, Council approval is needed in order to proceed. To date, we have been within these limits; however, we are at a point where we are confident in the training being offered by Diamond Technologies and seek to contract with them for further training. These expenditures will exceed these limits set forth in A.O. 6-19, and we are thereby seeking Council approval to proceed. The coursework that is required for staff is attached (Exhibit A). This high-level technical training is time sensitive and services must

be rendered before an RFP process can be completed in order to continue on schedule with the Microsoft Migration project timeline. The Office of the City Manager has provided an exception in written form as stated in Administrative Order 6-19.

In order to support the Microsoft environment, ISD will need to send additional staff members to multiple server and e-mail training courses and additional staff to desktop support courses. Most or all of these staff members will require some combination of classes as determined by their job duties. Other departments will also need to send technical staff to technical training courses. In addition, ISD will need to coordinate City-wide Microsoft Outlook training classes for end users. Given that end user training is not required at this time, the department has already initiated the steps to support the issuance of a formal RFP.

In order to successfully train core technical staff in all City departments for the migration project, the City will expend approximately \$240,100 with Diamond Technologies. Diamond Technologies has not been our only source for training, as we have already sent individuals to a "boot camp" by Pacific IT Pros (a non-profit) in San Francisco.

As part of the Microsoft Migration Project, ISD has budgeted \$257,000 for training in total. To date, ISD has spent \$64,428.85 from various training institutions leaving \$193,071.15 for further technical and end user training. Our expenditures with Diamond have totaled \$37,000; however, city-wide we have spent \$47,600.

FISCAL IMPACT OF RECOMMENDATIONS

There is no fiscal impact to the General Fund. ISD's portion of \$101,500 combined with the \$37,000 (totaling \$138,500) will be charged to the Microsoft Project budget, which was established by Council action on 6/07/07. Further council action on 9/18/07, ratified an agreement with Convergent Computing, our migration consultant. Based on discovery during our migration Design Phase, working with Convergent Computing, we have confirmed our technical training needs to move forward and maintain the project schedule.