



Office of the City Manager

CONSENT CALENDAR  
September 10, 2024

To: Honorable Mayor and Members of the City Council  
From: LaTanya Bellow, Interim City Manager  
Submitted by: Kevin Fong, Information Technology Director  
Subject: Contract No. 32500020 Amendment: ACAPMO for Technology PMO Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 32500020 with company ACAPMO for Technology Program/Project Management Office (PMO) services, to allow for additional services and support for a total not to exceed \$249,999 from August 1, 2024 to December 31, 2025.

FISCAL IMPACTS OF RECOMMENDATION

Funding for this one-time cost for Project Management services is available in Fiscal Year (FY) 2025 adopted budget, General Fund (011).

CURRENT SITUATION AND ITS EFFECTS

The newly formed Program/Project Management Office (PMO) within Information Technology (IT) will support multiple Strategic Plan Priority Projects, advancing IT's goal to:

- Provide state-of-the-art, well-maintained infrastructure, amenities, and facilities.
- Provide an efficient and financially-healthy City government.
- Foster a dynamic, sustainable, and locally-based economy.
- Attract and retain a talented and diverse City government workforce.

IT PMO is under-resourced in skillsets necessary for projects in progress or waiting to start. ACAPMO will provide training, support services and temporary supplemental staffing to enhance current employee skillsets, allowing IT to execute more efficiently on its current roadmap. Skilled project managers will allow IT to stay focused and organized, as well as implement and utilize its multiple tools to effectively support the rollout and execution of new projects.

## BACKGROUND

As one of IT's strategic goals to provide more efficiencies and stability in technology projects, IT is building a strong and robust PMO. The goals and benefits of having a PMO are:

1. **Enhanced Project Alignment:** A PMO will ensure that all technology initiatives are aligned with the City's strategic goals. This alignment will help maximize the impact of technology investments and improve service delivery to residents.
2. **Improved Resource Management:** The PMO will provide a centralized view of all technology projects, allowing for better allocation and utilization of resources. This will minimize conflicts, reduce bottlenecks, and optimize project execution.
3. **Standardization of Processes:** By implementing standardized project management methodologies, the PMO will enhance consistency and reliability across all technology projects. This will lead to improved project outcomes, as teams will follow best practices and established protocols.
4. **Increased Stakeholder Engagement:** The PMO will serve as a hub for communication and collaboration among stakeholders, including city departments, community members, and external partners. This engagement will ensure that projects are responsive to the needs of the community and that stakeholders are kept informed throughout the project lifecycle.
5. **Risk Management and Mitigation:** A PMO will proactively identify and manage risks associated with technology projects. By implementing risk management strategies, the City can reduce the likelihood of project delays, budget overruns, and other challenges that can hinder success.
6. **Data-Driven Decision Making:** The PMO will leverage data and metrics to inform project selection and management. This evidence-based approach will facilitate better decision-making and ensure that projects deliver measurable benefits to the community.
7. **Continuous Improvement:** A PMO fosters a culture of continuous improvement by capturing lessons learned from completed projects. This knowledge-sharing will enhance the City's ability to innovate and adapt its technology strategies over time.
8. **Enhanced Accountability:** The establishment of a PMO will introduce clear accountability for project outcomes. This transparency will foster trust among stakeholders and ensure that technology initiatives are executed with a focus on quality and community benefit.

The establishment of a Technology PMO for the City of Berkeley is not just an operational enhancement; it is a vital step toward fostering a more connected, efficient, and responsive city. By prioritizing effective project management, Berkeley can better harness technology to serve its residents, drive innovation, and uphold its values of sustainability and inclusivity. A PMO will provide the framework needed to turn the City's technology vision into reality, ensuring that Berkeley remains at the forefront of

urban innovation in the digital age. This PMO will support all technology projects throughout the city for years to come.

#### ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

The PMO will improve the City's environmental impact through the intentional implementation of energy-efficient technologies and projects that actively contribute to the reduction of carbon emissions by addressing resource consumption, materials, and energy efficiency. By adopting sustainable practices, projects will significantly minimize waste generation, optimize the use of materials and energy resources, and thereby decrease overall operational costs. Efficient resource utilization not only contributes to immediate cost savings but also establishes a foundation for long-term financial stability. This reduction leads to improved operational efficiency and, consequently, an enhanced return on investment (ROI).

#### RATIONALE FOR RECOMMENDATION

Resource hiring is extremely difficult in the current competitive job market, and the lack of sufficient qualified skillset delays the onboarding and rollout of PMO services needed across IT. The most efficient way to keep projects on track and effectively deploy the tools and trainings required to get the organization operationally efficient is by partnering with existing vendors who specialize in this field.

#### ALTERNATIVE ACTIONS CONSIDERED

IT reviewed and evaluated other vendors for temporary, contract staffing. The rates for the other vendors reviewed, as well as the lack of specific expertise leads IT to consider this contract amendment with ACAPMO

#### CONTACT PERSON

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RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 32500020 AMENDMENT: ACAPMO LLC FOR TECHNOLOGY PMO SERVICES

WHEREAS, ACAPMO is a selected vendor, chosen through informal, competitive vendor selection; and

WHEREAS, the CMO previously authorized Contract No. 32500020 with ACAPMO, Inc. on July 23, 2024 for Project Management, training implementation, maintenance and related services; and

WHEREAS, The City seeks to begin to use ACAPMO for temporary and contract staffing services; and

WHEREAS, Funding will be made available through the General Fund (011); and

WHEREAS, spending for this amendment in future fiscal years is subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT FURTHER RESOLVED that by the Council of the City of Berkeley that the Council authorizes the City Manager enter into an amended contract with ACAPMO, Inc., for Technology Program/Project Management Office (PMO) Services in the amount of \$249,000 from August 1, 2024 through December 31, 2025.