

# City of Sacramento

## Legislation Text

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**File #:** 2019-01778, **Version:** 1

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**Title:**

**Supplemental Agreement # 3 - Electronic Forms Staffing Services**

File ID: 2019-01778

**Location:** Citywide

**Recommendation:**

Pass a Motion authorizing the City Manager or the City Manager's designee to execute Supplemental Agreement No. 3 to City Agreement No. 2018-0573 with Bizodo Inc. DBA: SeamlessDocs (SeamlessDocs), to provide additional staffing services, for an amount not-to-exceed \$35,000, bringing the agreement's total not-to-exceed amount to \$238,480.

**Contact:** Roshini Das, Sustainability Program Manager (916) 808-6270; Bill Busath, Director of Utilities, (916) 808-1434, Department of Utilities; Mrudul Sadanandan, IT Manager, (916) 808-7894, Information Technology Department.

**Presenter:** None

**Attachments:**

1-Description/Analysis

2-Supplemental Agreement #3

**Description/Analysis**

**Issue Detail:** Per the City's 2013 Water Conservation Plan (WCP), Department of Utilities' (DOU) water conservation office issues appliance, toilet, and landscape rebates to residential and commercial customers to encourage water use efficiency. Currently, DOU is engaged with SeamlessDocs to digitize the rebate applications into cloud-hosted electronic forms and to digitize the workflow using SeamlessDocs Government Relationship Management platform.

As part of the implementation process, City staff identified additional programs that would benefit from the services provided by SeamlessDocs. These programs will help the water conservation office to provide better and updated services to the community. The proposed Supplemental Agreement No. 3 extends consultant support and assistance with the rebate forms, water conservation

assistance programs, and administration.

**Policy Considerations:** Per City Code Chapter 3.64, this supplemental agreement exceeds the City Manager's approval authority and requires Council approval.

**Economic Impacts:** None

**Environmental Considerations:** The Community Development Department, Environmental Planning Services has reviewed the proposed agreement and has determined that it is not considered a "project" under the California Environmental Quality Act (CEQA) Guidelines. The approval of an agreement for staffing services is an organizational or administrative activity that will not result in direct or indirect physical changes in the environment (CEQA Guidelines section 15378 (b)) and is not subject to CEQA (CEQA Guidelines Section 15060(c)(3)).

**Sustainability:** This action conforms with the City's 2035 General Plan Goal U 2.1.11 'Water Conservation Programs' that require the City to provide incentives and programs for adoption of water efficiency measures.

The requested action also conforms to City Code Chapter 3.64; and the goals, objectives, initiatives, and operating principles of the City's Digital Strategy.

**Commission/Committee Action:** None

**Rationale for Recommendation:** In the past, DOU used paper submissions and mailed-in applications for water efficiency rebate applications. This was a lengthy and slow-moving process that made it extremely cumbersome for the customers to submit, and for staff to process, rebate applications. The electronic forms have proven to be a great benefit by tripling the number of rebate applications received. Furthermore, digitizing rebate forms and workflow of programs has improved customer experience and participation in the City's rebate programs. In April 2018, SeamlessDocs was selected as the top-ranked firm to provide electronic forms services through a Request for Proposal (P18071011007) process. City staff recommends that this supplemental agreement be approved in order to complete the work identified.

**Financial Considerations:** Sufficient funding is available in the Water Conservation Program (114120400) for this supplemental agreement.

There are no General Funds allocated or planned for this project.

**Local Business Enterprise (LBE):** SeamlessDocs is not an LBE. The minimum LBE participation was not required when the contract was initially established as a result of the Request for Proposal (P18071011007) process. The digitization of additional rebate forms requires the need to amend this

contract which is in the best interest of the City.