

ACTION ITEM

Board of Governors Meeting, March 25, 2020

CONTRACT ID	Software Implementation Services for MyService for HR RECOMMENDED VENDOR: GCOM SOFTWARE, INC., AS AN AUTHORIZED RESELLER FOR COGNIZANT TECHNOLOGY SOLUTIONS US CORP.
BUDGETED ITEM	Funding was included in the 2020 Annual Operating Budget. Funding for 2021, if necessary, will be included in 2021 Annual Operating Budget.
CONTRACT AMOUNT	\$250,000, consisting of (i) \$217,824 for anticipated system implementation services, and (ii) \$32,176 (14.8% of the base amount) in contingency funds for additional professional services to the extent needed.
PURPOSE / SCOPE	This Action Item requests authorization to enter into a one-year new contract with GCOM Software, Inc. for the purchase of system implementation services provide by Cognizant. The services are needed to implement new modules of a previously purchased ServiceNow product, which will provide functionality and security for several HR business processes. The new modules will include processing of CAT pay, Education Reimbursement, and secure case management for HR issues and employee service center requests. The implementation of the new ServiceNow modules will support a transition from several current manual or Access/Excel based processes consistent with an enterprise incident and request management strategy already used by the Citizens IT Department and other business units. This system implementation engagement will also provide for knowledge transfer to the Citizens' HR and IT teams to enable internal resources to maintain and continue to enhance the product going forward.
CONTRACT TERM(S)	Twelve (12) months (April 2020 through April 2021)
PROCUREMENT METHOD	Citizens Purchasing Policy No. 501 authorizes the use of any Alternate Contract Source approved for use by the Florida Department of Management Services (DMS). On January 10, 2017, DMS approved the use of federal GSA Schedule 70 Cooperative Purchasing Program as an Alternate Contract Source for information technology hardware, software and services. This action by DMS was authorized by subsection 287.042(16), Florida Statutes. GCOM is an approved GSA Schedule 70 vendor for Cognizant pursuant to Contract No. GS-35F-0217Y.
RECOMMENDATION	Staff recommends the Citizens Board of Governors: a) Approve a one-year contract for Software Implementation Services for MyService for HR with GCOM Software, Inc., as reseller for Cognizant Technology Solutions, for system implementation and other professional services in an amount not to exceed \$250,000, as set forth in this Action item; and b) Authorize staff to take appropriate or necessary actions consistent with the Action Item.
CONTACTS	Violet Bloom, Chief Human Resources Officer Hank McNeely, Director, HR Information Management