

Executive Summary

Board of Governors Meeting, March 3, 2021

Human Resources Management System (HRMS) Consulting Services – Authorization for Additional Spend Contract No. 17-16-0017-00

Topic

Request for Additional Spend Authority

History

This contract exists to provide functional and technical HR systems professional services support for tasks including post-implementation configuration changes for new business requirements, updates, data conversion, developing data models for complex reports or archiving large amounts of legacy data, and enhancements that support strategic priorities as well as staff augmentation for critical projects.

The contract was approved by the Board of Governors on December 7, 2016 and executed on February 21, 2017, for an initial term of three years and a renewal term of up to three additional years, with a contract spend authorization of \$450,000 for supporting the legacy Kronos and SAP/SuccessFactors HR systems, which have since been retired, in addition to Oracle Fusion HCM HR/Payroll after its implementation. The contract was amended with Board of Governors approval on December 11, 2019 to authorize contingency post-implementation professional services support when needed for Cornerstone LMS and MyService HR, as well as Oracle Fusion HCM.

In 2016, the six-year contract amount was estimated to be \$450,000. The contract is designed to provide professional services support that is certified to work within each of our HR Systems, and our needs can change from year to year. Originally estimated to be about \$75,000 per year for six years, we had unforeseen challenges in 2018/2019 with developing custom reporting, improving set up and implementing new work structures in Oracle Fusion HCM, as well as archiving legacy data in the retired SAP/SuccessFactors system. In 2020 we had longer task orders to support key initiatives such as Strategic Workforce Planning and Centerpoint Stabilization/Enhancements, which are rolling into 2021. Approximately \$400,000 has been spent under this contract in the first four years. Citizens staff expects to implement further changes related to strategic initiatives over the next two years and is therefore requesting additional spending authority of \$250,000, bringing the total six-year contract spend authorization to \$700,000 through the last year of renewal ending on February 20, 2023.

Recommendation

Executive Summary

Board of Governors Meeting, March 3, 2021

Citizens' Staff proposes that the Board of Governors:

- a) Authorize an increase of \$250,000 to the previously approved contract amount of \$450,000 for the HRMS Consultant Services Contract No. 17-16-0017-00 with Cognizant Technology Solutions, resulting in a new contract amount of \$700,000 over the entire six-year contract term, as set forth in this Consent Item; and,
- a) Authorize staff to take any appropriate or necessary action consistent with this Consent Item.

Board of Governors Meeting, March 3, 2021

 ACTION ITEM New Contract Contract Amendment Other _____ CONSENT ITEM Contract Amendment Contract Renewal or Extension Additional Spend Previous Board Approval: 12/7/2016 Other _____

Action Items: Items requiring detailed explanation to the Board. When a requested action item is a day to day operational item and/or unanimously passed through committee it may be moved forward to the board on the Consent Index.

- Move forward as Consent Item:** This Action item is a day-to-day operational item, unanimously passed through committee and qualifies to be moved forward on the Consent Index.

Consent Items: Items not requiring detailed explanation to the Board of Governors. Consent items are contract extensions, amendments or additional spending authorities for items previously approved by the Board.

Item Description	Human Resources Management System (HRMS) Consultant Services – Authorization for Additional Spend
Purpose/Scope	<p>Services provided under the HRMS consulting services contract provide essential support to Citizens Human Resources (HR) staff to ensure accurate and efficient HR Management Systems that meet changes in business requirements. HR Management Systems in scope for this contract include Oracle Fusion HR/Payroll, Cornerstone Learning Management System, and MyService HR.</p> <p>Citizens staff expects to implement further changes related to strategic initiatives over the next two years and is therefore requesting additional spending authority of \$250,000, bringing the total six-year contract amount to \$700,000.</p>
Contract ID	<p>Human Resources Management System (HRMS) Consultant Services – Authorization for Additional Spend</p> <p>Contract No. 17-16-0017-00</p> <p>Vendor: Cognizant Technology Solutions U.S. Corporation</p>
Budgeted Item	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>Funding for 2021 is included in the current, annual budget. Funding for subsequent contract years will be budgeted in the appropriate budget year.</p>
Procurement Method	On August 29, 2016, Citizens issued Request for Proposal (RFP) No. 16-0017 for HRMS Consultant Services. Cognizant Technology Solutions U.S.

Board of Governors Meeting, March 3, 2021

	Corporation met the RFP mandatory requirements and, following a statutorily authorized negotiation process, and with Board approval, the contract was entered.
Contract Amount	On December 7, 2016, the Board approved this contract for an amount of \$450,000 for total contract term, including renewals, of six (6) years. This Consent Item is for an additional \$250,000 in spend authority, for a total of \$700,000 for the six-year term.
Contract Terms	The Board approved a base term of three (3) years and a renewal term of up to three (3) additional years. The base term was effective February 21, 2017 – February 20, 2020. To date, two (2), one (1) year renewals have been executed, bringing the current term to February 20, 2022, with one (1) optional one (1) year renewal remaining.
Board Recommendation (DOES NOT go through Committee)	<p>Citizens' Staff proposes that the Board of Governors:</p> <ul style="list-style-type: none"> a) Authorize an increase of \$250,000 to the previously approved contract amount of \$450,000 for the HRMS Consultant Services Contract No. 17-16-0017-00 with Cognizant Technology Solutions, resulting in a new contract amount of \$700,000 over the entire six-year contract term, as set forth in this Consent Item; and, a) Authorize staff to take any appropriate or necessary action consistent with this Consent Item.
CONTACTS	<p>Violet Bloom, Chief Human Resources Officer Hank McNeely, Director, HR Information Management</p>