

Executive Summary

Board of Governors Meeting, December 7, 2022

Human Resource Management Systems (HRMS) Consultant Services

Topic

Citizens staff is requesting approval to enter into two separate contracts with Cask NX LLC (“Cask NX”) and Evolutionary Systems Corp. (“Evosys”) for Human Resource Management Systems Consultant Services. The base term of each contract will be two (2) years followed by two (2) optional one (1) year renewal periods. The combined contract amount for the two contracts over the four (4) year term is estimated at and shall not exceed \$600,000. This amount is an estimate based on prior contract spend experience and anticipated future need. Actual spend may be less than the amount requested.

History

On May 13, 2022, Citizens issued a Request for Proposals (RFP) for vendors to provide specialized consulting services relating to Citizens’ three main HR Systems (Oracle Fusion HCM, MyService HR, and Cornerstone LMS). These services are currently performed by Cognizant Technology pursuant to a 2017 contract award that will expire on February 20, 2023.

The RFP focused on the following services:

- Subject matter expertise provided by technical and functional experts
- Assistance with critical or mandatory software release management
- Assistance with application configurations or customizations
- Assistance with development of new workflows to meet business needs
- Assistance with system integrations and interfaces
- Assistance with data conversion requirements
- Assistance with custom reporting needs
- Assistance with custom roles

For Oracle Fusion HCM, the following modules were included in scope:

- Core HCM;
- Workforce Structures;
- Self Service;
- Benefits;
- Compensation;
- Payroll;
- Taleo;
- Oracle Recruiting Cloud;
- Talent Management; Performance & Careers;

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- Succession Planning;
- Talent Pools;
- Talent Review

For MyService HR, the following Workflows were included in scope:

- AskHR;
- CAT Pay;
- Education Reimbursement;
- Recognition Programs;
- Position Management;
- Vacation Sellback;
- Corrective Action;
- Insurance Licensing;
- Knowledgebase Articles

Responses were received from three vendors: (1) Cask NX, (2) Insource, Inc., and (3) Evosys. The vendors were evaluated and scored based on numerous factors, including prior relevant experience, proposed staffing models, and proposed hourly rates. On September 16, 2022, the Evaluation Team recommended an award to Cask NX (primarily for MyService HR services) and Evosys (primarily for Oracle Fusion HCM services). No award was made specifically for Cornerstone LMS services. If needed, staff will either procure Cornerstone LMS services on a case-by-case basis or develop more in-house expertise.

Work will be assigned to each vendor as the needs arise. The combined contract amount for the initial contract term of February 23, 2023, through February 22, 2025, is estimated at \$300,000. The combined amount for the two (2) year optional renewal terms, which expire on February 22, 2027, is also estimated at \$300,000. The total contract amount requested for the four (4) year term totals is therefore \$600,000 (both vendors combined).

Recommendation

Citizens Staff proposes that the Board of Governors:

- a) Approve contracts with CASK NX LLC and Evolutionary Systems Corp. HRMS consultant services, each for a two (2) year base term and two (2) one (1) year optional renewal terms, for a combined contract amount not to exceed \$600,000; and,
- b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.

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ACTION ITEM

New Contract

Contract Amendment

Other _____

CONSENT ITEM

Contract Amendment

Existing Contract Extension

Existing Contract Additional Spend

Previous Board Approval _____

Other _____

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

Move forward as Consent: This Action item is a day-to-day operational item, unanimously passed through committee or 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 Resource Management System (HRMS) Consultant Services
Purpose/Scope	This Action Item requests approval of two contracts for IT consulting services for Citizens' current and future Human Resources Management Systems. Work will be performed via project-based Task Orders when needed. Citizens will not guarantee any minimum payments or volume of work under these contracts.
Contract ID	Human Resource Management System (HRMS) Consultant Services Recommended vendors: CASK NX LLC and Evolutionary Systems Corp. ("Evosys").
Budgeted Item	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Funding to be included in the Annual Operating Budget for each respective contract term year.
Procurement Method	On May 13, 2022, Citizens issued a Request for Proposals #22-0003 for Human Resource Management System (HRMS) Consultant Services. Three (3) vendors submitted replies. On September 16, 2022, the Negotiation Team recommended an award to CASK NX (primarily for the ServiceNow HR system) and Evosys (primarily for the Oracle Fusion HCM system).

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Contract Amount

The combined contract amount shall not exceed \$600,000 over the total four (4) year contract term (base term plus renewals). This amount is an estimate based on prior contract spend experience and anticipated future need. Actual spend may be less than the amount requested.

Contract Terms

Base Term: February 23, 2023, through February 22, 2025

Renewal Term: Two (2) – one (1) year renewals through February 22, 2027.

Board Recommendation

(DOES NOT go through Committee)

Citizens Staff proposes that the Board of Governors:

- a) Approve contracts with CASK NX LLC and Evolutionary Systems Corp. HRMS consultant services, each for a two (2) year base term and two (2) one (1) year optional renewal terms, for a combined contract amount not to exceed \$600,000; and,
- b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.

Contacts

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