

## **EWEB Board Consent Calendar Request**

*For Contract Awards, Renewals, and Increases*

The Board is being asked to approve an increase to an existing contract with **Manzo, Inc.** for **Implementation Services** for an Integrated Software as a Service (SaaS) Human Capital Management Services (HCMS) solution.

Board Meeting Date: August 1, 2017

Project Name/Contract#: SaaS HCMS Implementation Services/RFP 012-2016

Primary Contact: Lena Kostopulos Ext. 7466

Purchasing Contact: Ramie Alkire Ext. 7413

### **Contract Amount:**

Original Contract Amount: \$ 460,000

Additional \$ Previously Approved: \$ N/A

Invoices over last approval: \$ 113,690

Percentage over last approval: 24.7 %

Amount this Request: \$ 370,000

**Resulting Cumulative Total:** \$ 943,690

### **Contracting Method:**

Method of Solicitation: Formal RFP

If applicable, basis for exemption: N/A

Term of Agreement: July 11, 2017 – July 10, 2022

Option to Renew? Annually up to 5 years

The Board is being asked to approve an increase to an existing contract with **Manzo, Inc.** of Atlanta, GA for **Implementation Services** for an Integrated Software as a Service (SaaS) Human Capital Management Services (HCMS) solution.

In April 2016, the Board approved a contract with Manzo Inc. for implementation services for EWEB's new Software as a Service (SaaS) HCMS Solution, Ultipro. A new HCMS solution was prioritized in order to mitigate the risk of remaining on a poorly supported critical system. Contract activities include identification of business requirements and documentation of gaps; documenting business processes; development and execution of test scripts; development of supervisor and employee training and communication; and post production support.

The original resource plan for project completion relied on a combination of vendor, internal, and 3rd-party implementation consulting resources. Over the last year numerous events have occurred which have resulted in considerable unplanned work and have diverted, and will continue to divert, internal resources from this project to high priority emergent items that include replacing EWEB's benefit provider with four new vendors, supporting Utility-wide reorganizations, succession planning, implementing new IBEW contract terms, changing retiree health benefits, and the affordability initiatives. These initiatives have resulted in substantial savings to the organization, the change in health care providers, for example, resulted in saving the Utility \$700,000 annually in health care costs, and changing retiree benefits resulted in annual savings of \$380,000.

In May 2017, the Manzo contract was amended within the limits allowed by purchasing policy to include work planned to be performed by internal resources. Continued use of Manzo, Inc. to complete work previously planned for completion by internal resources is necessary. This will allow modules to be implemented timely and provide savings to the organization including \$68,500 of support for the old HRIS system to be discontinued, and support the workforce transition plan savings for both Human Resources and Finance. Staff have prepared a second Contract Amendment to add additional consulting hours and costs required to complete the implementation of modules to support time management, open enrollment, year-end processing, recruiting, and onboarding activities.

**ACTION REQUESTED:**

Management requests the Board approve an increase to an existing contract with **Manzo, Inc.** of Atlanta, GA for **Implementation Services** for an Integrated Software as a Service (SaaS) Human Capital Management Services (HCMS) solution. For the remainder of 2017, funding for the cost of the expanded consulting services will come from vacant FTE. Funding for the continued work in 2018 will be included in the proposed 2018 budget.

**SIGNATURES:**

Project Coordinator: \_\_\_\_\_  
Manager: \_\_\_\_\_  
Purchasing Supervisor: \_\_\_\_\_  
Executive Officer: \_\_\_\_\_  
Board Approval Date: \_\_\_\_\_