

City Council – Action Request Form

Date: December 13, 2021

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Johnnie Taylor, Assistant City Manager
Thomas Kureczka, Chief Information Officer

Council Action Requested:

Resolution Approving a Contract with SumTotal Systems LLC for Managed Services Agreement

Strategic Focus Area: Service Excellence

Strategic Objective: Ensure Service Delivery Efficiency

Strategic Plan Action Item: No

Key Work Item: No



Summary of Information:

Software from SumTotal Systems LLC (SumTotal), formally known as Cyborg, is used by the City as the system of record to manage and support Payroll and Human Resources business needs. The Cyborg system was deployed in 1996 and has gone through many upgrades in order to satisfy modifications in laws, federal and state regulations, stay compatible with evolving computer platforms, and meet the changing needs of the City. New software upgrades and security/regulatory patches are provided by the vendor, along with standard support services as needed through an existing services contract. These standard support services do not include the installation of new upgrades and security/regulatory patches provided by SumTotal. The installation process is very labor-intensive and complex.

Staff recommends that the City enter into a Managed Services Agreement (MSA) with SumTotal Systems LLC to provide enhanced support services for the City’s system. Staff has received a proposal from SumTotal for a MSA that includes installation of all software upgrades and security/regulatory patches for a one-year period, with the option to renew for two additional years. The MSA will also provide support for existing City customizations within the system during all upgrades and patch installations.

Committee Action:

Committee	Finance 12/13/21	Action	Approval
For	Unanimous	Against	

Remarks:

The MSA will provide enhanced support services for all City-licensed SumTotal products. The MSA will provide a client manager and technical consultants who will partner with the City to support the critical operations related to Human Resources and Payroll operations. Brief descriptions of these positions and the scope of work are listed below:

- Client Manager
 - The client manager will be responsible for strategically partnering with the City’s Information Systems Department to ensure SumTotal resources are identified, scheduled, and performing the tasks assigned within the allocated time frame.
- Technical Subject Matter Experts
 - SumTotal will assign a technical resource(s) who will be responsible for
 - The installation of the following deliverables in all City computing environments (development, test, and production):
 - Upgrades
 - Security patches
 - Regulatory bulletins and Year-End software
 - Emergency/Temporary Fixes
 - Modifications to all custom programs as required due to a system update.
 - Assistance with issue resolution related to software updates.

SumTotal is the sole source provider for all professional services available to their customers. Over the last few years, the City has contracted with SumTotal to install each upgrade and security/regulatory patch into the system via individual Statements of Work and contracts.

Payroll processing is a critical business component and must be maintained appropriately to ensure that payroll operations remain uninterrupted. Maintenance of this system is required to ensure that the City remains in compliance with all regulatory and tax related requirements. The City’s customizations to the system increase the complexity of maintenance to the system, and SumTotal does not currently support or maintain any of these customizations. Maintenance of this aging system is becoming increasingly complex as staff works to ensure that the system meet the needs of the City and its employees.

Utilizing the proposal provided by SumTotal Systems LLC, a comparison was made between the expenses the City currently incurs annually to maintain the Cyborg system (\$138,550) and the cost of a Managed Services Agreement (\$95,400). Based on this comparison, a Managed Service Agreement will save the City approximately \$43,000 annually.

The total cost of these services over three years is \$286,200. The following table shows the cost of the services for three years.

Year	Managed Services Agreement Cost
Year 1	\$95,400
Year 2	\$95,400
Year 3	\$95,400
Three Year Total	\$286,200

The total cost of the first year of the contract is \$95,400. Funding is available in the approved Fiscal Year 21-22 Information Systems budget. Staff recommends that the City enter into a Managed Services Agreement with SumTotal Systems LLC. It is further requested that authorization be provided to renew the contract for two consecutive one-year terms.

Exhibit A includes workforce demographics for SumTotal Systems LLC.