



# Contra Costa County

To: Board of Supervisors  
From: David Twa, County Administrator  
Date: February 6, 2018

Subject: CherryRoad Technologies, Inc., Contract #46196 Amendment No. 1

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## **RECOMMENDATION(S):**

APPROVE and AUTHORIZE the County Administrator or designee to execute, on behalf of the Department of Information Technology, a contract amendment with CherryRoad Technologies, Inc., effective February 1, 2018, to increase the payment limit by \$1,846,300 with no change in the original term, to provide for optional application managed services.

## **FISCAL IMPACT:**

The contract cost comprises software and data application hosting services in the amount of \$2,192,520 for five years and ongoing support of PeopleSoft applications in the amount of \$1,846,300 for one year. The total \$4,038,820 is budgeted under Org #1695 and supported through charges to all County departments.

## **BACKGROUND:**

The PeopleSoft Human Capital Management (HCM) system is currently used to process the County's payroll, in addition to maintaining human resources and employee benefits records.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

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Action of Board On: **02/06/2018** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

### **VOTE OF SUPERVISORS**

AYE: John Gioia, District I Supervisor  
Candace Andersen, District II Supervisor  
Diane Burgis, District III Supervisor  
Karen Mitchoff, District IV Supervisor  
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: February 6, 2018

David Twa, County Administrator and Clerk of the Board of Supervisors

By: June McHuen, Deputy

Contact: Pramod Walse  
925-313-1299

cc:

## BACKGROUND: (CONT'D)

The purpose of this amendment is to continue same resources from implementation contract of PeopleSoft 9.2 Upgrade for ongoing support under hosted contract. The original hosted contract with CherryRoad Technologies provided for the Contractor to host the HCM System at a cost up to \$2,192,520.

The proposed first amendment to the contract will: (1) increase the Contract payment limit by \$1,846,300; (2) amend the service plan to extend the Contractor's resource support to take advantage of the Optional Application Managed Services detailed in the Service Plan Article V Section B(1) and B(2).

The Steering Committee (the County Administrator, County Finance Director, Human Resources Director and Auditor-Controller,) has approved increase in the contract payment limit for ongoing support of PeopleSoft system.

The ongoing support from contractor will include:

### Functional Support

- Assist users with usage and navigation of Application functionalities and business processes within the modules, specific to the County's application functional setup.
- Troubleshoot functional issues and provide solutions through configuration and setup changes
- Assist users with issues associated with data consistency within their HCM applications
- Support release management (patches-fixes-updates)

### Technical Support

- Troubleshoot technical issues and provide solutions through configurations and setup changes
- Assist users with issues associated with data consistency within the HCM applications
- Provide Break/Fix support for existing custom programs, forms, reports and interfaces
- Support Data extracts and batch programs

## CONSEQUENCE OF NEGATIVE ACTION:

Failure to approve the contract will result in the inadequate support to our HCM system and additional development of features required by the county which will increase the risk that the County will be unable to process employee Payroll, Human Resources and Employee Benefits timely and accurately.