



Legislation Text

File #: 19-270, **Version:** 1

Approve the third contract amendment with CherryRoad Technologies, Inc. for \$64,795, for a total contract amount of \$151,911, to provide additional technical support services to complete the implementation of new functionality in Solano County's PeopleSoft eBenefits Application; and Authorize the Chief Information Officer to execute the amendment and any amendments within 10% of the contract amount

Published Notice Required? Yes ☐ No ☒
Public Hearing Required? Yes ☐ No ☒

DEPARTMENTAL RECOMMENDATION:

The Department of Information Technology is recommending that the Board approve the third contract amendment with CherryRoad Technologies, Inc. for \$64,795, for a total contract amount of \$151,911, to provide additional technical support services to complete the implementation of new functionality in Solano County's PeopleSoft eBenefits Application; and Authorize the Chief Information Officer to execute the amendment and any amendments within 10% of the contract amount.

SUMMARY:

The PeopleSoft Human Resources and Payroll System has been in use by the County since the 1990's. It currently provides payroll processing and benefit tracking for all County employees. As part of the software suite, the County owns the eBenefits module but never configured it for use. The implementation of eBenefits will allow for the automation of benefits enrollment and maintenance processes and allow the County to realize the following improvements:

- Automate benefits-related workflows and processes triggered by changes in life events such as Birth, Adoption, Marriage, and Divorce.
- Add additional life events such as Domestic Partner and customize eligibility rules where needed.
- Review/Modify New Hire enrollment processes (rehires, newly eligible for benefits) and automate as many related workflows as possible.
- Enable "self-service" functionality for employees to be able to review benefits, dependents/beneficiaries on-line.

During the course of the implementation it was discovered historical setup in PeopleSoft would not support the implementation of the pre-requisite Benefits Administration functionality. The expansion in scope to include re-implementation of the Benefits Administration functionality impacts both the timeline and the technical support need from CherryRoad Technologies Inc. This has resulted in a reset of the go live date and the need for additional funding in the amount of \$49,995 to complete the implementation of the eBenefits functionality.

In addition, it was identified that formal Benefit Administration training would be needed to better position County resources to support the application post implementation. The training consists of 3-4 days of onsite training for ten staff, for a cost of \$14,800.

FINANCIAL IMPACT:

The amendment provides for the County to pay an additional \$64,795. There are sufficient budget appropriations for this project in the Department of Information Technology's FY2018/2019 budget to fund the increase of \$49,995 in implementation scope and it is already included in budgeted allocations to departments. There is sufficient budget appropriations in the Human Resources budget appropriation to fund the \$14,800 on-site training event. The costs associated with preparing the agenda item are nominal and absorbed by the department's FY2018/19 Adopted Budget.

DISCUSSION:

None.

ALTERNATIVES:

The Board could choose to not approve this amendment, but this is not recommended. The eBenefits implementation automates the benefits enrollment process for Human Resources which will significantly reduce manual entry and errors and allow staff to improve efficiencies and provide better service to employees.

OTHER AGENCY INVOLVEMENT:

County Counsel, County Administrator's Office, Human Resources, and the Department of Information Technology were involved in the development and review of the contract with CherryRoad Technologies, Inc. and concur with the recommendation to approve this amendment.

CAO RECOMMENDATION:

APPROVE DEPARTMENTAL RECOMMENDATION