

MOTION NO. M2014-13

**On-Call Information Technology Support Services Contracts for EnterpriseOne**

MEETING:	DATE:	TYPE OF ACTION:	STAFF CONTACT:	PHONE:
Operations and Administration Committee	03/06/2014	Final Action	Brian McCartan, CFO Jason Weiss, CIO <b>Curt Small, IT Applications Manager</b>	206-398-5100 206-398-5293 206-903-7477

PROPOSED ACTION

Authorizes the chief executive officer to (1) execute contracts with Circular Edge, LLC, Denovo Ventures, LLC, and GSI, Inc., to provide on-call information technology support services for Sound Transit's EnterpriseOne system in an aggregate amount not to exceed \$848,980, having initial terms of one year with four one-year options to extend, and (2) execute individual contracts that exceed \$200,000, provided the aggregate amount does not exceed \$848,980.

KEY FEATURES SUMMARY

- This action will provide on-call information technology (IT) support services for Sound Transit's Enterprise Resource Planning (ERP) system, or EnterpriseOne system, used for accounting, procurement, job costing and HR/Payroll functions. Support will be provided within three service categories:
  1. Configurable Network Computing support
  2. Software developer support
  3. Functional area support
- In 2013, Sound Transit commissioned a study by Moss Adams, LLP, to evaluate EnterpriseOne system functionality, usability and supportability. This study resulted in a five year roadmap and a series of recommendations to optimize EnterpriseOne. These professional support services contracts will help Sound Transit implement the recommendations.
- Awarding multiple contracts will provide expertise that is not currently available within Sound Transit and provide broader access to a range of services. Work will be issued to the contractors through task orders.

BACKGROUND

In 2000, Sound Transit installed the EnterpriseOne system. The EnterpriseOne system handles all of Sound Transit's accounting, procurement, job costing and HR/Payroll functions. The 2013 Moss Adams study determined that Sound Transit's EnterpriseOne implementation is short of providing the full value possible to help the agency efficiently process its business. In addition, because the system is necessarily complex, some auxiliary processes (e.g. spreadsheets) have been put in place to augment the system. Through this work, auxiliary processes may be incorporated into the EnterpriseOne system, eliminating redundancies.

Through surveys and user group interviews, the following areas for improvement were identified:

- Functionality enhancements across the various E-1 applications
- Usability
- Process Improvement
- Reporting
- Support and Training

- Documentation

These findings, taken together and in light of the growth and continuing maturation of Sound Transit, resulted in a series of recommended initiatives, all of which rely on core capabilities provided through EnterpriseOne. Included in those recommendations are a set of activities which require the assistance of the professional services contracts. These activities include:

- Property Management functional enhancements
- Usability and interface improvements
- System cleanup and maintenance
- HR functional consulting
- Systems integration maintenance
- On-call support for advanced problem resolution
- Report development
- Additional user support, documentation and training

In short, as the portfolio of systems grows and the agency evolves, having the professional expertise available protects Sound Transit's ability to leverage the software technology used to ensure that finance, accounting, vendor payments, and other core internal operations are fully supported and reasonably efficient.

In November 2013, a Request for Proposal was publically advertised and a full competitive procurement process was conducted. Four proposals were received for each service category requested. Circular Edge, LLC., Denovo Ventures, LLC., and GSI, Inc. were selected for all three service categories and found to be the firms that provide the best value to the agency.

## FISCAL IMPACT

The contracts requested in this motion allow Sound Transit to use a pool of resources covering a broader range of technical and functional domains. Such functional domains include Financial, Property, Real Estate, Procurement, HR, Asset Management, Payroll and all other modular offerings available in the E-1 software. Through this approach, the agency will be better able to retain experts with knowledge of Sound Transit's software implementation, minimize procurement administration and ensure access to highly qualified experts in each service category.

The proposed action will be funded from the Finance and Information Technology (FIT) budget. In 2014, the total FIT budget is \$27 million. Within that amount, \$591,000 is allocated for Information Technology consultant service needs. This amount is sufficient to cover estimated costs for 2014. Spending for future years during the lifetime of the contract will be included in future annual budgeting processes.

Summary for Board Action (in thousands)

	2014 Budget	Spent to date in 2014	Contract Expenditures 2014	Remaining 2014 Budget
<b>Finance and Information Technology Services Budget</b>				
IT Consultant/Management Services Budget	591	4	150	437
All Other Services Budget	7,661	397	-	7,264
<b>Total Finance and Information Technology Services Budget</b>	<b>8,252</b>	<b>401</b>	<b>150</b>	<b>7,701</b>

Spending Plan	Prior Year(s) Spending	2014 Spending	Future Expenditures	Total
Circular Edge, LLC, Denovo Ventures, LLC and GSI, Inc	-	150	699	849

	Current Approved Contract Value	Spent to Date	Proposed Action	Proposed Total Contract Value
<b>Contract Budget</b>				
Circular Edge, LLC, Denovo Ventures, LLC and GSI, Inc	-	-	849	849
Contingency	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>849</b>	<b>849</b>
<b>Percent Contingency</b>	<b>-</b>	<b>-</b>	<b>0%</b>	<b>0%</b>

**Notes:**

Budget for this item is located on page 82 of the 2014 Budget, under the Services category. Budget for future years will be requested in future budgets. Year to date spending reflects expenses thru January 31, 2014.

## SMALL BUSINESS PARTICIPATION

No Small Business or DBE participation goals were established for this procurement. One of the firms, Circular Edge, is a Small Business.

## EQUAL EMPLOYMENT WORKFORCE PROFILE

Circular Edge, LLC: 85 employees; 18% women; 98% minorities  
 Denovo Ventures, LLC: 174 employees; 47% women; 25% minorities  
 GSI, Inc.: 55 employees; 16.2% women; 0.91% minorities

## PUBLIC INVOLVEMENT

Not application to this action.

## TIME CONSTRAINTS

A one month delay would not significantly impact project schedules.

## ENVIRONMENTAL REVIEW

JI 2/20/2014

## LEGAL REVIEW

JW 2/28/2014

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- Software developer support
- Functional area support

Circular Edge, LLC., Denovo Ventures, LLC., and GSI, Inc. will perform services in all three service categories. Awarding multiple contracts will provide expertise that is not currently available within Sound Transit and provide broader access to a range of services. Work will be issued to the contractors through task orders.

**MOTION:**

It is hereby moved by the Operations and Administration Committee of the Central Puget Sound Regional Transit Authority that the chief executive officer is authorized to (1) execute contracts with Circular Edge, LLC, Denovo Ventures, LLC, and GSI, Inc., to provide on-call information technology support services for Sound Transit's EnterpriseOne system in an aggregate amount not to exceed \$848,980, having initial terms of one year with four one-year options to extend, and (2) execute individual contracts that exceed \$200,000, provided the aggregate amount does not exceed \$848,980.

APPROVED by the Operations and Administration Committee of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on March 6, 2014.

  
Paul Roberts

Operations and Administration Committee Chair

ATTEST:

  
Marcia Walker  
Board Administrator