



Monterey County Board of Supervisors

168 West Alisal Street,
1st Floor
Salinas, CA 93901
831.755.5066

Board Order

Agreement No.: A-13474

Upon motion of Supervisor Salinas, seconded by Supervisor Phillips and carried by those members present, the Board of Supervisors hereby:

Approved and authorized the Auditor-Controller to execute Amendment No. 1 to CGI Technologies SOW 12 to include an increase of \$1,589,908 for a new total of \$9,804,801, and to extend implementation deadlines. (4/5ths vote required.)

PASSED AND ADOPTED on this 31st day of January 2017, by the following vote, to wit:

AYES: Supervisors Alejo, Phillips, Salinas, Parker and Adams
NOES: None
ABSENT: None

I, Gail T. Borkowski, Clerk of the Board of Supervisors of the County of Monterey, State of California, hereby certify that the foregoing is a true copy of an original order of said Board of Supervisors duly made and entered in the minutes thereof of Minute Book 79 for the meeting on January 31, 2017.

Dated: February 15, 2017
File ID:17-0065
Updated: 03-21-17
Agreement No. Added

Gail T. Borkowski, Clerk of the Board of Supervisors
County of Monterey, State of California

By Denise Hancock
Deputy



Monterey County

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Board Report

Legistar File Number: 17-0065

January 31, 2017

Introduced: 1/17/2017

Version: 1

Current Status: Agenda Ready

Matter Type: General Agenda Item

Approve and authorize the Auditor-Controller to execute Amendment No. 1 to CGI Technologies SOW 12 to include an increase of \$1,589,908 for a new total of \$9,804,801, and to extend implementation deadlines. (4/5ths vote required.)

RECOMMENDATION:

It is recommended that the Board of Supervisors:

Approve and authorize the Auditor-Controller to execute Amendment No. 1 to CGI Technologies SOW 12 to include an increase of \$1,589,908 for a new total of \$9,804,801, and to extend implementation deadlines. (4/5ths vote required.)

SUMMARY:

In mid- June 2016 the Auditor-Controller filled the position of Chief Deputy Auditor-Controller, Systems. The new Chief Deputy has conducted a review of ERP System Maintenance as well as the need for resources for the ERP Upgrade Project. While there have been prior budget requests for the resources to staff the ERP project, these requests did not include the information revealed by the review of the technical (Systems) expertise needed to ensure a successful outcome.

CGI Scope of work 12 consisted of County of Monterey doing: development, support and environment build work for the ERP Upgrade project. Current County of Monterey staff do not have sufficient technical knowledge, nor does the County have sufficient levels of staffing. The risk presented to the ERP Upgrade as a result of not having enough knowledgeable technical resources has become an overarching issue for implementation.

As there are not enough technical resources allocated to the ERP project and CGI has expertise in both County of Monterey and their product implementation, County of Monterey is looking to increase the ERP Capital Project budget for a number of services, deliverables development and support. Staff augmentation for 6 months of technical support to cover Extract Transform Load (ETL), environment development, and configuration management for the new 3.10 environments will be at a cost of \$387,600. This support is needed until our staff managing the 3.7 operations environment can be available to manage the new environments.

This increase in the ERP Capital Project budget FY16-17 also includes a delay in the implementation of the Advantage Financial and Human Resource modules of CGI Advantage requiring CGI subject matter experts at a cost of approximately \$289,830 (FIN) and \$578,080 (HRM); and an additional \$119,630 for Performance Budget and Financial Application and Report Development (1 Interface, 10 Financial Reports, 15 Performance Budget Reports) ; \$220,800 for Human Resource Management Reports (35 Human Resource Management

Reports) and the purchase of WebSphere Software license needed for additional environment development at a cost of \$27,720 plus annual maintenance fee of \$5,198.

DISCUSSION:

CGI Technologies Advantage Version 3.7 had reached the end of useful life. Likewise, the hardware produced by IBM to run version 3.7 and Microsoft windows server software has reached end of life and is not available for recovery. The County began the process in the Fall of 2015 with an overall review of the current Enterprise Resource System 3.7 (ERP System). In March 2016 the County began the process of upgrading to include moving Advantage Performance Budget (PB), Advantage Financial (FIN) and Advantage Human Resource Management (HRM) from version 3.7 to 3.10. To date the project has achieved a successful transition for PB which went live on December 19, 2016.

In mid- June 2016 the Auditor-Controller filled the position of Chief Deputy Auditor-Controller, Systems. The new Chief Deputy has conducted a review of ERP System Maintenance as well as the need for resources for the ERP Upgrade Project. While there have been prior budget requests for the resources to staff the ERP project, these requests did not include the information revealed by the review of the technical (Systems) expertise needed to ensure a successful outcome. To that end Staff Augmentation for 6 months of technical support for ETL and environment setup is to be provided by CGI to County of Monterey for \$387,600.

At the behest of the Board of Supervisors, Project Management for the ERP Upgrade went out to Request for Proposal in May 2016. The Agreement for Project Management was awarded to Plante & Moran, PLLC on July 1, 2016. Due to the abrupt change in project management, Plante & Moran has taken some time to: become accustomed to overall position of the County in the upgrade process, CGI Advantage software, the processes and procedures of the County, availability of County resources vs. CGI and PlanteMoran personnel needed to complete the project. Due to these circumstances, the FIN portion of the ERP Upgrade Project has experienced delays and now conflicts with allocation of much needed Subject Matter Experts. CGI will need to be available for support nine weeks past the time originally allocated to supplement that by extending the time for script writing, review and User Acceptance Testing to confirm delivery of quality product that meets County needs. The new scheduled go live date will be April 24, 2017 rather than February 21, 2017. This delay in implementation and extension of CGI support translates to additional resource costs of approximately \$289,830.

Performance Budget and Financial Application Interface and Report Development have been identified as an ongoing project issue. Overlapping duties by limited resources of development, configuration management activities and updating Operations procedures and processes mean less than full coverage in this area. This CGI expertise in development would free up the County of Monterey personnel resources to finish development of Monterey specific artifacts. This covers the FIN & PB interface and reports development for \$119,630.

The rescheduling of resources would mean that Advantage HRM would be scheduled to go live September 7, 2017 rather than March 17, 2017. The delay in implementation and extension of CGI support translates to additional resource costs of approximately \$578,080. To this is added the cost to create additional HRM reports for \$220,800.

WebSphere Software License Acquisition (210PVUs): the County of Monterey is currently out of compliance and needs to purchase more WebSphere Software Licenses to support the new non-production development environment which allows for standard InfoAdvantage development and testing prior to release to Production. WebSphere license cost is \$27,720 plus an annual maintenance fee of \$5,198. CGI is applying a credit of \$38,950 for interface removal.

The availability of full time staff for technical maintenance and Subject Matter Experts (SME) for the upgrade has not been consistent. This introduces risk to the delivery and support of the ERP Upgrade project. As this is a Capital Improvement Project treating County resources, specifically permanent staff, as ongoing sources for both the Upgrade and Production support means that a review is necessary of the staff that have been allocated to the ERP Upgrade and if their skill levels meet our expertise needs. To date, there are gaps that have not been addressed and it is the intention of the Chief Deputy, Systems to discuss these in more detail at the next Finance Committee and Board of Supervisors meeting in February.

OTHER AGENCY INVOLVEMENT:

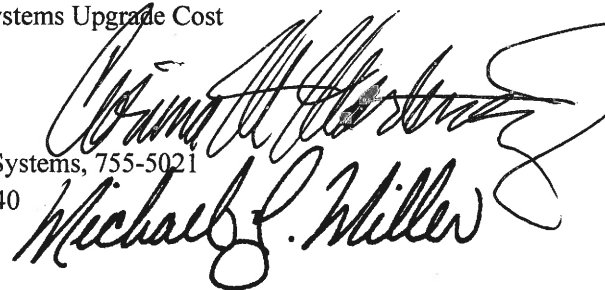
The County Administrative Office has been consulted in the preparation of this recommendation. This item was supported by the Budget Committee on January 25, 2017.

FINANCING:

Amendment No. 1 to SOW 12 will be financed through the ERP Systems Upgrade Cost Allocation to County departments.

Prepared by: Corinna Martinez, Chief Deputy Auditor-Controller Systems, 755-5021

Approved by: Michael J. Miller, CPA, Auditor-Controller, 755-5040

The image shows two handwritten signatures in black ink. The top signature is for Corinna Martinez, Chief Deputy Auditor-Controller Systems, and the bottom signature is for Michael J. Miller, CPA, Auditor-Controller. The signatures are written in a cursive style.

Attachments:

CGI Statement of Work 12

Amendment No. 1 to CGI Statement of Work 12

CGI Amendment Proposal PowerPoint



Amendment No. 1 to Statement of Work No. 12

This Amendment No. 1 (the "Amendment") to Statement of Work No. 12 (the "SOW") is entered into pursuant to, and is subject to and governed by the terms of, that certain Master Services Agreement dated effective as of April 7, 2012 (the "Agreement") by and between the County of Monterey ("Customer" or the "County"), a political subdivision of the State of California having a place of business at 168 W. Alisal Street, 3rd Floor, Salinas, CA 93901, and CGI Technologies and Solutions Inc. ("CGI"), a Delaware corporation having its principal place of business at 4050 Legato Road, Fairfax, Virginia, 22033.

1. Effective Date of this Statement of Work.

This Amendment is dated January 31, 2017. The services to be performed under the SOW as amended will end on December 31, 2017.

2. Services to be Performed and Schedule of Performance.

Under this Amendment, CGI will provide staff augmentation and consulting support as defined herein to the County of Monterey for ERP Upgrade development efforts for CGI Advantage Upgrade 3.10.0.1 related to Performance Budget Financial and Human Resource Management. Specifically, CGI will provide the following:

ID#	Title	Description
1	ETL/Environment Staff Augmentation (CGI)	Six (6) months of staff augmentation support for 3.10.0.1 environment management during upgrade work prior to go-live cutover. <ul style="list-style-type: none"> ➤ The County has requested work formerly identified as County responsibility to be redirected to CGI for the management and support of ETL and environments in order to maintain project timelines. CGI will provide the County with supplemental resources and best practices for ETL management and environment management for six (6) months starting February 1, 2017 and ending on August 31, 2017. ETL maintenance billing will occur monthly.
2	Financial Staff Extension	Services to support the County during a nine (9) week extension to the FIN project go-live. CGI staff will provide the following support to the County during this time: <ul style="list-style-type: none"> ➤ Support County during extended UAT period. ➤ Support County for the analysis and delivery of application configuration ➤ Support County for the analysis and delivery of security and workflow setup. ➤ Support County for new functionality configuration and data setup for Accounts Receivable and Cost Accounting post go-live.
3	HRM Staff Extension	Services to support the County during a fifteen (15) week extension to the HRM project go-live. CGI staff will provide the following support to the County: <ul style="list-style-type: none"> ➤ Support County during extended UAT period. ➤ Support County for the analysis and delivery of application configuration



		<ul style="list-style-type: none"> ➤ Support County for the analysis and delivery of security and workflow setup ➤ Support County for new functionality configuration and data setup
4	WebSphere License	One (1) additional WebSphere license purchase to accommodate increased number of County staff utilizing the licenses.
5	Interface & Reports for Financial and Performance Budget	See attachment A <ul style="list-style-type: none"> ➤ 1 Interface ➤ 10 Financial Reports ➤ 15 Performance Budget Reports
6	Reports for Financial and Performance Budget	See attachment B <ul style="list-style-type: none"> ➤ 35 Human Resource Management Reports

3. **Compensation.** The services and license described above will be provided for a fixed price of \$1,589,908 as follows.

Description	Total
Staff Augmentation (6 months of support)	\$387,600
FIN Schedule Extension (4 FTE's for 9 weeks)	\$289,830
FIN & PB Interface & Reports	\$119,630
WebSphere License Purchase	\$27,720 One-time + \$5,198 year 1
Interface Removal Credit	-\$38,950
HRM Schedule Extension (6 FTE's for 15 weeks)	\$578,080
HRM Reports	\$220,800
TOTAL	\$1,589,908

4. **Assumptions**

- County will assign adequate staff to enable the project to remain on schedule with the above mentioned change requests.
- County will designate a dedicated ETL/Environment manager for 3.10.0.1 environments no later than 6/1/2017.



- CGI's schedule and price assume common services across business areas to achieve economies of scale and does not allow for a la carte selections.
- The services described herein will be invoiced according to milestone schedule/deliverables. A revised updated milestone payment schedule will be submitted to County within 3 days of execution of this Amendment to cover the services under the SOW including the expanded scope included in this Amendment.
- CGI will be responsible for developing 10 reports and 1 interface for FIN, 15 reports for PB and 35 HRM reports as outlined in Appendix A and B.
- In-scope reports and interface are in existence today and will not require designs.
- Interface is a formal interface, not SQL reporting.
- County will be responsible for coordinating and communication with any outside entity, as needed (example: data required, interface certification, etc.).
- County will be responsible for testing developed reports and interfaces within 30 days of delivery.
- County will be responsible for development of future reports and interfaces not currently identified as in-scope.
- It is assumed that the reports are currently working in the Monterey environment. The LOE for resolving any existing/current issues in the reports and/or to change the report functionality will be created separately, as needed and shall not delay acceptance or testing of interface and reports delivered to County as outlined in Attachment A.

5. Statement of Work Managers.

The Statement of Work Managers are:

Customer	CGI
<u>Mike Miller Auditor-Controller</u> <u>MillerM@co.monterey.ca.us</u> <u>831-755-5343</u>	<u>Pankaj Joshi, Vice President</u> <u>CGI Technologies and Solutions</u>

6. Resources and Responsibilities of Customer

The County Project Manager and System Director will be responsible for coordinating County activities for the County of Monterey 3.10.0.1 Upgrade.

7. Other Terms.

- A. This Amendment also incorporates Change Orders 1-4 executed by the parties into the SOW by reference.



B. Except as otherwise amended herein, all other provisions of the SOW are unchanged and remain in effect

Agreed to and accepted by:

CGI Technologies and Solutions Inc. (CGI)

By: Pankaj Joshi

Name: Pankaj Joshi, Vice President of
Consulting Services
Pankaj.Joshi@cgi.com

Title: Vice President

Date: January 31, 2017

County of Monterey

By: Michael J. Miller

Name: Michael J. Miller, C.P.A., C.I.S.A.
MillerM@co.monterey.ca.us
831-755-5305

Title: County Auditor Controller

Date: January 31, 2017



Attachment A

Interface & Report Development for Financial and Performance Budget

Financial Interface

Functional Area	Title
Financial	SYM02_Schools - SymPro Schools Interface

Financial and Performance Reports

Functional Area	Title
Financial	MC-FIN-BS-0001 Trial Balance Summary
Financial	MC-FIN-BS-0002 Trial Balance By Accounting Distribution
Financial	MC-OFIN-AP-0004 Online Paid Check Listing
Financial	MC-OFIN-GA-0001_EXCEL Certificates of Deposits
Financial	MC-FIN-BS-0002SF Trial Balance By Accounting Distribution SubFund (Combine as Tab with MC-FIN-BS-0002)
Financial	MC-FIN-COA-0001 Centralized
Financial	MC-FIN-COA-0002 DeCentralized
Financial	MC-HRM-PAM-PRLNP - Cash
Financial	MC-HRM-PAM-0057 Payroll Cost by Object and Reporting Code - Detail and Summary
Financial	MC-OFIN-VND-0002 Vendor Master
Performance Budget	MC-PB-REF-0022-ADP Adopted Positions by Appropriation
Performance Budget	MC-PB-SCHD-002
Performance Budget	MC-PB-SCHD-003
Performance Budget	MC-PB-SCHD-004
Performance Budget	MC-PB-SCHD-005-ADP Summary of Financing Sources by Source and Fund
Performance Budget	MC-PB-SCHD-006-ADP Detail of Financing Sources by Fund and Account
Performance Budget	MC-PB-SCHD-007-ADP Summary of Financing Uses by Function and Fund
Performance Budget	MC-PB-SCHD-008-ADP Detail of Financing Uses by Function, Activity and Budget Unit
Performance Budget	MC-PB-SCHD-009-ADP UNIT Detail of Financing Sources and Financing Uses
Performance Budget	MC-PB-SCHD-010-ADP Operation of Internal Service Funds
Performance Budget	MC-PB-SCHD-011-ADP Operation of Enterprise Funds
Performance Budget	MC-PB-SCHD-012-Special Districts and Other Agencies Summary - Non Enterprise
Performance Budget	MC-PB-SCHD-013
Performance Budget	MC-PB-SCHD-014
Performance Budget	MC-PB-SCHD-015-ADP Special Districts Financing Sources and Financing Uses



Attachment B

Additional Human Resource Management Reports

Human Resource Management Reports

Functional Area	Title
HRM	MC-HRM-BEN-6003 - Employee Benefits Enrollment Count
HRM	MC-HRM-BEN-6012 - UNUM Benefits
HRM	MC-HRM-EO-6101 - Employee Personnel Action Information (with Disability and Veteran Info)
HRM	MC-HRM-EO-6102 - MC Workforce Analysis - Job Classifications within Job Group
HRM	MC-HRM-HC-5102 - Current pay period listing of check amount equal to zero and over \$5000
HRM	MC-HRM-HPCD-5200 - Payroll Run Number Listing
HRM	MC-HRM-HPCD-5208-Optional Benefits Register
HRM	MC-HRM-HPCD-5213 - Medical Insurance Premiums for PERS
HRM	MC-HRM-HPCD-5215 - Dependent Care Assistance Plan
HRM	MC-HRM-HPCD-5224 - Final Gross Wages
HRM	MC-HRM-HPCD-5231 - Employee 4850 Hours by Dept and Unit
HRM	MC-HRM-HPCD-5233 - Employee Overtime by Work Location
HRM	MC-HRM-PAM-5405 - General Ledger Details
HRM	MC-HRM-PAM-5415 - General Ledger Details (Program Prompt)
HRM	MC-HRM-PAM-5456 - Payroll Cost by Object - Detail and Summary : 495291
HRM	MC-HRM-PAM-5457- Payroll Cost by Object and Reporting Code-Detail and Summary
HRM	MC-HRM-PAM-5460 - Payroll to PAM Liability
HRM	MC-HRM-PAYR-5510 - Compensation Package
HRM	MC-HRM-PAYR-5523 Time Entered sheet
HRM	MC-HRM-PERS-6201 - Employee Personnel Action Information
HRM	MC-HRM-PERS-6202 - Employee Compliance/Competency
HRM	MC-HRM-PERS-6203 - Employee License Expiration
HRM	MC-HRM-PERS-6209 - Employee Emergency Contact
HRM	MC-HRM-PERS-6212 - Employee Count by Department and Unit
HRM	MC-HRM-PERS-6220 - Full & Part Time Employee Count by Department
HRM	MC-HRM-PERS-6269 - Employee Distribution Listing
HRM	MC-HRM-PERS-6270 - Employee Pay Location List
HRM	MC-HRM-POSN-6336 - Vacant Positions by Department and Unit



HRM	MC-HRM-POSN-6340 - Authorized Filled and Vacant FTE by Position
HRM	MC-HRM-PPCD-5603 - Prelim Gross Wages
HRM	MC-HRM-PPCD-5609 - Prelim Gross Pay Zero
HRM	MC-HRM-PPCD-5610 - Preliminary Garnishments and Fees Errors
HRM	MC-HRM-PPCD-5611 - Prelim DLYOT & DLYCP Errors
HRM	MC-HRM-PPCD-5612 - Prelim - HRPAY & HRCMP Potential errors
HRM	MC-HRM-PPCD-5613 - Preliminary - CSHFL No BASPY Errors