



## Legislation Details (With Board Report)

<b>File #:</b>	A 22-051	<b>Name:</b>	HelpSystems LLC Amend 1
<b>Type:</b>	BoS Agreement	<b>Status:</b>	Passed
<b>File created:</b>	2/3/2022	<b>In control:</b>	Board of Supervisors
<b>On agenda:</b>	3/1/2022	<b>Final action:</b>	3/1/2022

**Title:**

- a. Approve and authorize the Chief Information Officer of the Information Technology Department to execute Amendment No. 1 to the Standard Agreement with HelpSystems, LLC for renewal of current JAMS scheduling tool services supporting the County’s Enterprise Resource Planning System (ERP), extending the agreement for an additional three (3) years to April 30, 2025, and adding \$73,208 for a total agreement amount of \$144,008; and
- b. Authorize the Chief Information Officer of the Information Technology Department to execute service order forms and such documents as are necessary to implement extension of the agreement; and
- c. Authorize the Chief Information Officer of Information Technology Department to sign, up to three (3) additional amendments to this Agreement, extending the term by one year, where the additional costs per year do not exceed ten percent (10%) of the cost of the prior year, subject to County Counsel review, and provided that the terms and conditions of the agreement remain substantially the same.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. Board Report, 2. Agreement with HelpSystems LLC, 3. Amendment 1 with HelpSystems LLC, 4. Completed Board Order Item No. 61

Date	Ver.	Action By	Action	Result
3/1/2022	1	Board of Supervisors	approved	Pass

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**RECOMMENDATION:**

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Chief Information Officer of the Information Technology Department to execute Amendment No. 1 to the Standard Agreement with HelpSystems, LLC for renewal of current JAMS scheduling tool services supporting the County’s Enterprise Resource Planning System (ERP), extending the agreement for an additional three (3) years to April 30, 2025, and adding \$73,208 for a total agreement amount of \$144,008; and
- b. Authorize the Chief Information Officer of the Information Technology Department to execute service order

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c. Authorize the Chief Information Officer of Information Technology Department to sign, up to three (3) additional amendments to this Agreement, extending the term by one year, where the additional costs per year do not exceed ten percent (10%) of the cost of the prior year, subject to County Counsel review, and provided that the terms and conditions of the agreement remain substantially the same.

SUMMARY:

The current Enterprise Resource Planning (ERP) System is setup to use the JAMS job scheduling software tool from HelpSystems, LLC to provide automation for the operational batch jobs/cycles, which replaced manual job submission supported by County employees. The tool has removed the dependency of having people work in different shifts to monitor and run various jobs resulting in reduced costs and increased efficiency. JAMS software has advanced scheduling capability and is vital to support different operational cycles. The approval of this proposed extension will allow the County to continue to run the ERP operational cycles without disruption.

DISCUSSION:

JAMS job scheduling tool defines, manages, and monitors all jobs and workloads from a central console to make sure processes execute as defined. The powerful automation engine handles jobs spanning multiple platforms and logs all details. This amendment will allow us to continue to run the current ERP system operational cycles in an efficient automated manner without interruption.

The terms and conditions of the previous standard agreement approved by the Contracts/Purchasing Officer are not changed by the proposed Amendment No. 1. This agreement also aligns with the current ERP software enabling the County to continue to use the existing solution while ITD works collaboratively with County stakeholders to evaluate and implement alternate ERP solutions in the next three to five years.

The Chief Information Officer of the Information Technology Department recommends that the Board approve Amendment No. 1 to avoid disruption of County's ERP system.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed the Agreement Amendment No. 1. The Amendment does not change any terms of the Agreement beyond the total not to exceed amount and term.

FINANCING:

The funds have been included in the FY21-22 Approved Budget for the Information Technology Department, ITD 1930, Appropriations Unit INF002. Transactions relating to future fiscal years will be included in each respective Recommended Budget based upon the anticipated utilization of the services.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This ERP subscription renewal for JAMS Scheduler is critical for the ERP system used by all county employees.

- Economic Development
- Administration
- Health & Human Services
- Infrastructure
- Public Safety

Prepared by: Teresa Meister, Management Analyst I, 759-6938

Approved by:

\_\_\_\_\_ Date: \_\_\_\_\_  
Eric A. Chatham, Chief Information Officer, 759-6920

Attachments:

Agreement with HelpSystems, LLC  
Amendment 1 with HelpSystems LLC

Attachments are on file with the Clerk of the Board