

CONSENT CALENDAR
June 25, 2013

To: Honorable Mayor and Members of the City Council

From: Christine Daniel, City Manager

Submitted by: Donna LaSala, Director, Department of Information Technology

Subject: Contract No. 7167D Amendment: SunGard Public Sector for Software

Maintenance

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 7167D with SunGard Public Sector for maintenance and support of the City's FUND\$ system, increasing the contract amount by \$145,000 for a total not to exceed \$1,095,000 from July 1, 2006 through June 30, 2014.

FISCAL IMPACTS OF RECOMMENDATION

Funds for this contract are allocated in the Department of Information Technology baseline budget:

General Fund, Information Technology, Software Maintenance

FY 2013 Budget Code 010-2703-410-3047 \$ 25,000 FY 2014 Budget Code 010-2708-410-3038 \$120,000 Total \$145,000

The contract amendment has been entered into the City's contract database and assigned CMS No: YBNWW. Funds allocated from budget code 010-2708-410-3038 will be available upon Council adoption of the FY 2014 budget and appropriations ordinance.

CURRENT SITUATION AND ITS EFFECTS

The City's SunGard Public Sector software suite (known to staff as FUND\$) includes nineteen modules that support business operations throughout all departments (see June 1, 2010 FUND\$ Status Report)

(http://www.ci.berkelev.ca.us/uploadedFiles/Clerk/Level 3 -

<u>City Council/2010/06Jun/2010-06-01 Item 54 FUND Status Report.pdf</u>). In Fiscal Year 2013, staff installed, configured, and began User Acceptance Testing (UAT) within the Department of Finance and the Department of Planning and Development for software to replace the FUND\$ modules for Occupational Licensing (OL) and Planning & Zoning (PZ). In Fiscal Year 2014, staff will implement web-based services to the

community that these new OL and PZ systems offer, and install new software to replace the FUND\$ modules that handle Building Permits (BP), Code Enforcement (CE), and Work Orders (WO). In addition, staff will issue Request for Proposals (RFP) for new software to automate payroll operations; the top priority of this effort is shifting timecard processing from the current paper-based system to an electronic system. The RFP will include information for related automation, which -- depending upon budget constraints -- could lead to replacing the FUND\$ Payroll (PR) and Budgeting (GMBA-B) modules. More specific information regarding the business processes handled by each of the nineteen FUND\$ modules, projected costs, replacement prioritization, and lead line-of-business departments is included in the June 1, 2010 FUND\$ Status Report (http://www.ci.berkeley.ca.us/uploadedFiles/Clerk/Level 3 - City Council/2010/06Jun/2010-06-01 Item 54 FUND Status Report.pdf) (pages 7-10).

As incremental replacements of FUND\$ modules occur, the City's maintenance contract with SunGard Public Sector will be decreased in scope to support only the FUND\$ modules that remain. However, maintenance for each module is necessary for approximately six to eighteen months after replacement occurs to provide a rollback option in case the new systems fail or a problem with data quality reveals itself after golive (in which case the old system supports data verification). Software maintenance for all FUND\$ modules includes 24x7 support, online training and documentation, and periodic patches to incorporate enhancements and repairs.

BACKGROUND

FUND\$ has supported operations in all City departments for over two decades. Its initial implementation in 1989 focused on automating core financial functions (General Ledger, Accounts Payable, and Purchasing). From Fiscal Year (FY) 1989 to FY 2013, the City spent a total of \$2,845,742 on FUND\$ software maintenance (approximately \$119,000 per year, on average). From FY 1989 to FY 2006, the City implemented extensive customizations of FUND\$ to expand its use within all departments. In FY 2006, the City renegotiated the contract with SunGard Public Sector to, amongst other things, include the extensive library of customization programs within the software maintenance and support agreement. Software maintenance for this system includes 24x7 technical assistance, online training and documentation, and periodic patches to incorporate enhancements and repairs.

On June 1, 2010, Council received a FUND\$ Status Report outlining security and usability challenges, an incremental replacement plan, estimated costs, and an estimated replacement timetable. Council referred FUND\$ replacement to the budget process, and requested that the Agenda Committee schedule a special session to discuss FUND\$. On November 16, 2010, Council held a special session to discuss FUND\$, including staff recommendations for incremental replacement within the City's fiscal and staffing constraints. Seven FUND\$ modules were discussed as highest priority candidates for replacement (*Occupational Licensing, Building Permits, Zoning, Payroll, Code Enforcement, Refuse Billing,* and *Accounts Receivable*). In July 2011,

Council approved a contract with Accela Government Software, Inc. (Accela) for new software for Occupational Licensing, Building Permits and Zoning. In Fiscal Year 2013, staff installed, configured, and began User Acceptance Testing (UAT) within the Department of Finance and the Department of Planning and Development for software to replace the FUND\$ modules for Occupational Licensing (OL) and Planning & Zoning (PZ). Testing and configuration for the City's new Building Permits software will begin in FY 2014. In December 2012, Council approved funding for new software to replace the FUND\$ Work Orders (WO) module. Testing and configuration for this system will begin in July 2013, in partnership with the Department of Public Works.

ALTERNATIVE ACTIONS CONSIDERED

SunGard retains exclusive rights to provide maintenance for its software; no other vendor provides authorized maintenance. Staff considered terminating this agreement and providing maintenance without vendor assistance, but given the critical operations supported by FUND\$, the risk of limited support expertise would be inappropriately high.

CONTACT PERSON

Donna LaSala, Director, Department of Information Technology, 981-6541

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 7167D AMENDMENT: SUNGARD PUBLIC SECTOR FOR SOFTWARE MAINTENANCE

WHEREAS, the City of Berkeley relies upon automation for critical business activities such as payroll, billing, work orders, and accounting; and

WHEREAS, SunGard Public Sector furnishes the software currently used for these activities; and

WHEREAS, SunGard Public Sector is the only vendor authorized to support its software; and

WHEREAS, funds are available in Budget Codes: 010-2703-410-3047 and 010-2708-410-3038 CMS No: YBNWW. Funds allocated from budget code 010-2708-410-3038 will be available upon Council adoption of the FY 2014 budget and appropriations ordinance.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 7167D with SunGard Public Sector for maintenance and support of the City's FUND\$ system, increasing the amount of the current contract by \$145,000 for a total not to exceed \$1,095,000 from July 1, 2006 through June 30, 2014.