



## City Council

### Approval of a Resolution Authorizing an Agreement and Approving the Statement of Work with Cognizant Worldwide, Limited and Collaborative Solutions, LLC for Software Implementation Services

**Agenda Date:** 12/7/2021  
**Agenda Item Number:** 6.E  
**File Number:** 21-1189

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**Type:** resolution **Version:** 1 **Status:** Passed

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#### Title

Approval of a Resolution Authorizing an Agreement and Approving the Statement of Work with Cognizant Worldwide, Limited and Collaborative Solutions, LLC for Software Implementation Services

#### Recommended Action

##### Committee Recommendation:

Not referred to a committee.

##### City Manager Recommendation:

Move to approve a Resolution authorizing the City Manager to enter into A Master Services Agreement Between the City of Olympia and Cognizant Worldwide, Limited, and Approve the Statement of Work between the City of Olympia and Collaborative Solutions, LLC, the U.S. Affiliate of Cognizant, for Software Implementation Services in the amount of \$1,963,898.

#### Report

##### Issue:

Whether to approve a Resolution authorizing the City Manager to Enter into a Master Services Agreement Between the City of Olympia and Cognizant Worldwide, Limited, and the Statement of Work Between the City of Olympia and Collaborative Solutions, LLC, the U.S. Affiliate of Cognizant, for Software Implementation Services in the amount of \$1,963,898.

##### Staff Contact:

Danelle MacEwen, Performance Management Specialist, Office of Performance & Innovation,  
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##### Presenter(s):

Danelle MacEwen, Performance Management Specialist  
Aaron Be Miller, Finance Director

**Background and Analysis:**

The City's current financial management software system was purchased in the 1980's and does not meet the business needs of the City. This inefficient, outdated technology is difficult to use; lacks reporting functionality for analysis and decision-making; and does not integrate with other software applications. Currently, Human Resources does not have a technology solution and is primarily a paper-based system.

In November 2020, the City contracted with the Government Finance Officers Association (GFOA) to prepare for a new software solution by evaluating and updating business processes based on industry best practices, develop a Request for Proposals for a new technology solution, and facilitate the vendor selection process to ensure the City procures the best solution for the best value. After reviewing responsive proposals, the City elevated a software technology solution (Workday) and consultant team (Collaborative Solutions) to contract negotiations.

This Resolution addresses the Collaborative Master Services Agreement with Cognizant Worldwide, Limited and the Statement of Work with Collaborative Solutions, LLC, the U.S. affiliate of Cognizant. Collaborative Solutions will provide software implementation consulting which includes project planning, system design, configure and prototype, system testing and deployment, organizational change management, end-user training and post-deployment support. The total cost of the Agreement is \$1,963,898. A breakdown of the costs is outlined in the attachment.

Implementation of the project begins in January 2022 and is estimated to last approximately fourteen months. The goal is to 'go live' with the Workday software on January 1, 2023. Staff will present an overview of the project, including the budget, funding, and timeline at the City Council meeting.

**Neighborhood/Community Interests (if known):**

A new finance, human resource and payroll management and information system will enhance the City's accountability and transparency. A new system will allow staff to track and report information easier and quicker and communicate it in a way that is easy to understand.

**Options:**

1. Approve the Resolution authorizing the City Manager to enter into a Master Services agreement with Cognizant Worldwide Limited and Collaborative Solutions for software implementation services in the amount of \$1,963,898.
2. Amend and approve the Resolution authorizing the City Manager to enter into a Master Services agreement with Cognizant and Collaborative based on Council feedback.
3. Do not approve the Resolution.

**Financial Impact:**

The total estimated cost to implement a new Financial Management, Human Resource, and Payroll software implementation system is \$4,560,000. This includes backfilling City staff positions, consulting fees, first year software subscription fees, training costs, and a project contingency. The agreement is included in the overall project costs. The project has \$2,483,500 of funding for implementation. The remaining \$2,076,500 will be covered by an interfund loan.

The annual subscription fees will be covered through the operating budget.

**Attachments:**

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Resolution  
Agreement  
Statement of Work  
Contract Pricing