



**CITY OF PACIFICA
COUNCIL AGENDA SUMMARY REPORT**

6/22/2020

SUBJECT:

Approval of Consultant Services Agreement for the Enterprise Resource Planning (ERP) Project

RECOMMENDED ACTION:

Approve Consultant Services Contract with ClientFirst Consulting Group, LLC, dba, ClientFirst Technology Consulting for the Enterprise Resource Planning (ERP) Project in the amount of \$84,220.

STAFF CONTACT:

Lorenzo Hines Jr., Assistant City Manager
(650) 738-7301
lhines@ci.pacifica.ca.us

Sheila Tioyao, Financial Services Manager
(650) 738-7395
tioyaos@ci.pacifica.ca.us

BACKGROUND/DISCUSSION:

The City currently uses Harris GEMS, a legacy financial, payroll, and human resources solution for approximately 165 employees with 30 active users. This system was originally purchased and implemented by the City in 2007. The current system is considered a legacy software solution, which is nearing end of life. Staff anticipates in the not too distant future that support for this product will be terminated.

The current system is web-based, but requires the use of the Internet Explorer browser and many aspects of the browser interaction with the system still reflect the original environment. The resulting end user experience is disjointed and not efficient. Access to data, information and reporting are significantly restricted or requires custom programming resulting in lost productivity. The current system is difficult to use and to understand, and with the current limitations to functionality and access to data, City personnel have developed work-around processes that are impacting City business and are difficult to support. The City is increasingly being exposed to legal compliance risks due to the current system stagnation and lack of vendor investment. Third party software integrations with the current system are extremely difficult, limited or unavailable.

The City sought consulting services to assess our current financial and human resources business processes and provide analysis and recommendations relating to best business practices and best Enterprise Resource Planning software to replace the City's current GEMS financial system and other related services.

On November 18, 2019, the City issued an RFP for the services of qualified consultants to provide project oversight and advisory services related to the City's Enterprise Resource

Planning (ERP) software selection and implementation project. Three consultants, ClientFirst, SoftResources and Third Wave were selected for the interview process and were evaluated based upon the consultants' experience with similar projects, quality of staff, cost and presentation of deliverables. Based upon these criteria, ClientFirst Technology Consulting was selected by staff to proceed with the services.

ClientFirst's enterprise applications consulting team has been conducting these specific types of assessments, process reviews, procurements, and implementation assistance for over 20 years. They focus on local governments which means that they understand the unique needs, processes, protocols and political nuances involved in the industry. Therefore, the City Manager recommends approval of the Agreement for Consultant Services between the City of Pacifica and ClientFirst Technology Consulting.

ALTERNATIVE ACTION:

Council may choose to not approve the contract and consultant agreement; however, such action might result in the City using a financial software that is no longer supported by the vendor.

RELATION TO CITY COUNCIL GOALS AND WORK PLAN:

Approval of the agreement is consistent with the following Council adopted Goals:

- ***Fiscal Sustainability***: This project will provide oversight and advisory services related to the City's ERP software selection and implementation.
- ***Stewardship of City Infrastructure***: The project will replace a legacy financial system that will improve financial transparency.

FISCAL IMPACT:

The City Manager recommends approving budget authority in the amount of \$84,220 and executing all documents related to the work.

The Finance Division will expend these funds during the FY 2019-20 (\$40,000) and FY 2020-21 (\$44,220) in order to minimize the expenditure impact in any one fiscal year. There are sufficient funds in the Finance Division's Budget in both fiscal years to address this General Fund expenditure.

ORIGINATED BY:

Finance Department

ATTACHMENT LIST:

Attachment 1- City of Pacifica Consultant Agreement for ERP Services (DOCX)