



Agenda Action Form Overview

The Board is requested to authorize the County Manager to execute a professional services contract with Simply Staffed LLC in the amount of \$210,225.00 for the implementation of SAP SuccessFactors Onboarding 2.0 and Employee Central (EC) Mini Master for Durham County Government, subject to the review and approval by the County Attorney's Office. The contract may be amended to adjust scope or funding, provided any amendment remains within the approved budget. This is a mandatory, time-sensitive upgrade — the County's current SAP Onboarding platform is reaching end-of-life and will no longer be supported or operable by SAP. Without this implementation, the County will lose all onboarding system functionality, directly impacting the ability to process new hires. This investment is intended to ensure continuity of onboarding services while the County completes its planned transition to Oracle as its enterprise-wide ERP system. In addition to restoring and modernizing onboarding capabilities, this engagement will bridge operations through that transition. Payroll, benefits, and time functions will remain in SAP during this phase.

Background/Justification

Durham County Government currently operates its core HR functions within SAP ERP. SAP has announced the end-of-life for the legacy SAP Onboarding (1.0) platform and the associated Employee Self-Service/Manager Self-Service portal. These systems will no longer receive updates, security patches, or technical support, and will cease to be operable upon their retirement date. This is not a discretionary upgrade — the County must migrate to SAP SuccessFactors Onboarding 2.0 to maintain any onboarding system functionality. Delay or inaction will result in a complete loss of the County's ability to digitally process new hire documentation, compliance forms, and onboarding workflows.

SAP SuccessFactors Onboarding 2.0 will provide Durham County with a streamlined, compliant, and digitized onboarding workflow — from offer acceptance through the first day and beyond. The EC Mini Master component serves as the required data bridge, enabling Onboarding 2.0 to function as a standalone module while payroll and benefits continue to operate within SAP ERP. This approach preserves existing investments while modernizing the employee-facing experience.

Simply Staffed LLC is a WBENC-certified Woman-Owned Small Business (WOSB) and SAP Silver Partner with demonstrated experience in SuccessFactors implementations for public sector clients, federal agencies, and regulated industries. The firm's consultants bring over 20 years of combined SAP HCM experience, including prior work with the Department of Energy, UGI Utilities, and the University of Cincinnati.

"G.S. 143-129(e) (9a) allows local governments to be exempted from the competitive bidding requirements and purchase apparatus, supplies, materials, or equipment from contracts established by the United States of America or any federal agency, if the contractor is willing to extend to a political subdivision of the State the same or more favorable prices, terms, and conditions as established in the federal contract."



SCOPE OF WORK

Onboarding 2.0 – Core Configuration Deliverables:

- One (1) global new hire process workflow (U.S. English)
- DocuSign or SAP SuccessFactors e-Signature enablement
- Integration with SAP Recruiting Management and Employee Central
- Mass initiation of onboarding via API
- Ten (10) read-only policy forms, five (5) signature-only policy forms, five (5) data entry forms
- Forty-nine (49) standard email notification services
- Thirty (30) standard onboarding business rules
- Two (2) onboarding programs, each with up to ten (10) tasks, including two (2) custom tasks
- Six (6) role-based permission roles and groups
- Two (2) custom home page cards
- U.S. compliance forms: W-4s, I-9, E-Verify, WOTC, PA Residency Certification
- Administrator training (five hours) and SAP SuccessFactors Stories analytics enablement
- Two (2) cutover and deployment events

EC Mini Master – Configuration Deliverables:

The EC Mini Master is required when Onboarding is deployed as a standalone module alongside a third-party or legacy HRIS such as SAP ERP. No additional EC license is required. The following employee data portlets will be configured:

- PersonInfo, PersonalInfo, Employment Info, Job Info, Email Info
- Biographical Data, Emergency Contacts, Dependent Information
- National ID, Residential Address, Phone Contacts
- Work Permit Details, Bank Details
- Global Information (Disability, Veteran Status, Race/Ethnicity)
- Compensation Information (Recurring and Nonrecurring)
- Foundation objects: Company, Business Unit, Cost Center, Division, Department, Location, Job Classification, Position

Project Timeline:

Estimated at twenty (20) weeks following the SAP Activate methodology:

- Prepare – 3 weeks
- Explore – 12 weeks
- Realize – 5 weeks



- Deploy – 3 weeks
- Hyper-Care – 2 weeks

Policy Impact

This facilitation of this service is in accordance with Durham County’s goal to provide a safe and healthy environment to Durham’s residents, patrons, and employees.

Procurement Background

Type of purchase

- Goods
- Services
- Architect, Engineer or Surveyor Services
- Construction and Repair

Did this request for purchase go through a bid process? Yes No

Goods: Bids required if \geq \$30,000, BOCC approval if \geq \$90,000

Services: Bids required if \geq \$30,000, BOCC approval if $>$ \$40,000

Construction/Repair work: Bids required if \geq \$30,000, BOCC approval if \geq \$500,000

If yes, attach a copy of bid tab and the minority and women business enterprise (MWBE) compliance review form provided by the Purchasing Division.

If no, why?

- Sole source exemption
- Cooperative purchasing program exemption
- State and federal contract exemption
- Contract is an amendment to an existing contract
- Other (please explain)

Simply Staffed LLC is a registered vendor on the North Carolina eBid portal and holds a contract on the GSA Multiple Award Schedule (MAS). The County is utilizing the cooperative purchasing exemption in accordance with North Carolina General Statutes. Simply Staffed is also a registered SAP Partner and WBENC-certified WOSB, providing the County access to qualified, specialized SuccessFactors implementation expertise.

Fiscal Impact

The total contract amount is \$210,225.00. This expense is to be funded within the approved Operational or Capital Technology Budget.

Recommendation

The County Manager recommends that the Board authorize the County Manager to enter into a professional services contract with Simply Staffed LLC in the amount of \$210,225.00 for the implementation of SAP SuccessFactors Onboarding 2.0 and Employee Central Mini Master. The contract may be amended to adjust scope or funding levels provided any amendment remains within the approved Operational or Capital Budget..

