



Agenda Action Form Overview

The Board is requested to authorize the County Manager to: enter into a collaborative agreement and pay SAP, Inc. \$88,160 for the contracted services for SAP cloud services as well as for incidents reported to the vendor, SAP, for which the determination is made that consultant services are required. The consultants will work with the County's SAP Support team to resolve or perform the required activities. The contracted service provider will assist with the implementation of the SAP Employee Services Cloud Portal Platform Project which migrates the existing on-premise portal to the cloud providing more efficient services and application access. The service provider is requested to provide support for the SAP cloud production implementation and for other SAP services areas, such as Success Factors, Cloud Analytics, and provide Cloud development support as well as support for the on-premise SAP solution. The approved funding for this action is from the fiscal year 2019-2020 operational budget.

Background/Justification

The County's SAP Support Services team is responsible for all SAP support and responsible for supporting all existing and new SAP cloud services. The SAP Cloud Platform area of support requires technical skills that are being developed by the internal team during the implementation of the SAP Employee Services project. This project has allowed IS&T personnel to gain valuable knowledge as a result of the guidance provided by the SAP consultants. To ensure successful completion of the project, an expert consultant will reduce the time and effort required to resolve technical issues that may arise during production go-live and post-implementation. The SAP expert consultants will fill the gap between the in-house knowledge and expert knowledge and will provide the expert knowledge to County personnel so that level of knowledge will remain in-house. Upon completion of this project, if the contract has remaining funds, these funds will be used to work with County resources on incidents SAP has determined require consulting support to resolve.

Policy Impact

This contract will not have an impact on policy but will allow Durham County Information Services & Technology to expand and improve technology services supporting business needs and associated processes essential to the efficient and effective operation of the County departments

Procurement Background

This request is a new request that will implement an inclusive support plan for SAP Cloud Services.

Type of purchase

- ☐ Goods
- ☒ Services
- ☐ Construction Work

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)

If exempted from bidding, has this request been reviewed and approved by the Purchasing Division in the agenda Legistar system? Yes ☒ No ☐

If no, why?

Fiscal Impact

This contract will be funded out of the IS&T 2019-2020 operational budget.

Recommendation

The County Manager recommends that the Board authorize the County Manager to extend a contract with SAP, Inc. in the amount that is not to exceed \$88,160 for the SAP cloud and on-premise consulting services to work with the IS&T SAP Support team from the IS&T 2019-2020 Operational Budget.