



**Agenda Action Form Overview**

The Board is requested to authorize the County Manager to: enter into a collaborative agreement and pay Phoenix Business Incorporated (PBC) the Contract amount: \$ 71,080.00 (original) + \$ 39,999.00 (increase) + \$134,000.00 (increase) for a contract total of \$ 245,079.00 for contracted services for SAP consultants to work with the SAP team and give the County Manager authority to sign subsequent renewals and amendments. This contract assists with several SAP work assignments including SAP restoration from the malware attack and COVID-19 reporting and configuration. It will also serve to supplement resources needs that we currently do not have within County. The approved funding for this action is from the fiscal year 2020-2021 operational budget.

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**Background/Justification**

The SAP team is responsible for first, second, and third level support within IS&T for all SAP work requests projects, incidents and is accountable for the overall health of the ERP solution. The SAP team consists of six SAP specialists who are consistently improving the SAP solution by configuring, updating and enhancing the ERP solution. These funds are needed for the SAP restoration and COVID-19 projects. This fiscal year the SAP team intent with these funds were to improve features within the SAP solution but had to be diverted to address the two disasters. The Finance applications have several new and complex modules that require expert resources to assist with resolving some open issues, in particular, Open Text, availability controls, and online W2s which will correct outstanding issues, provide knowledge transfer to internal technical and configuration support resources and enhance Finance operations. Extending this contract will continue to provide support to IS&T personnel dedicated to supporting the technical configuration of the ERP applications and improving collaboration with the Finance, Budget, and HR business teams who rely on the County IS&T personnel to resolve and enhance the ERP solution.

**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 to extend a contract originally approved in February of 2019.

**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?

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**Fiscal Impact**

This contract extensions 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 Phoenix Business, Inc.: \$ 71,080.00 (original) + \$ 39,999.00 (increase) + 134,000 (increase) for a contract total of \$ 245,079.00 for the contracted services for expert SAP consultants to work with the IS&T SAP Team from the IS&T 2020-2021 Operational Budget.