



STAFF REPORT

May 10, 2023
File Number 0600-10; A-3455

SUBJECT

ADOPTION OF MASTER SERVICES AGREEMENT WITH COGNIZANT WORLDWIDE LIMITED AND AFFILIATES FOR WORKDAY SOFTWARE IMPLEMENTATION

DEPARTMENT

Information Systems

RECOMMENDATION

Request that the City Council adopt Resolution No. 2023-56, authorizing the Mayor to execute, on behalf of the City of Escondido, a Master Services Agreement with Cognizant Worldwide Limited, including its U.S. affiliates, Cognizant Technology Solutions U.S. Corporation and Collaborative Solutions, LLC, ("Collaborative") for implementation services of the Workday SaaS subscription.

Staff Recommendation: Approval (Information Systems: Rob Van De Hey, Chief Information Officer)

Presenter: Christina Holmes, Director of Finance; Jessica Perpetua, Director of Human Resources; Rob Van De Hey, Chief Information Officer

FISCAL ANALYSIS

The ongoing funding for this subscription is within the annual operating budget approved by City Council. The funding for implementation services is included in the Capital Improvement Project budget approved by City Council.

PREVIOUS ACTION

On December 07, 2022, the City Council approved Budget Adjustment Requests: FY2021/22 General Fund carryovers and year end resources, funding recommendations for deferred technology infrastructure to fund the implementation services.

BACKGROUND

In 1996, the City Council approved the purchase of an Enterprise Resource Planning (ERP) system called PeopleSoft. ERP solutions integrate all of the core systems that support the entire City into a single system – accounting, human resources, benefits, payroll, procurement, capital assets, billing, budget, etc. PeopleSoft has been supporting the City since it was implemented in 1997. However, Oracle acquired PeopleSoft Corp in 2005 and has since stopped developing upgrades for PeopleSoft, and the underlying technologies are now unable to support the City's modern operating systems. The Information Systems,



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Finance, and Human Resources departments have been able to extend the life of PeopleSoft using internal staff resources and developing manual processes and workarounds for basic daily functions. The outdated software has limited the City's ability to improve and adapt to both business and technology needs that have changed since the City selected PeopleSoft in 1996, more than 26 years ago.

Given that the City's current ERP software is end of life, the City entered into a process in search of a replacement solution.

To meet the City's Continuity of Operation Plan ("COOP") staff started with a baseline requirement to only evaluate SaaS solutions. The search started in October of 2021 by receiving preliminary demos of the leading ERP SaaS solutions which support the public sector, and continued by building out a Request for Proposals ("RFP") that incorporated the comprehensive needs of the City (citizens, businesses, visitors, and staff).

The RFP solicitation was released in September 2022. Staff received a total of eight responses to evaluate. This led to an extensive five months of demonstrations of different vendor SaaS solutions and Implementation services. The project team and senior leadership found the combination of Workday, Inc. (SaaS Solution) and Collaborative Solutions, an affiliate of Cognizant Technology Solutions U.S. Corporation (Implementation Services) best meets the City's goals of brining broad-based functionality and modern tools that will enable greater efficiency and transparency for many years to come.

During the April 19, 2023 City Council meeting, Council approved a Main Subscription Agreement with Workday, Inc. This companion item is to approve a Master Services Agreement with Cognizant Worldwide Limited, including its U.S. affiliates Cognizant Technology Solutions U.S. Corporation and Collaborative, to assist City staff in the implementation of the Workday software. The implementation will be a year-long process to architect and configure the City's Workday environment, train staff, migrate data, and thoroughly test. Following go-live, Collaborative will provide support for a limited period to address any issues discovered.

RESOLUTIONS

- a. Resolution No. 2023-56
- b. Resolution No. 2023-56 Exhibit "A"