



STAFF REPORT

Meeting Type: Board of Directors
Title: Amendment No. 3 to Professional Services Agreement MA-6211 with VistaVu Solutions for SAP Support Services
From: Bret Uppendahl, Finance Director
Through: Ben Horenstein, General Manager
Meeting Date: September 15, 2026

TYPE OF ITEM: X Action Information

RECOMMENDATION: Approve Amendment No. 3 to Professional Services Agreement MA-6211 with VistaVu Solutions for SAP software consulting, operational support and enhancements to the District's existing SAP software environment for an additional \$356,400 for a total contract amount not to exceed \$656,400, and Authorize the General Manager to execute the amendment

SUMMARY: The District uses VistaVu Solutions for a variety of SAP software support services, including critical security patches, essential updates, and other required maintenance. With recent retirements in the IT Department as well as the loss of a key SAP consultant, the District has an increased need for ongoing SAP Basis administration support. Additionally, a considerable amount of "deferred maintenance" has accumulated with respect to the SAP infrastructure, and the District is looking to 3rd party consulting firms like VistaVu to help address those deficiencies.

The District will utilize VistaVu's specialized SAP expertise to support system enhancements, improve reporting and operational efficiency, and provide knowledge transfer and training to District IT staff. Maintaining the legacy SAP environment on a current and supported version will be increasingly critical in the coming years as SAP will no longer provide support for older software versions.

DISCUSSION: The District's SAP production environments require routine maintenance and optimization in order to keep the systems running smoothly and efficiently. This is often referred to as SAP Basis administration and includes the application of critical security patches, essential software updates, and other required systems maintenance. Performing this work in addition to the implementation of requested system enhancements exceeds the capacity and expertise of District staff.

At the end of 2022, the District's SAP Basis Administrator retired, resulting in a need to supplement internal resources with specialized third-party SAP expertise. Additionally, in early 2026, one of the District's key SAP consultants, Y2B Solutions, closed their business. The District had relied on this resource for key Basis administration tasks. Since that time, the District has relied on qualified

vendors, including VistaVu, to provide SAP Basis administration and related technical services necessary to maintain the stability, security, and performance of the District's SAP enterprise application environment.

SAP Basis administration is an essential and critical function for supporting a large enterprise application. These services include ongoing technical administration and maintenance of the SAP environment, as well as activities necessary to ensure system availability, performance, and reliability.

In addition to ongoing administration of our SAP infrastructure, various District divisions have identified opportunities to enhance existing SAP capabilities, particularly in the areas of reporting, process improvement, and operational efficiency. VistaVu will provide specialized technical assistance to support these enhancements and help the District maximize the value of its existing SAP investment.

An additional objective of this engagement is to strengthen the District's internal IT capabilities through knowledge transfer and training. VistaVu will work with District IT staff to provide training and hands-on experience with selected SAP administration tasks, including system refreshes and other routine technical activities. This approach will allow the District to gradually increase its internal capacity while continuing to utilize specialized vendor expertise where appropriate.

Maintaining the District's SAP environment on a current and supported version of the software is also important as the District prepares for its eventual transition to a replacement enterprise system. Keeping the current SAP environment technically current will help reduce technical debt, maintain access to current functionality and support, and make the eventual transition to a new system more manageable. A more current software environment will also provide a better foundation for documenting existing processes, identifying opportunities for improvement, and migrating relevant data and business processes to a future system.

Staff recommends that the Board approve Amendment No. 3 to Professional Service Agreement MA-6211 to extend day-to-day operational support, SAP Basis administration with VistaVu Inc. for an additional \$356,400 for a total not to exceed amount of \$656,400, and authorize the General Manager to execute the amendment.

ENVIRONMENTAL REVIEW: Not applicable.

FISCAL IMPACT: On August 24, 2023, the District entered into a professional services agreement with VistaVu to provide these services in an amount not to exceed \$200,000. Subsequent amendments increased the total to \$300,000 and extended the time for performance under the agreement.

Funding for the expenditures detailed above is available within the Information Technology Department's Operational budget for Fiscal Year 2026-27 and Fiscal Year 2027-28.

ATTACHMENT(S): None.

DEPARTMENT OR DIVISION	DIVISION MANAGER	APPROVED
Finance	 Bret Uppendahl Finance Director	 Ben Horenstein General Manager