

CITY OF HIGH POINT

AGENDA ITEM



Title: Recommendation of Contract Renewal with SumTotal Workforce Management System (WFM)

From: Angela Kirkwood, Director of HR

Meeting Date: June 21, 2021

Public Hearing: N/A

Advertising Date: N/A

Advertised By: N/A

Attachments: SumTotal, WFM TPA Contract

PURPOSE:

Approve a contract renewal between the City of High Point and SumTotal Workforce Management application, (referred to as SumTotal) as the third-party administrator for our Time & Attendance software vendor.

BACKGROUND:

The City of High Point is currently under contract with SumTotal to provide third party Time & Attendance software with an annual fee of \$104,879.00 from July 1, 2021, to June 30, 2022.

The IT Department staff successfully negotiated a renewal with SumTotal for a three-year period for an all-inclusive annual fee of \$140,000. This reduces the original out-of-pocket expense for the first year by 49.2% at a savings of \$135, 629, as compared to upgrading the software in separate and distinct agreements. Over the three-year period, the cost savings is \$224,387 for the city. The upgrade is necessary and will cover us for the specific timeframe as we seek an Enterprise Resource Planning/Human Capital Management System. The proposal includes a three-year contract with a flat annual fee to cover all SumTotal WFM maintenance, Licenses and Clock Maintenance, system upgrades and all custom maintenance.

BUDGET IMPACT:

The SumTotal cost for a three-year contract is \$420,000. Contract effective date would be July 1, 2022, to June 30, 2025. All of the funds are paid out of the IT Department budget for any ongoing software contract renewals.

RECOMMENDATION / ACTION REQUESTED:

The Human Resources Department recommends approval of the SumTotal contract and that the appropriate City official and/or employee be authorized to execute all necessary documents.



**FORMAL BID RECOMMENDATION
REQUEST FOR COUNCIL APPROVAL**

DEPARTMENT:

COUNCIL AGENDA DATE:

BID NO.: CONTRACT NO.: DATE OPENED:

DESCRIPTION:

PURPOSE:

COMMENTS:

RECOMMEND AWARD TO: AMOUNT:

JUSTIFICATION:

ACCOUNTING UNIT	ACCOUNT	ACTIVITY	CATEGORY	BUDGETED AMOUNT
TOTAL BUDGETED AMOUNT				

DEPARTMENT HEAD: DATE:

The Purchasing Division concurs with recommendation submitted by the and recommends
award to the lowest responsible, responsive bidder in the amount of \$.

PURCHASING MANAGER: DATE:

Approved for Submission to Council
FINANCIAL SERVICES DIRECTOR: DATE:

CITY MANAGER: DATE:



City of High Point Workforce Management System Renewal and Upgrade Proposal

June 9, 2022



Proposal Objectives

In order to provide the City of High Point with the best possible service and product offering, the SumTotal team has been working diligently to build a comprehensive proposal for your consideration.

After much discussion and negotiation with our internal teams, we'd like to present to you the framework of our proposal.

Our objectives are as follows:

- To renew our existing agreement which expires on June 30, 2022
- To upgrade the software to the most current version available in order to improve the user experience and to preserve the integrity of the system
- To offer a custom maintenance and support package throughout the term of the agreement
- To consolidate and heavily discount the cost and spread it evenly across the term of the agreement in order to offset both initial and overall costs to the City

Current Status - Recap

- The current agreement six-year agreement expires on June 30, 2022. Today, the COHP annual maintenance/license cost for the SumTotal WFM solution is \$97,562
 - The renewal cost of a basic three-year extension agreement for the WFM maintenance, licenses and clock maintenance would be \$104,879 per year, for a three-year total of \$314,637
- At present, COHP is on v.2016 of the WFM software. This version is 6 years and 13 releases out of date and an upgrade is necessary to preserve the integrity and the security of the City's system. We are critically near the stage where the impact of a delay in upgrade may cause unforeseen compatibility and security issues. An upgrade at this time is of vital importance
- The total cost of one upgrade, plus the annual maintenance would bring the total cost to \$275,629 this fiscal year. With annual upgrades, the total cost for three years would be \$644,387
- Our comprehensive three-year term proposal will meaningfully lower both the initial and total out-of-pocket costs while offering significant additional services to the city. SumTotal is pleased to offer the City of High Point a comprehensive three-year agreement for \$140,000 per year, with a total three-year cost of \$420,000

Proposal

SumTotal is proposing an **all-in three-year term agreement** that would incorporate:

- The initial upgrade to bring the Workforce Management System from the 2016 version to the most current version immediately
- TWO additional upgrades, to ensure that the system is on the most updated version of the software
- 100 hours per year of custom maintenance for the custom rules
- The annual license fees for your 1,600 users
- The annual maintenance fees for the 17 registered clocks

SumTotal is pleased to offer the City of High Point an **all-inclusive** annual fee of \$140,000 for a three-year agreement. This significantly reduces the original out-of-pocket expense for the first year by 49.2% as compared to upgrading the software in separate and distinct agreements.

Solution and Cost Comparison Overview

Proposal Recap for City of High Point WFM Renewal and Upgrade

	Year 1	Year 2	Year 3	Total 3-Yr Cost
Three Year Maintenance Agreement				
WFM Maintenance, License and Clock Maintenance	\$104,879	\$104,879	\$104,879	\$314,637
Separate WFM Upgrade SOWs	\$170,750	\$79,500	\$79,500	\$329,750
Total Per Year	\$275,629	\$184,379	\$184,379	\$644,387
Proposed All-In Three-Year Agreement				
WFM Maintenance, Licenses and Clock Maintenance	Included	Included	Included	
Upgrades	Included	Included	Included	
Custom Maintenance	Included	Included	Included	
Total Per Year	\$140,000	\$140,000	\$140,000	\$420,000

Savings Realized with Proposed All-In Three-Year Agreement	\$135,629 49%	\$44,379 24%	\$44,379 24%	\$224,387 35%
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Next Steps

- COHP to review and discuss internally
- COHP to present for budgetary approval
- SumTotal to draft agreements and work with COHP resources to schedule upgrade once agreement is executed

THANK YOU!

Leonora Maya

SumTotal Customer Success Manager

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Appendix

Issues Identification and Resolution

City of High Point Issue Status			
Department	Issue	Comments	Resolution/Status
Information Services	Incorrect number of PTO rolled over to new year.	Requested and reviewed use cases	User Training: Run the Accrual recon task in the batch job monitor
Information Services	New shift schedules sometimes revert back to original schedule.	Requested and reviewed use cases	User Training: Review the Schedule Calendar and pay attention to the Legend to remove unwanted temp shift change and confirm permanent roster changes
Parks & Recreation	General operational outages	Requested and reviewed use cases	Opened Support Case
Parks & Recreation	Assistant Recreation Center cannot see leave calendar, nor can they request leave	Requested and reviewed use cases	HR Data Feed Update: System must show the assistant supervisor as the employee's approver for the leave requests to be visible
Parks & Recreation	Both web clocking and biometric clocks will not accept punches sometimes.	Requested and reviewed use cases	User Process Training/Update: Isolate the day, Reprocess the timesheet, Run Start of Day and Load clock data
Parks & Recreation	Occasionally there will be a UA when the employee punched in on time according to their schedule in SumTotal.	Requested use case - none found	Possible Explanations: Outages causing a delay in the punches populating WFM or a potential user punching error
Public Services	<u>Streets/Stormwater/Cemetery:</u> WFM removes a day if adjusting time during a holiday	Requested use cases and awaiting response	Pending: Open request to identify which holiday

- The proposed software update will significantly enhance and streamline the workflow and the user experience
- Several issues encountered will be resolved with the internal review and revision of outdated departmental structures and the restructuring of the hierarchies within the system
- A majority of the issues are resolved with system adjustments and/or user training