

September 6, 2016

CITY COUNCIL AGENDA MEMORANDUM

SUBJECT

Resolution authorizing execution of Amendment 2 to a Remote Services Agreement with ManageForce Corporation that increases the “not to exceed” contract amount to \$288,260 and extends the term of the Agreement through February 28, 2019.

FISCAL IMPACT

This action authorizes the City Manager to amend the City’s agreement with ManageForce Corporation to increase the contract amount from a “not to exceed” \$89,940 to a “not to exceed” amount of \$288,260. The IT department will use existing Maintenance and Operations dollars to fund the Remote Services Agreement.

STAFF CONTACTS

Bonnie Grant, IT Manager, 452-4065

Sabra Schneider, Interim Chief Operations Officer, 452-4890

Information Technology Department (ITD)

POLICY CONSIDERATION

City Contracting Policies

- Bellevue City Code 4.28.030: The City’s procurement policy, updated January 1, 2015, supports open, fair, and transparent procurement of services in accordance with the City Code and state law. Because of the amount of this contract, Council approval is required.

DIRECTION NEEDED FROM COUNCIL

X Action

BACKGROUND

ITD leverages consulting resources as an effective and efficient way to obtain specialized technical expertise and services. In 2015, we moved from an on-call, time and materials support agreement to a fixed price, remote services agreement for the provision of specialized technical expertise and services specific to the City’s Financial and Human Resources system, JD Edwards (JDE). We wanted to evaluate increasing availability of these service offerings and selected ManageForce Corporation through a competitive RFP process.

The technical expertise and services provided by the remote services agreement maintains our investment in JDE by ensuring vendor support and compliance with regulatory requirements. The expertise and services provided by ManageForce Corporation for JDE includes:

- Configurable Network Computing (CNC) Technical Expertise in JDE
- Installation of application updates
- Deployment of application customizations
- System health checks and recommendations for improvements

- Consultative guidance on software configurations, best practices, architectural changes and more
- On-call troubleshooting and problem resolution

After evaluating this service delivery model, which has been in place for 18 months, we have determined that this is a viable cost efficient and effective method to acquiring these essential services and are seeking to further extend the contract term. ManageForce has met our performance expectations, and we have formed an effective partnership with them.

EFFECTIVE DATE

If adopted, this Resolution will become effective immediately.

OPTIONS

1. Adopt the Resolution authorizing execution of Amendment #2 to the Remote Services Agreement with ManageForce Corporation for services that increases the “not to exceed” contract amount to \$288,260 and extends the term through February 28, 2019.
2. Do not adopt this Resolution and provide alternative direction to staff.

RECOMMENDATION

Option 1.

MOTION

Move to adopt Resolution No. 9135 authorizing execution of Amendment 2 to a Remote Services Agreement with ManageForce Corporation that increases the “not to exceed” contract amount to \$288,260 and extends the term of the Agreement through February 28, 2019.

ATTACHMENTS

Proposed Resolution No. 9135

AVAILABLE IN ELECTRONIC COUNCIL DOCUMENT LIBRARY

Remote Services Agreement with ManageForce Corporation
Contract Amendment Form