



BOARD OF SUPERVISORS AGENDA ITEM REPORT
AWARDS / CONTRACTS / GRANTS

Award Contract Grant

Requested Board Meeting Date: 04/16/2024

\* = Mandatory, information must be provided

or Procurement Director Award: [ ]

\*Contractor/Vendor Name/Grantor (DBA):

International Business Machines Corporation DBA IBM Corporation

\*Project Title/Description:

Enterprise Resource Planning (ERP) System Implementation Services

\*Purpose:

Amendment of Award: Master Agreement No. MA-PO-23-125, Amendment No. 05. This Amendment is for a one-time increase in the amount of \$891,000.00 for a cumulative not-to-exceed contract amount of \$20,107,000.00, and revises the Statement of Work to incorporate changes included in Project Change Request 5. Administering Department: Analytics and Data Governance.

\*Procurement Method:

Pursuant to Pima County Procurement Code 11.12.020, Competitive sealed proposals, on 02/07/2023, the Board of Supervisors approved an award of contract for a term effective 01/24/2023 to 04/01/2025 in the award amount of \$17,500,000.00.

On 06/20/2023, the Board of Supervisors approved Amendment No. 01, which increased the not-to-exceed contract amount by \$840,000.00 for a cumulative not-to-exceed contract amount of \$18,340,000.00, and revised the Statement of Work to incorporate changes included in Project Change Request 1.

On 10/13/2023, the Procurement Director approved Amendment No. 02, which revised the Statement of Work to incorporate the changes included in Project Change Request 2.

On 01/23/2024, the Board of Supervisors approved Amendment No. 03, which increased the not-to-exceed contract amount by \$660,000.00 for a cumulative not-to-exceed contract amount of \$19,000,000.00, and revised the Statement of Work to incorporate changes included in Project Change Request 3.

On 04/02/2024, the Board of Supervisors approved Amendment No. 04, which increased the not-to-exceed contract amount by \$216,000.00 for a cumulative not-to-exceed contract amount of \$19,216,000.00, and revised the Statement of Work to incorporate changes included in Project Change Request 4.

This amendment is required to extend the FIN Go-Live date and update the scope of work related to HCM integrations.

PRCUID: 425287

Attachment: Contract Amendment No. 05.

\*Program Goals/Predicted Outcomes:

Increase County efficiency and interoperability through the implementation of an integrated ERP system, including by not limited to functionality for Financials, Human Resources, Benefits, Payroll, Procurement, Talent Management and Reporting. Existing enterprise systems, such as those for Work Management and Debt Management will be integrated into the ERP system to continue such functionality. Additional third-party systems may be added to enhance functionality as such needs are identified. The number of systems currently supported by County will be reduced as more functionality is integrated into the ERP system. In accordance with Governmental Accounting Standards Board pronouncement 96, to accurately account for the ERP implementation project costs Finance staff will transfer to the project budget authority, actual staff costs and the associated cash as appropriate from departments that have staff who charge their time to the project.

\*Public Benefit:

As the systems being replaced are vital to the operations of the County, a more fully integrated ERP system will allow County departments to more efficiently perform their duties, thereby permitting the County to better serve its constituents in a more cost-effective environment.

TO: COB 04/01/2024; VERS: 8; PGS: 6

**\*Metrics Available to Measure Performance:**

Standard project management measurements to track progress of the project and validate implementation success. Analysis of life-long costs and support metrics during the life of the ERP system.

**\*Retroactive:**

No.

THE APPLICABLE SECTION(S) BELOW MUST BE COMPLETED

Click or tap the boxes to enter text. If not applicable, indicate "N/A". Make sure to complete mandatory (\*) fields

Contract / Award Information

Document Type: Department Code: Contract Number (i.e., 15-123):
Commencement Date: Termination Date: Prior Contract Number (Synergen/CMS):
Expense Amount \$ Revenue Amount: \$

\*Funding Source(s) required:

Funding from General Fund? Yes No If Yes \$ %
Contract is fully or partially funded with Federal Funds? Yes No
If Yes, is the Contract to a vendor or subrecipient?
Were insurance or indemnity clauses modified? Yes No
If Yes, attach Risk's approval.
Vendor is using a Social Security Number? Yes No
If Yes, attach the required form per Administrative Procedure 22-10.

Amendment / Revised Award Information

Document Type: MA Department Code: PO Contract Number (i.e., 15-123): 23-125
Amendment No.: 05 AMS Version No.: 8
Commencement Date: 04/16/2024 New Termination Date: N/A
Prior Contract No. (Synergen/CMS): N/A
Expense Revenue Increase Decrease Amount This Amendment: \$ 891,000.00

Is there revenue included? Yes No If Yes \$ N/A

\*Funding Source(s) required: Non-Bond Projects Funds (Capital Project Finds)

Funding from General Fund? Yes No If Yes \$ N/A % N/A

Grant/Amendment Information (for grants acceptance and awards)

Award Amendment

Document Type: Department Code: Grant Number (i.e., 15-123):
Commencement Date: Termination Date: Amendment Number:
Match Amount: \$ Revenue Amount: \$

\*All Funding Source(s) required:

\*Match funding from General Fund? Yes No If Yes \$ %

\*Match funding from other sources? Yes No If Yes \$ %

\*Funding Source:

\*If Federal funds are received, is funding coming directly from the Federal government or passed through other organization(s)?

Contact: Procurement Officer, Brandon Morgan
Department: Procurement Director, Terri Spencer

Division Manager, Ana Wilber
Telephone: 520.724.8728

Department Director Signature: Javier Baca

Deputy County Administrator Signature: [Signature]

County Administrator Signature: [Signature]

Date:

Date: 3-28-2024

Date: 3-28-24

**Pima County** Procurement Department

**Project:** Enterprise Resource Planning (ERP) System Implementation Services

**Contractor:** International Business Machines Corporation dba IBM Corporation  
1 Orchard Road  
Armonk, NY 10504

**Contract No.:** MA-PO-23-125

**Contract Amendment No.:** 05

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<b>Orig. Contract Term:</b>	01/24/2023 – 04/01/2025	<b>Orig. Amount:</b>	\$ 17,500,000.00
<b>Termination Date Prior Amendment:</b>	04/01/2025	<b>Prior Amendments Amount:</b>	\$ 1,716,000.00
<b>Termination Date This Amendment:</b>	04/01/2025	<b>This Amendment Amount:</b>	\$ 891,000.00
		<b>Revised Total Amount:</b>	\$ 20,107,000.00

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**CONTRACT AMENDMENT**

The parties agree to amend the above-referenced contract as follows:

**1. Background and Purpose.**

- 1.1. Background. On January 24, 2023, County and Contractor entered into the above referenced agreement to provide implementation services for County's new ERP system.
- 1.2. Purpose. County requires an amendment to process Project Change Request 5, adjusting the implementation schedule and modifying the scope of integration work to be done.

**2. Maximum Payment Amount.** The maximum amount the County will spend under this Contract, as set forth in Section 5.2, is increased by \$ 891,000.00. County's total payments to Contractor under this contract, including any sales taxes, will not exceed \$ 20,107,000.00.

**3. Scope of Services.** The parties have revised the IBM Statement of Work for Workday Implementation to incorporate the changes described in **Exhibit F: Project Change Request 5** (4 pages)

All other provisions of the Contract not specifically changed by this Amendment remain in effect and are binding upon the parties.

This contract template has been approved as to form by the Pima County Attorney's Office.

**PIMA COUNTY**

**INTERNATIONAL BUSINESS  
MACHINES CORPORATION DBA IBM  
CORPORATION**

\_\_\_\_\_  
Chair, Board of Supervisors

e-Signed by Stacy Hapgood  
on 2024-03-28  
\_\_\_\_\_  
Authorized Officer Signature  
Partner  
Stacy Hapgood

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name and Title  
2024-03-28 10:15:37 PDT  
\_\_\_\_\_  
Date

ATTEST

\_\_\_\_\_  
Clerk of the Board

\_\_\_\_\_  
Date

APPROVED AS TO CONTENT

Nancy Cole   
\_\_\_\_\_  
Department Head

3/28/24  
\_\_\_\_\_  
Date

## Project Change Request 5

### PROJECT CHANGE REQUEST (PCR)

**PCR Date: 04/16/2024**

**PCR Number: 005**

**Requested by: International Business Machines Corporation ("IBM")**

This PCR must be approved by all the parties' signature below.

All terms of that certain Professional Services Contract (Contract No: MA-PO-23-125) dated January 12, 2023 and Exhibit A: IBM Statement of Work for Workday Implementation entered between IBM and Pima County ("Pima"), dated November 3, 2022 (the "SOW"), which are not amended by this this PCR shall remain in full force and effect. Unless defined herein, capitalized terms shall have the meaning ascribed to them in the SOW.

The parties hereof agree that this PCR modifies the existing referenced SOW as follows:

#### 10. Estimated Schedule

No Impact to the HCM Schedule

Extention of FIN Go Live by one month

#### 11. Charges

The Services will be conducted on a fixed price basis. The fixed price for performing these Services defined in PCR 5 will be **\$891,000 and spread evenly across starting with with milestone 16 to milestone 24**. The Fees are exclusive of any travel and living expenses, other reasonable expenses incurred in connection with the Services, and any applicable taxes. IBM will invoice Client for the Services performed on a milestone basis as set forth in the Payment Schedule in the Charges section below, plus applicable taxes and subject to Pima County's acceptance approval of the Workday Implementation Billing Milestone Table below.

Workday Implementation Billing Milestone Table									
Phase	Milestone	Est. Month	Deliverable Name	Amount	Phase	Milestone	Est. Month Due	Deliverable Name	Amount
0	1	Mar '23	1 - Change Strategy & Plan 2 - Data Conversion Strategy 3 - Integration Strategy	\$ 550,000	FIN/ HCM	13	Mar '24	1 - Workday DA FIN Compliance Review 2 - Workday FIN Go Live Check List	\$ 806,500
FIN	2	Apr '23	1 - FIN Project Plan 2 - Workday DA FIN Project Initiation Checkpoint 3 - FIN Stakeholder Engagement Strategy & Plan	\$ 550,000	FIN/ HCM	14	Apr '24	1 - HCM Workset B Configuration Workbooks	\$ 878,500
FIN	3	Apr '23	1 - FIN FDM Workshop	\$ 550,000	FIN/ HCM	15	May '24	1 - Workday DA FIN Final Configuration Workbook Signoff 2 - FIN Gold Tenant Build 3 - HCM Workset C Configuration Workbooks	\$ 762,600
FIN	4	May '23	1 - Workday DA FIN Plan Stage Signoff Document 2 - FIN Design Sessions	\$ 550,000	FIN/ HCM	16	Jun '24	1 - FIN Go Live (users operational in production) 2 - FIN Post Go-Live Conversion 3 - HCM E2E Test Strategy 4 - HCM Customer Confirmation Sessions	\$ 1,762,600
FIN	5	Jul '23	1 - FIN Workset A Configuration Workbooks 2 - FIN Workset B Configuration Workbooks	\$ 592,000	HCM	17	Jul '24	1 - FIN First Month End Close 2 - FIN Project Review and Lessons Learned 3 - Workday DA HCM Configuration Workbook Signoff 4 - HCM End to End Tenant Build	\$ 690,600
FIN	6	Aug '23	1 - FIN Workset C Configuration Workbooks 2 - Workday DA FIN Configuration Workbook Review 3 - FIN E2E Test Strategy	\$ 592,000	HCM	18	Aug '24	1 - HCM End to End Handoff 2 - HCM Change Impact Assessment 3 - HCM Communications Strategy	\$ 690,600
FIN	7	Sep '23	1 - FIN Customer Confirmation Session (CCS) 2 - FIN Change Impact Assessment	\$ 592,000	HCM	19	Sep '24	1 - HCM Payroll Parallel Testing Plan 2 - HCM Training Strategy & Plan	\$ 681,100
FIN	8	Oct '23	1 - FIN End to End Tenant Build 2 - FINS End to End Tenant Handoff 3 - FIN Communications Strategy	\$ 592,000	HCM	20	Oct '24	1 - Workday DA HCM Integration Build Template Review 2 - HCM Cutover Plan 3 - HCM Payroll Parallel Test Tenant Ready	\$ 681,100
FIN	9	Nov '23	1 - Workday DA Integration Build Template Review 2 - Workday DA Prism Build Template Review 3 - FIN Training Strategy & Plan	\$ 601,500	HCM	21	Nov '24	1 - Workday DA HCM Compliance Review 2 - HCM Job Aids 3 - HCM Payroll Parallel Testing Complete	\$ 681,100
FIN	10	Dec '23	1 - FIN Cutover Plan 2 - HCM Project Kick Off	\$ 601,500	HCM	22	Dec '24	1 - Workday HCM Go Live Check List & Authorization 2 - HCM Pre-Production Tenant Build	\$ 681,100
FIN/ HCM	11	Jan '24	1 - FIN Job Aids 2 - HCM Project Plan	\$ 601,500	HCM	23	Jan '25	1 - HCM Go Live (users operational in production)	\$ 1,681,100
FIN/ HCM	12	Feb '24	1 - Workday DA HCM Plan Stage Signoff Document 2 - HCM Stakeholder Engagement Strategy & Plan 3 - HCM Workset A Configuration Workbooks	\$ 806,500	HCM	24	Feb '25	1 - HCM Project Review and Lessons Learned	\$ 681,100
				FY23 \$ 5,771,000					
				FY24 \$ 9,723,800				Total Sum	\$ 17,857,000
				FY25 \$ 2,362,200				Workday Implementation Grand Total	\$ 17,857,000
				\$ 17,857,000					
								SOW	\$ 15,200,000
								PCR1	\$ 840,000
								PCR2	\$ 95,000
								PCR3	\$ 615,000
								PCR4	\$ 216,000
								PCR5	\$ 891,000

12:

a) Scope: HCM and Adaptive Scope Changes

Workday Integrations	PCR Notes
INT504 Studio AccuSource Background Check Outbound	Increased effort due to tech change from connector to Studio as is a real-time int triggered by BP.
INT506 CCHCM MS 365 Scheduler Outbound	Testing efforts move this from Low to Medium complexity
INT535 CCF ADP Yearly W2 Outbound	Increased effort due to testing efforts from Low to Medium
INT536 CCF ADP Taxes Periodic Outbound	Increased effort due to testing efforts from Low to Medium
INT538 API Maximo HCM Data and Payroll Labor Costs Outbound	Increased effort due to tech change to a WD API. Will have to be reconfigured each and every time it moves from tenant to tenant so is an API Medium complexity
INT545 API Udemy Learning Content and Scores Bidirectional	Moved to WD during ratification from MS, so overall decrease in effort. This will have to be reconfigured each and every time it moves from tenant to tenant so is an API Medium complexity
INT556 CCHCM ACA Reporting Data to IRS Bidirectional	Added during ratification
INT557 CCF Bank of America ACH Payroll and Expenses Outbound	Added during ratification
INT576 CCHCM Dormakaba Time Clock Integration Bidirectional	Added during ratification

MuleSoft Integrations	PCR Notes
INT505 MuleSoft AccuSource Background Check Results Inbound	Moved to MS during discovery - increased effort since no connector
INT507 MuleSoft Biddle Assessments Outbound	Moved to MS during ratification - increased effort
INT508 MuleSoft Biddle Assessments Inbound	Moved to MS during ratification - increased effort
INT509 MuleSoft SkillSoft Learning HCM Outbound	Unable to confirm with vendor if they can accept a csv or xls and not provided technical specs Moved to MS during ratification - increased effort - still in discovery with this unresponsive vendor
INT510 MuleSoft SkillSoft Learning Scores Inbound	Moved to MS during ratification - increased effort - still in discovery
INT512 MuleSoft Nationwide 457b and PSPRS 401a Plans Enrollment Inbound	Moved to MS during ratification - increased effort in addition to moving from Low to High complexity. Functional workshop decision to enroll on Nationwide website. This becomes inbound from Nationwide and complexity increases. Must determine if 457b and 401a can be sent in same file.
INT514 MuleSoft Nationwide Payroll and Terminations File Outbound	Added during ratification
INT516 MuleSoft HSA Bank Funding File Outbound	Added during ratification - No WD connector - Required to be an integration based on prior meeting. System requires that format.
INT519 MuleSoft ASI Flex Enrollment File Outbound	Moved to MS during ratification - increased effort in addition to moving from Low to Medium. Current WD connector does not support parking deduction plan details. CSV file is an acceptable format (per vendor), however, this will remain an integration based on functional workshop.
INT521 MuleSoft Lincoln Enrollment Outbound	Moved to MS during ratification - increased effort - Lincoln unable to accept WD connector as this is a special agreement with Pima in a special format. Excel file is an acceptable format (per vendor), however, this will remain an integration based on functional workshop.
INT524 Mulesoft Securian Enrollment Voluntary and Life Outbound	Added during ratification - No WD connector
INT527 Mulesoft ASI Cobra Demographics Qualifying Events Outbound	Moved to MS during ratification - increased effort - no WD connector
INT529 Mulesoft ASI Cobra New Hire Demographics Eligibility Outbound	Added during ratification - No WD connector
INT531 Mulesoft CVS Enrollments Outbound	Moved to MS during ratification - increased effort - Decision to use Mulesoft due to shorter development time for vendor and the fact there is no Workday created CVS connector. CVS requires either their 5.1 file layout or the 834 file layout, but timeline is much longer with 834.
INT537 Mulesoft ADP Pay Cards Outbound	Added during ratification - There is no WD packaged solution
INT540 Mulesoft OnBase Document Mgmt Outbound	Complexity increased from Low to High
INT549 Mulesoft ARAG Voluntary Legal plan Outbound	SOW - ARAG has faced tech issues when consuming a CSV file, so this will remain an integration.
INT553 Mulesoft Virgin Pulse event code file (tobacco status) Outbound	Added during ratification - Functional workshop determined this must remain an integration instead of moving to a report. It is sent weekly.
INT555 Mulesoft Arizona New Hire Reporting Center Outbound	Added during ratification
INT558 Mulesoft ASRS Retirement Contributions Outbound	Added during ratification - ASRS requires a .dat file for this feed so must be MS integration
INT580 Mulesoft PSPRS Demographics Outbound	Added during ratification - must remain an integration
Descoped SOW Integrations	Notes
INT503 CCHCM EVerify Inbound	Descoped during ratification
INT569 CCB Aflac Outbound	Descoped during ratification
INT570 CCB Smart Dollar Outbound	Descoped during ratification
INT570 Mulesoft ADP Garnishments Orders Inbound	Descoped during ratification
INT571 Mulesoft ADP Garnishments Payroll Results Outbound	Descoped during ratification
INT572 MuleSoft HR Badging ID Maker Outbound	Descoped during ratification
INT542 MuleSoft Payscale Payfactors Market Data Inbound	Descoped during discovery
INT573 MuleSoft knowb4 Security Outbound	Descoped during ratification
NT544 MuleSoft Udemy Learning HCM Outbound	Descoped during discovery
NT574 MuleSoft Power BI HCM Outbound	Descoped during ratification
INT575 MuleSoft Biddle Bidirectional	Descoped during discovery



Adaptive Integrations	Complexity
INT### -- Position Master Data Workday Outbound to Adaptive	M
INT### -- Employee Master Data Workday Outbound to Adaptive	L
INT### -- Category Master Data Workday Outbound to Adaptive	L
INT### -- Benefit Election Master Data Workday Outbound to Adaptive	L
INT### -- Salary Grade Master Data Workday Outbound to Adaptive	L
INT### -- Job Profile Master Data Workday Outbound to Adaptive	L
INT### -- Classification Master Data Workday Outbound to Adaptive	L
INT### -- Personnel Transactional Data Workday Outbound to Adaptive	H
INT### -- Salary Grade Transactional Data Workday Outbound to Adaptive	M
INT### -- Benefit Rate Transactional Data Workday Outbound to Adaptive	H
INT### -- Supplemental Pay Rates Workday Outbound to Adaptive	L
INT### -- Supplemental Pay Rate Transactional Data Workday Outbound to Adaptive	H
INT### -- Personnel Cube Actuals Data Workday Outbound to Adaptive	M

- b) Move of FIN Go Live Date to June Go Live – No \$ impact in this PCR
- c) Adding of Workday/Mulesoft line item in order to support the Maximo PCR integrations specific to the Chart of Accounts. – No \$ impact in this PCR

**PCR Approval**

In entering into this PCR, you are not relying upon any representation made by or on behalf of IBM that is not specified in the SOW or this PCR. Each of us agrees that the complete agreement between us about the services referenced in this PCR consists of 1) this Project Change Request and 2) the referenced SOW.

Agreed to:	Agreed to:
<b>Pima County</b>	<b>International Business Machines Corporation ("IBM")</b>
By (Authorized Signature): 	By (Authorized Signature): e-Signed by Stacy Hapgood on 2024-03-28
Title: ERP Executive Project Manager	Title: <b>Partner, Global Workday Financials Practice</b>
Name (type or print): Nancy Cole	Name (type or print): <b>Stacy Hapgood</b>
Date: 3/28/24	Date: 2024-03-28 10:15:45 PDT