

## Legislation Details (With Text)

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**Title:** Support Services for Human Resources System

### Attachments:

Date	Ver.	Action By	Action	Result
5/9/2022	1	City Council Business Meeting	Approve	

## Support Services for Human Resources System

### Action:

- A. Authorize the City Manager to negotiate and execute a three-year contract with Rimini Street, Inc. to provide support services for the citywide human resources system,**
- B. Authorize the City Manager to renew the contract for up to two, one-year terms with possible price adjustments and to amend the contract consistent with the purpose for which the contract was approved, and**
- C. Authorize the City Manager to purchase such additional services, maintenance, and support as required to maintain PeopleSoft for as long as the City uses PeopleSoft.**

### Staff Resource(s):

Reenie Askew, Innovation and Technology  
Markell Storay, Innovation and Technology  
Ronny Chambers, Innovation and Technology

### Explanation

- Rimini Street, Inc., an independent, third-party enterprise support service provider that provides tax, legal, and regulatory updates; security support; onboarding; and archiving services.
- Rimi will provide regular updates to the City's Human Resources system, PeopleSoft, that are customized to the City's environment.
- Using a third-party provider reduces the level of effort required of City staff to implement regular software updates to the system, allowing City staff to focus on other activities.
- Waiver of a competitive solicitation process for services may be granted on a limited basis when deemed appropriate and in the city's best interest. A waiver has been approved for these services based on the need for continuity of service, limited vendors with required qualifications, and Rimini Street Inc.'s unique, customized service offering.
- Annual expenditures are estimated to be \$260,000.

### Background

- The City currently uses PeopleSoft as its human resources software system which includes timekeeping and payroll functions.
- PeopleSoft is likely to be replaced as part of the City's effort to implement a new citywide enterprise resource planning system. Accordingly, the City is seeking to reduce expenditures on the existing system while still maintaining a high level of service for the City employees.

**Charlotte Business INclusion**

This is a contract with a waiver of solicitation for services and is exempt (Part A: Appendix 1.27 of the Charlotte Business INclusion Policy)

**Fiscal Note**

Funding: Innovation and Technology Operating Budget