



# City of San Antonio

## Agenda Memorandum

**File Number:**

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**Agenda Item Number:** 18

**Agenda Date:** May 29, 2025

**In Control:** City Council A Session

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**DEPARTMENT:** Information Technology Services Department

**DEPARTMENT HEAD:** Craig Hopkins

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Approval of Amendment 4 in the amount of \$935,250 to the Professional Services Agreement for System Integration for SAP Success Factors Between the City of San Antonio and Accenture, LLP.

**SUMMARY:**

This action approves Amendment 4 in the amount of \$935,250 to the Professional Services Agreement for System Integration for SAP Success Factors between the City of San Antonio and Accenture, LLP.

**BACKGROUND INFORMATION:**

On August 29, 2024, City Council approved the Professional Services Agreement for System Integration for SAP Success Factors for the SAP Human Capital Management software suite. This was the first major upgrade to the SAP enterprise resource management software since 2004. Over the last year, the City's Human Resources and Information Technology Services Departments have managed the system integration alongside Accenture, LLP. It has become necessary to amend the scope of the Professional Services Agreement for System Integration for SAP Success Factors to provide system enhancements and additional functionalities.

The following scope changes resulted in additional cost and the addition of 60 days to the implementation schedule:

- Additional functionality to maintain employee education, performance rating, and qualifications in their Talent Profile.
- Custom user portal for ESS/MSS access in WorkZone.
- More extensive integration with NeoGov for employee onboarding.
- Expanded integration from SuccessFactors to ECC for payroll.

This amendment is a strategic move to enhance the project's scope and ensure its successful completion. By allocating additional funds and extending the implementation schedule, HR and ITSD are committed to delivering a robust and comprehensive system that will significantly improve employee management and operational efficiency. This project is a critical step towards achieving our long-term goals and maintaining our commitment to excellence.

This action amends the Professional Services Agreement for System Integration for SAP Success Factors between the City and Accenture, LLP. The amendment adds \$935,250 in deliverable value to the contract, with the vendor providing a \$270,000 discount recognizing joint responsibility for the change. These changes result in a net increase to the current \$4.4M agreement of \$665,250 (Amendment 4 value of \$935,250 less the vendor discount of \$270,000). This amendment is funded from the existing SAP Project contingency. The SAP Project is approved in the adopted capital budget and the total authorized project cost of \$69.0 million remains unchanged.

#### **ISSUE:**

This action will authorize Amendment 4 to the Professional Services Agreement for System Integration for SAP Success Factors Between the City of San Antonio and Accenture, LLP.

The Small Business Economic Development Advocacy Program, Local Preference Program, and the Veteran-Owned Business were not specifically applied to Amendment 4 of the existing contract. All existing contractual requirements remain.

#### **ALTERNATIVES:**

Should this contract amendment not be approved, this would create a substantial shift in the project schedule that could require an additional major investment.

#### **FISCAL IMPACT:**

This action authorizes Amendment 4 to the Professional Services Agreement for System Integration for SAP Success Factors between the City of San Antonio and Accenture, LLP. The amendment adds \$935,250 in deliverable value to the contract, with the vendor providing a \$270,000 discount recognizing joint responsibility for the change. These changes result in a net increase to the current \$4,432,000 agreement of \$665,250 (Amendment 4 value of \$935,250 less the vendor discount of \$270,000). This amendment is funded from the existing SAP Project

contingency. The SAP Project is approved in the adopted capital budget and the total authorized project cost of \$69.0 million remains unchanged.

**RECOMMENDATION:**

Staff recommends the approval of Amendment 4 to the Professional Services Agreement for System Integration for SAP Success Factors Between the City of San Antonio and Accenture, LLP.

This is a contract amendment to a contract by means of a Request for Proposals and a Contracts Disclosure Form is required.