

# **Briefing for Implementation Services for SAP SuccessFactors and Benefitfocus – SAP Upgrade**



## **City Council A Session**

Date: August 29, 2024

Presented by: Kevin Goodwin, Chief Technology Officer  
Information Technology Services Department



# Solicitation Overview

Experienced firm to provide implementation and integration services for SAP's Human Capital Management suite including SuccessFactors and Benefitfocus. This software suite includes functionality for Employee Management, Benefits Administration, Training Management and Employee and Manager Self Service.

## **Solicitation Type:**

- Request for Proposals (RFP)

## **Proposed Term:**

- 2 years with 2, 1-year options

## **Estimated Value:**

- \$4.4 Million

## **Current Contract Status:**

- New Contract

# Recommended Award



FINAL SCORE MATRIX			
RFP for System Integration for SAP Success Factors (23-136; 6100017340)  Score Summary *FINAL EVALUATION April 10, 2024	Maximum Points	Accenture LLP 500 W. Madison Street Chicago, IL 60661	Phoenix Business, Inc. 6021 Midnight Pass Rd Unit 3 Sarasota, FL 34242
A - Experience, Background and Qualifications	45	40.00	23.00
B - Proposed Plan	20	16.67	10.00
A - B Sub-Total	65	56.67	33.00
C - Price	10	8.88	10.00
D - SBEDA - ESBE Prime Contract Program	5	0.00	0.00
D - SBEDA - M/WBE Prime Contract Program	5	0.00	0.00
E - Local Preference Program	10	5.00	0.00
F - Veteran-Owned Small Business Preference Program	5	0.00	0.00
TOTAL SCORE	100	70.55	43.00
RANK BASED ON TOTAL SCORE		1	2

\*One evaluation meeting held, and no interviews conducted.

# Due Diligence



## Finance and Audit Departments – Due Diligence Results

Number of vendors notified:	1011
Number of vendors at pre-submittal conference:	3
Number of responses received:	2
Results of Minimum Requirements Review	No Material Findings
Results of Due Diligence Review	No Material Findings



# SAP Upgrade Program Overview

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1. Situation and Scope
2. Program Approach – Phased Upgrade
3. Program Timeline



## Situation and Scope

COSA needs to migrate the current SAP/ERP platform to a modern, integrated ERP solution. This includes hybrid cloud capabilities, innovative business solutions, and re-engineered operational business processes. This allows the creation of a next generation, fully integrated ERP system, that drives additional business value to COSA employees and our residents.

### *Why we can't stay on what we have:*

- End of Life; Premium support ends in 2027
- Increase Efficiency; Eliminate manual processes
- Improve Performance; Simplify data model
- Improve User Experience; Modern user interface
- Create Scale; Security, data model, hybrid cloud

### *Scope/Responsibility: (6 workstreams)*

- Hire to Retire- H2R (HR)
- Budget to Report- B2R (OMB/Finance)
- Source to Pay- S2P (Finance/Procure)
- Order to Cash- O2C (Finance)
- Acquire to Retain- A2R (Finance)
- Manage IT- MIT (ITSD)



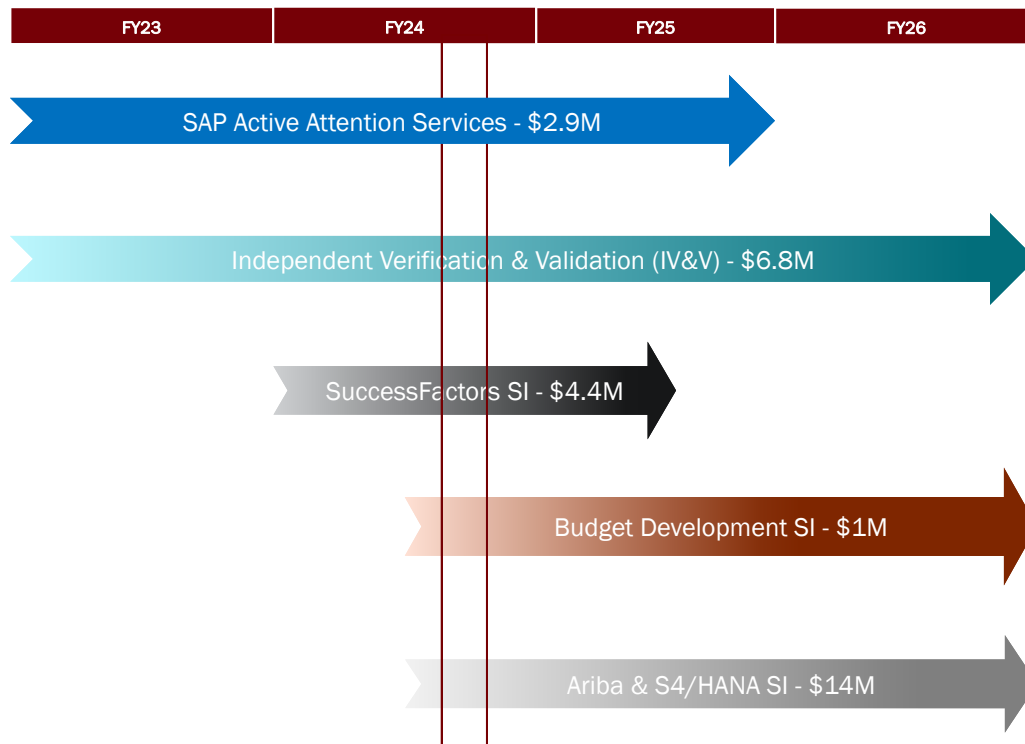
## Phased Approach – HCM First

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- The City has identified the business value proposition and technical benefits of migrating existing HR functionality to SuccessFactors and Benefitfocus as the first phase of the ERP transformation program.
- Allows the City to realize transformation benefits early in the program to include improved employee and manager experiences and a reduction in manual transaction processing by HR staff.
- Will impact all City employees and help foster a digital transformation culture for the remainder of the ERP program to include Budget, Financials, and Procurement.



# Program Implementation Services Contracting



Solicitations	Planned Contract Value
Independent Verification and Validation Partner	\$6.8M
SuccessFactors System Integrator	\$4.4M
Ariba & S4/HANA System Integrator (6/25)	\$14M
Direct Contracts	Planned Contract Value
SAP Active Attention Services	\$2.9M
Budget Development System Integrator (12/24)	\$1M
Consulting & System Integrator Services	Planned Total Value
Total	\$29.1M

## Estimated Total Program Cost:

\$29.1M Consulting & System Integrator Services  
\$15M Software Licenses  
\$11.9M Contractors/Staffing



# Thank You



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