



Pinellas County

Staff Report

Approved by the Board of County Commissioners 3/9/2021

File #: 21-248A, **Version:** 1

Agenda Date: 3/9/2021

Subject:

First Amendment to the Agreement with Bourntec Solutions, Inc. for additional services pertaining to the continued effort to upgrade the County's Oracle Enterprise Resource Planning system.

Recommended Action:

Approval of the First Amendment with Bourntec Solutions, Inc. (Bourntec) to provide additional services to assist in the upgrade of the County's Oracle Enterprise Resource Planning system (OPUS).

- The original Agreement was for the upgrade of the existing Oracle E-Business Suite system from version 12.1.3 to 12.2.9 and Oracle Database to 19c 3 before current releases are unsupported.
- OPUS has not undergone an upgrade since it was originally implemented 10 years ago. This upgrade project will implement the latest version of OPUS (Oracle eBusiness Suite). The upgraded version features significant improvements.
- This First Amendment increases the contract by \$1,030,800.60 for the additional services identified below.
- Increase in the amount of \$286,000.00 for the technical upgrade of the Oracle Business Intelligence platform, OBIEE.
- Increase in the amount of \$604,800.00 for the business need of Functional Analyst (FA) services needed to aid customer departments business process evaluation and re-engineering in effort to transition to the upgraded OPUS system and functions. The FA services are needed for the duration of twenty-eight weeks.
 - The Clerk of the Circuit Court and Comptroller is contracting for additional resources to support this project for an estimated amount of \$350,000.00.
- Increase in the amount of \$140,000.60 for the business need of Organizational Change Management (OCM) services needed to aid customer departments adoption to the upgraded OPUS system and functions. OCM services are needed for the duration of twenty-six weeks.
- BTS may bring forward a request to fund a second phase of the upgrade project as part of FY22 budget development. The scope of the second phase has not yet been fully defined.
- The original agreement with Bourntec, approved by the County Administrator on August 28, 2020, represented the base technical effort to upgrade OPUS.
- The original agreement Statement of Work (SOW) allowed for immediate attention and booking of County and vendor resources to begin work in an effort to complete the OPUS upgrade prior to the current system version becoming unsupported in January 2022.

Contract No. 190-0719-G(PW) increase in the amount of \$1,030,800.60 for a revised not to exceed total of \$1,580,800.60 effective through September 02, 2023.

Strategic Plan:

Deliver First Class Services to the Public and Our Customers

5.2 Be responsible stewards of public's resources

5.3 Ensure effective and efficient delivery of county services and support

5.4 Strive to exceed customer expectations

Summary:

This First Amendment is to add the cost of additional services concerning OCM, FA services, and the technical upgrade of the Oracle Business Intelligence platform, OBIEE in the amount of \$1,030,800.60. These additional services were not included in the original agreement for the Oracle E-Business Suite upgrade. These services were determined necessary once the upgrade was underway considering the breadth and scope to those impacted by the upgrade and the revised capabilities of the Oracle E-Business Suite.

Background Information:

On January 05, 2010, the County Administrator approved the implementation of the Oracle e-Business Suite (EBS) software. On August 28, 2020 the County Administrator approved the purchase authorization with Bourntec Solutions, Inc. for the upgrade to the Oracle EBS for BTS in the amount of \$550,000.00 for a duration of three years. This original agreement accounted for only the technical effort for the upgrade of the Oracle EBS prior to the current version of the system becoming unsupported in January 2022.

Awareness of a dependency of the Oracle BI platform, OBIEE, on the EBS upgrade was known, but specifications and impacts were not clear at the time to move forward a SOW. As the EBS upgrade progressed, impacts and specifications became clear and a SOW was developed. Additional services of FA and OCM support were also not known to be needed originally and later determined as critical success factors by BTS and the OPUS governance committee, OBAEC. The addition of FA and OCM will tend to the business side impacts of the approved technical efforts to maximize the adoption of the upgraded system.

Fiscal Impact:

Currently approved three (3) year expenditure: \$ 550,000.00

Requested Increase: \$1,030,800.60

Total three (3) year revised expenditure: \$1,580,800.60

Funding will be derived from the BTS Labor and Operating Budget, Human Resources Budget, and OTI BCC Strategic Projects Budget. This First Amendment was not planned within FY21 Adopted Budgets but anticipated lapse in other appropriations will be leveraged to support the increased expenditures for this effort. This will be reflected in the FY21 Estimate used in development of the FY22 Proposed Budget. If lapse will not fully cover all costs in FY21, one or more Budget Amendments may be brought forth later in the fiscal year.

The Clerk of the Circuit Court and Comptroller, under a separate contract with another vendor, is funding additional contractual resources to support this project for an estimated amount of \$350,000.00.

Staff Member Responsible:

Jeff Rohrs, Director, Business Technology Services

Greg Carro, Manager of Service & Financial Management, Business Technology Services
Merry Celeste, Division Director, Purchasing and Risk Management, Administrative Services
Joe Lauro, Director, Administrative Services

Partners:

N/A

Attachments:

First Amendment