



Office of the City Manager

CONSENT CALENDAR
April 23, 2019

To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: Savita Chaudhary, Director, Information Technology
Subject: Contract No. 118499-1 Amendment: Civic Makers, LLC for FUND\$ Replacement Change Management Support Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 118499-1 with Civic Makers, LLC for extension of FUND\$ Replacement related Change Management Support Services, increasing the amount by \$400,000, for a total not to exceed \$529,025 from December 1, 2017 to June 30, 2021.

FISCAL IMPACTS OF RECOMMENDATION

Funds for the additional scope of work in the amount of \$400,000 are allocated in the Department of Information Technology’s Fiscal Year (FY) 2019 FUND\$ Replacement Fund as follows:

\$400,000	Change Management and user adoption Services FY 2019 Budget Code: 503-35-362-376-0000-000-412-612990 (FUND\$ Replacement, Information Technology, Professional Services)
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\$400,000	Total additional Professional Services

CURRENT SITUATION AND ITS EFFECTS

Civic Makers was retained through a competitive process to provide change management support to the Change Management Team for the replacement of FUND\$ and adoption of Tyler-Munis. Civic Makers provides professional training and support to staff to assist staff in leading the agency through replacing FUND\$ and Tyler-Munis implementation.

The City has identified additional needs to support the change management initiative as well as develop and implement a thorough training plan for payroll and human resources implementation phases. This includes communication services, development of training materials, development of comprehensive and department specific training for payroll, creating materials that resonate with staff to address questions and business processes and support change management with specific action items to support adoption of the new ERP.

BACKGROUND

Civic Makers has been working with the City FUND\$ Replacement team and has a deep understanding of City culture and needs for change management. The team has identified the need for additional services in addition to original scope which was limited to training and general assistance to incorporate specific services and an action plan to change management.

ENVIRONMENTAL SUSTAINABILITY

Civic Makers will work with the City to ensure solutions are as eco-friendly as possible. Only necessary copies will be printed, most solutions will be delivered electronically

RATIONALE FOR RECOMMENDATION

As we implement additional modules in Phase 2 and 3 of the FUND\$ replacement after erma (ERP – Tyler Munis), post go live adoption is a key to success for the City and the team is committed to incorporating lessons learned from prior implementations. Civic Makers specializes in user adoption. The City will benefit from expert input, coaching, and guidance through the process.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered alternate services and explored internal and external resources. It was determined that Civic Makers expertise is the best fit for the City.

CONTACT PERSON

Savita Chaudhary, Director, Information Technology, 510-981-6541

Attachments:
1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 118499-1 AMENDMENT: CIVIC MAKERS, LLC FOR FUND\$
REPLACEMENT CHANGE MANAGEMENT SUPPORT SERVICES

WHEREAS, Civic Makers entered into a contract with the City in December, 2017 to support change management services for FUND\$ Replacement initiative; and

WHEREAS, Civic Makers is a local expert in Change Management and maintains a positive relationship with the Change Management Team; and

WHEREAS, Civic Makers has an established relationship with the City of Berkeley's erma team and has a deep understanding of City culture and needs for change management and training, and the team has identified the need for additional services in addition to original scope which was limited to training and general assistance to incorporate specific services and an action plan to change management; and

WHEREAS, one-time funding for additional change management and training services is allocated in the Department of Information Technology's FY 2019 FUND\$ Replacement fund.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 118499-1 with Civic Makers for FUND\$ Replacement Change Management Support Services, increasing the amount by \$400,000 for a total contract amount not to exceed \$529,095, for the term December 1, 2017 to June 30, 2021.

