



County of San Mateo

Inter-Departmental Correspondence

Department: CONTROLLER

File #: 20-548

Board Meeting Date: 7/21/2020

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Juan Raigoza, County Controller

Subject: Addendum to Software License Agreement with Infor (US), Inc.

RECOMMENDATION:

Adopt a resolution authorizing the Controller to enter into an Addendum to the Software License Agreement with Infor (US), Inc. to provide the County with maintenance and support services for its Automated Time Keeping System for the term of September 1, 2020 through August 31, 2023, for a total fiscal obligation not to exceed \$374,608.77.

BACKGROUND:

In February 2006, the County entered into a Software License Agreement (the "Agreement") with Workbrain, Inc. (later acquired by Infor (US), Inc.) and related agreements in connection with deploying, implementing and licensing a software solution to automate employee time, leave, scheduling and attendance across the County's departments.

Since deployment in April 2007, the County has been using software applications connected with Infor's Workbrain platform as the primary Automated Time Keeping System (ATKS) for all County employees. These software applications provide the system of record for the hours worked by County employees and is the primary source of data used to process the County's payroll on a bi-weekly basis. Ensuring the ongoing functionality of ATKS requires support and maintenance from County staff as well as Infor.

Pursuant to subsequent addenda to the Agreement, this Board has previously authorized expenditures to pay Infor to provide continuing support and maintenance services for certain software component systems associated with ATKS for specified terms, including in 2015 (Res. No. 073984) and 2018 (Res. No. 076070). The most recent addenda, in 2018, provided support and maintenance services for the term of September 1, 2018 through August 31, 2020.

Until 2018, the Information Services Department was responsible for the Agreement and associated addenda to provide maintenance and support services. The Controller's office has managed the maintenance and support services addenda since 2018.

DISCUSSION :

Preventative and routine maintenance is required to ensure ATKS will be available for employees to enter their hours worked in their respective timesheets on a weekly basis, meeting the strict deadlines of payroll processing. The Workbrain ATKS is a proprietary application, and maintenance, such as software patches, are solely provided by Infor.

The original Agreement provided maintenance and support services for a specified term, including customer service desk access, troubleshooting and remote repair of reported issues. Infor has proposed an Addendum to the Agreement to provide the County with a multiyear commitment to provide such maintenance and support services for certain component systems for the term of September 1, 2020 to August 31, 2023, for a total support fee of \$374,608.77 (the "Addendum"). As noted, the Board has previously authorized payments to Infor in connection with its provision of support services under addenda to the Agreement.

County Counsel has reviewed and approved the resolution as to form.

PERFORMANCE MEASURE(S):

Measure	FY2019-20 (Actual)	FY2020-21 (Projected)
Percentage of Time ATKS is Available	99.9%	99.9%

FISCAL IMPACT :

The term of this Addendum is from September 1, 2020 through August 31, 2023, with a total fiscal obligation of \$374,608.77. Funds are included in the payroll common budget for the current fiscal year and will be included in future year's budget requests.