

**CITY COUNCIL  
COMMUNICATION:**

**ITEM \_\_\_\_\_**

**OFFICE OF THE CITY MANAGER  
CITY OF DES MOINES, IOWA**

**99-081**

**SYNOPSIS -**

**AGENDA:**

MARCH 1, 1999

**SUBJECT:**

SUPPLEMENT V TO  
AGREEMENT WITH  
MODERN  
SOLUTIONS, INC.

**TYPE:**

**RESOLUTION**  
ORDINANCE  
RECEIVE/FILE

**SUBMITTED BY:**

MICHAEL  
ARMSTRONG  
INFORMATION  
TECHNOLOGY  
DIRECTOR

The Information Technology (IT) Department has an immediate and critical need for temporary application development services. The sudden and unexpected resignation of an Application Support Specialist has temporarily reduced the IT Department's ability to provide critical technical support for the PeopleSoft Human Resources Management System (HRMS) project. This position provides ongoing technical support for those modules already active (Payroll, Human Resources, and Employee Benefits), as well as implementation support for additional modules (Time and Labor and Benefits Administration). Approval of the supplemental agreement with Modern Solutions, Inc. (Mike Lang, President, Clive, Iowa) will allow the IT Department to provide the critical technical support services required by this and other projects until the existing vacancy can be filled.

**FISCAL IMPACT -**

An amount of \$68,000 from the IT Department Operating Budget (Index Code: 028019).

**RECOMMENDATION -**

**Approve Supplement V to the agreement with Modern Solutions, Inc.**

**BACKGROUND -**

The IT Department has provided technical support for the implementation of the PeopleSoft HRMS modules since the beginning of the PeopleSoft project.

On February 2, 1999, the Application Support Technician who

had been assigned to this project resigned for personal reasons. The departure of this employee has severely limited the It Department's ability to provide continued technical support for those HRMS modules that are "live" (Payroll, Human Resources and Employee Benefits). It has also adversely affected our ability to provide implementation support required for those modules scheduled for implementation during 1999.

Preliminary work for implementation of the PeopleSoft Time and Labor module, which is a core HRMS implementation, is well underway. It is essential that technical resources be available for this project to prevent unacceptable delays in the implementation and the associated expense that would result from rescheduling implementation consultant's resources.

Those modules already installed also require substantial technical resources in order to extend their functionality.

We do not have enough time to fill the vacant position and provide the training required to furnish the depth of technical assistance needed for the PeopleSoft implementation (and other projects) within existing time constraints.

The City has an existing contract with Modern Solutions, Inc. to provide the temporary technical assistance required. The recommended action is to approve the supplement to the contract in the form of a work order for 720 hours of temporary technical assistance (beginning March 2, 1999 and expiring July 2, 1999) at \$95 per hour. Our alternative is to acquire additional technical support hours from Carrera Consulting, Inc. at a substantially higher rate.

Execution of Supplement V will allow the IT Department to fill the vacant Application Support Technician position and provide the training necessary to resume the technical support functions required by PeopleSoft and other projects.