



Legislation Text

File #: 0693-2023, **Version:** 1

BACKGROUND:

This ordinance authorizes the City Auditor to modify the existing contract with Ceridian HCM Holding Inc. and provide funding for extended support for Dayforce HCM; to authorize the expenditure of up to \$115,000.00 from the Department of Technology Operating Fund; and to declare an emergency (\$115,000.00).

Dayforce is the City's software service for Benefits Administration, Employee Self Service, Payroll, and Personnel activities. The City Auditor's Office originally procured Dayforce HCM through chapter 329 of the Columbus City Codes, pursuant to RFQ009521. The original contract was authorized by Ordinance 0848-2019, which passed on April 29, 2019, and was executed through purchase order number PO172743. This system went live September 2020 and the City of Columbus maintains a current contract, authorized by Ordinance 1316-2022, for the software subscription, maintenance, and support.

Additional services above and beyond the standard support agreement are required in 2023 for advanced support and professional consulting services. The cost for these additional services was determined through negotiation and are discounted 25% from Ceridian's standard rates.

This modification to the contract will add a Technical Account Manager (TAM) to the existing contract for one (1) year. This part-time Ceridian senior consulting resource will have regular meetings with the City and have office hours available to help with optimization, process improvement, trouble shooting, and continued adoption. The TAM will also be available as an advisor for system capabilities and adjustments needed for calculations for items that may arise from labor negotiations or Council actions. The scope of work for the TAM professional service engagement is as follows:

- The TAM is responsible for partnering with the customer to leverage the Dayforce application to achieve business objectives
- The TAM tracks KPIs and metrics aligned to the customer's business objectives and drives the action plans that help achieve them via monthly technical governance meetings
- The TAM helps the customer mitigate risk via a set of tools and processes, including quarterly Support Call Driver Analysis and Health Checks, Release Readiness and Year-End preparation
- The TAM provides tangible value to the customer through best practice recommendations, proactive project support and process optimization, leveraging their deep technical expertise
- The TAM acts as the liaison with other technical teams (Support, Product & Technology) within Ceridian to expedite resolution for high impacting issues

FISCAL IMPACT:

Funding of \$115,000.00 is available and approved within the Department of Technology, Information Services Division, Information Services Operating Fund.

EMERGENCY DESIGNATION:

Emergency designation is sought to have the contract for this resource available as soon as possible to support system optimization activities and labor negotiations which are currently ongoing with proposals imminent.

CONTRACT COMPLIANCE:

CERIDIAN HCM HOLDING INC. CC# 025904, expires 6/8/2023, D365# 025904

To authorize the City Auditor to modify the existing contract with Ceridian HCM Holding Inc. and provide funding for extended support for Dayforce HCM; to authorize the expenditure of up to \$115,000.00 from the Department of Technology Operating Fund; and to declare an emergency (\$115,000.00).

WHEREAS, the City Auditor has determined that additional expertise will be needed to support the City's payroll and personnel system to optimize processes and implement updated features; and

WHEREAS, additional resources and support services are necessary to support and to provide advisory services during labor agreement settlements; and

WHEREAS, it is necessary to authorize the City Auditor to modify an existing contract with Ceridian HCM Holding Inc.; and

WHEREAS, an emergency exists in the usual daily operations of the City Auditor's Office in that it is immediately necessary to authorize the City Auditor to modify the existing contract with Ceridian HCM, Inc, to provide enhanced support for labor agreements which are currently ongoing with proposals imminent and related system activities thereby preserving the public health, peace, safety, and welfare; **NOW, THEREFORE**,

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF COLUMBUS:

SECTION 1: That the City Auditor be and is hereby authorized to modify the existing contract with Ceridian HCM Holding Inc. for Dayforce HCM extended support services in the amount of \$115,000.00.

SECTION 2: That the expenditure of \$115,000.00, or so much thereof as may be needed, is hereby authorized to be expended from the Information Services Operating Fund (5100), Department of Technology, Information Services Division (47-02), Purchased Services Object Class (03) per the accounting codes in the attachment to this ordinance.

SECTION 3: That the City Auditor is authorized to make any accounting changes to revise the funding source for all contracts or contract modifications associated with this ordinance.

SECTION 4: That the funds are hereby deemed appropriated and expenditures and transfers authorized to carry out the purposes of this ordinance and the City Auditor shall establish such accounting codes as necessary.

SECTION 5: That for the reasons stated in the preamble hereto, which is hereby made a part hereof, this ordinance is hereby declared to be an emergency measure and shall take effect and be in force from and after its passage and approval by the Mayor, or ten days after passage if the Mayor neither approves nor vetoes the same.