

Human Resources Information Systems Support

Corporate Services Committee
Wednesday, October 14, 2020

Agenda

1. Current State
2. Recommendation
3. Key Considerations
4. Actions Completed
5. Next Steps & Questions

Current State

- In 2004, Niagara Region outsourced to a 3rd party regular support and the technical development, configuration, maintenance, upgrades and break/fixes of :
 - PeopleSoft HCM (payroll, recruiting, learning, pension, etc)
 - Kronos Time and Attendance (tracking, scheduling)
 - LifeRay Portal (employee and manager self service)
- HRIS Support covers Business Critical processes that cannot be interrupted or delayed
- Includes Niagara Region, NRPS, NRH and City of St. Catharines

Recommendation:

That an extension to the current *Human Resources Information Systems (HRIS) Application Support, Maintenance & Development agreement*, currently set to expire on March 31, 2021, **BE APPROVED**, for a period not to exceed 18 months, in order to ensure adequate time to facilitate a procurement process (Request for Proposal), award the ensuing contract, ensure a seamless transition and mitigate the risk of any interruption to critical HR and payroll services should the outcome of the RFP necessitate a change from the current provider. The total cost of the extension will be \$1,270,100, should it be for the entire 18 month period.

What will be accomplished:

1. Secure business critical support
2. Procurement process: RFP issuance, award, new provider contract potential
3. Transition plan to new provider if required based on awarded agreement

Key Considerations:



- ✓ With the up to 18 month extension, the intent is to ONLY execute the number of months required to implement these steps.
 - 6 month minimum with option to terminate with 6 months notice.
- ✓ Secures external resources, with contingency, to mitigate risk of any service interruption to Niagara Region and its partners
- ✓ Will provide Committee with updates as required with respect to go forward HRIS support

Actions Completed: 2019 - 2020

- **Ongoing:** Comparative costing analysis of alternatives reviewed
 - internal model vs. current costs (not marketed) including comparison to internal model
- **April to November 2019:** PeopleSoft HCM Upgrade
- **February to April 2020:** Expression of Interest: to inform RFP with market data
- **March to October 2020:** Kronos Time & Attendance Upgrade
- **March 2020 to present:** COVID-19 reprioritize work and resources
- **Ongoing:** Technical RFP drafting, period of discovery with current provider for existing technical documentation, confirming items in scope for new agreement

Next Steps:



Questions ?

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