

1 [Department of Human Resources contract for implementation services.]

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3 **Resolution approving the award and execution of a \$13,563,250 29-month contract by**  
4 **the City and County of San Francisco, through its Department of Human Resources, to**  
5 **CIBER, Inc., for implementation services to integrate the City's human resources and**  
6 **payroll functions.**

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8 WHEREAS, In March 2007, the City and County of San Francisco, Department of  
9 Human Resources published RFP# DHR2007-1 for Human Resources and Payroll Software  
10 and Implementation Services; and,

11 WHEREAS, The goal of this project is to achieve operational efficiencies across all  
12 business processes and systems with the acquisition, configuration and deployment of a  
13 dynamic and comprehensive human resource management system that enhances and  
14 improves workforce management and ensures the highest quality of public services; and,

15 WHEREAS, CIBER, Inc. (CIBER), was the top-ranked bidder in the competitive  
16 process, and the Department of Human Resources completed negotiations and reached  
17 agreement with CIBER, on the terms and conditions of the proposed contract ("the  
18 Agreement"), in the not-to-exceed amount of \$13,563,250, with a term of 29 months from  
19 Board of Supervisors approval, which contract is on file with the Clerk of the Board of  
20 Supervisors in File No.\_\_\_\_ and is hereby declared to be part of this resolution as if set forth  
21 fully herein; and,

22 WHEREAS, On February 26, 2008, the Department of Human Resources issued a  
23 letter of intent to award contract to CIBER; and,

1           WHEREAS, To ensure that the system is fully operational at scheduled go-live dates  
2 specified in the Statement of Work ("SOW"), the City shall withhold ten percent of the total  
3 payments for each phase of the work until final acceptance of such phase; and,

4           WHEREAS, To ensure timely progress the City shall make payments upon City's  
5 acceptance of vendor's deliverables; and,

6           WHEREAS, To guarantee satisfactory completion of the project the Agreement  
7 requires CIBER to maintain in force a Faithful Performance Surety Bond equal to fifty percent  
8 of each phase of work specified in the SOW; and,

9           WHEREAS, To help avoid breakdowns and be fully supported during important go-live  
10 dates, the Agreement requires an extended warranty period of one year and an additional six  
11 month warranty for year-end functions; and,

12           WHEREAS, To ensure a timely response during the warranty period, the Agreement  
13 requires service credits (ranging from \$500 - \$5,000 a day) to be paid to the City in the event  
14 the vendor is not able to resolve a defect within the time period specified in the warranty  
15 commitments; and,

16           WHEREAS, To help minimize the damage from a breach the Agreement requires a  
17 warranty remedy equal to the full amount paid by the City for unusable work if a problem  
18 cannot be repaired or replaced; and,

19           WHEREAS, The Agreement limits CIBER's damages for negligent acts, consistent with  
20 the industry practice and in light of insurance and bond requirements, the Agreement will not  
21 create undue risk of damages to the City; therefore, be it

22           RESOLVED, That the Board of Supervisors hereby approves a contract with CIBER,  
23 Inc. for implementation services to integrate the City's human resources and payroll functions  
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25

1 on the terms and conditions of the Agreement on file with the Clerk of the Board of  
2 Supervisors in File No.\_\_\_\_; and, be it

3 FURTHER RESOLVED, That the Board authorizes the Department of Human  
4 Resources to execute, on behalf of the City, the Agreement and enter into any modification of  
5 the Agreement that the Director determines, in consultation with the City Attorney, are in the  
6 best interest of the City, do not increase the cost of the contract, are necessary and advisable  
7 to effectuate the purpose of the contract or this Resolution, and are in compliance with all  
8 applicable laws, including the City’s Charter and applicable City Ordinances.

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10 RECOMMENDED:

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12		
13	_____	_____
14	Micki Callahan	Ed Harrington
15	Human Resources Director	Controller