



R-17-63
Meeting 17-14
July 27, 2017

CONSENT ITEM #C7

To: Board of Directors
Open Space Authority

From: Andrea Mackenzie
General Manager

SUBJECT

Authorization to Amend Contract with PC Bennett to Maintain and Support Acumatica, a Financial and Project Tracking System

COST/REVENUE

The Authority's Fiscal Year 2017/2018 Budget includes \$14,400 for Acumatica maintenance and support services.

BACKGROUND

In December 2015, the Board approved a contract with PC Bennett to install and implement Acumatica, a financial and project tracking system, to allow the Authority the ability to record and approve time cards, track and report annual budgets and expenditures, provide project tracking and status reports, and facilitate purchase requisitions and approvals. The system went live on July 11, 2016.

The implementation of Acumatica was completed as of June 14, 2017.

Acumatica is a Software-as-a-Service (SaaS) project provided through PC Bennett. To maintain access to Acumatica, the Authority is required to pay an annual license fee. PC Bennett remains the Authority's reseller of Acumatica and manages the annual Software-as-a-Service (SaaS) license.

DISCUSSION

Like most enterprise software systems, Acumatica requires regular maintenance to ensure the system is up to date with the latest software build version and security patches. As part of the SaaS license agreement, the Authority has access to the software builds free of charge. However, testing and installation of any updates to the software is not included in the license fee. The Authority desires to obtain software maintenance services to ensure Acumatica's application and databases continue to run efficiently and effectively.

Over the past year, Acumatica has become an integral part of the Authority's procurement, time card entry, and bookkeeping processes and procedures, and is used by Staff on a daily basis. In using Acumatica, Staff has encountered several database-related issues and software bugs, and insufficient training on reports and automation has limited Staff's ability to maximize the system's capabilities. The Authority desires to obtain support services to ensure software bugs are addressed.

PC Bennett's Customer Care plan offers unlimited and comprehensive maintenance and support services for a fixed fee. The plan includes unlimited phone and email support on all existing

customizations and configurations in the Authority's current system, online training to staff, and two free upgrades.

This plan will allow the Authority to maximize its investment in Acumatica by routinely maintaining the system and providing Staff with access to a helpdesk to manage technical issues. Staff recommends that the first year of maintenance and support be provided by PC Bennett as they are most familiar with the current configuration and customizations of the system, as well as provide for a smoother, more stable transition from implementation to general use of the system.

RECOMMENDATION

Authorize Amendment to the Contract with PC Bennett Solutions, LLC to Maintain and Support Acumatica

Prepared by:

Justina Tien, Accounting and Finance Analyst

Attachments: Resolution 17-43 – Authorize Amendment of Contract with PC Bennett Solutions LLC for Maintenance and Support of Acumatica

Santa Clara Valley Open Space Authority

RESOLUTION 17-43

A RESOLUTION OF THE GOVERNING BOARD OF THE SANTA CLARA VALLEY OPEN SPACE AUTHORITY AUTHORIZING AMENDMENT OF CONTRACT WITH PCBENNETT SOLUTIONS LLC FOR MAINTENANCE AND SUPPORT OF ACUMATICA

WHEREAS, the Board approved a contract with PC Bennett to install and implement Acumatica, a financial and project tracking system; and

WHEREAS, the Authority completed implementation of Acumatica in June 2017; and

WHEREAS, the Authority determined that Acumatica requires regular maintenance and support; and

WHEREAS, PC Bennett is most familiar with the current configuration and customizations of the system; and

WHEREAS, PC Bennett's maintenance and support plan will allow the Authority to maximize its investment in Acumatica by routinely maintaining the system and providing Staff with access to a helpdesk to manage technical issues

WHEREAS, PC Bennett offers a Customer Care Plan which provides unlimited and comprehensive maintenance and support for a fee of \$14,400; and

WHEREAS, the Staff recommends amending the contract with PC Bennett Solutions, LLC to provide maintenance and support of Acumatica;

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors hereby authorizes the General Manager to amend the contract with PC Bennett Solutions LLC to provide maintenance and support services for cost not to exceed \$14,400.00.

BE IT FURTHER RESOLVED, the General Manager is hereby authorized and directed, on behalf of the Authority and in its name, to execute and deliver such other documents and to do such acts as may be deemed necessary or appropriate to accomplish the intentions of the above resolution.

PASSED, APPROVED AND ADOPTED this 27th day of July 2017, by the following vote:

AYES:

NOES:

ABSENT:

ABSTENTION:

Mike Flaughner, Chairperson
Santa Clara Valley Open Space Authority

APPROVED AS TO FORM:

ATTEST:

William P. Parkin, Legal Counsel

Kellie Guerra, Clerk of the Board