



# Human Resources & Development

## COUNTY OF TULARE AGENDA ITEM

### BOARD OF SUPERVISORS

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District One

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District Two

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District Three

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District Four

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District Five

**AGENDA DATE:** May 2, 2023

Public Hearing Required	N/A
Scheduled Public Hearing w/Clerk	N/A
Published Notice Required	N/A
Advertised Published Notice	N/A
Meet & Confer Required	N/A
Budget Transfer (Aud 308) attached	N/A
Personnel Resolution attached	N/A
Agreement(s) attached	Yes

CONTACT PERSON: Lupe Garza PHONE: 559-636-4900

**SUBJECT:** Approve Agreements with Mythics, Inc. and Graviton Consulting Services for the Purchase of Human Capital Management Software and Implementation Services.

### **REQUEST(S):**

That the Board of Supervisors:

1. Approve the agreement with Mythics Inc. to provide Human Capital Management software and licensing on behalf of Oracle at an amount not to exceed \$3,171,815, effective May 2, 2023, through May 2, 2028.
2. Approve the agreement with Graviton Consulting Services to provide Oracle software implementation services and support in an amount not to exceed \$1,438,820; effective May 2, 2023, through December 31, 2024.
3. Authorize the Chairman of the Board to sign the agreements.

### **SUMMARY:**

Staff recommends entering into an agreement with Graviton Consulting and Mythics, Inc. to replace its Human Capital Management software with Oracle Cloud Solution. These agreements are tied together through a single response to RFP No 23-005.

For over 35 years, the County has utilized its current application for human resources management and payroll. The County contracted with its current vendor in 1987 and has used the system with limited opportunities to upgrade the software, interface with other applications, and automate critical business processes to meet growing and evolving needs. This has resulted in a highly complex environment of time-intensive manual processes and the accumulation of more than a dozen disparate financial, personnel, and timekeeping systems necessary for departments to complete essential functions.

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The current version of Enterprise will not be supported past December 2024.

The County began exploring and examining its aged system with the goal of improving the efficiency of the County's outdated system. An effort to upgrade the current system was explored, but it was determined that it could not accommodate all the County's complex requirements.

An Executive Committee comprised of representatives from TCiCT, HRD, Auditor, and CAO was created. To assist with the evaluation of the County's business processes and assess the functionality of its current system, a consultant was hired to provide the system needs assessment and provide recommendations for moving forward.

On May 23, 2022, the County published a Request for Proposal (RFP) for Human Capital Management Software and Implementation Services (RFP No 23-005). The RFP contained more than two hundred County-specific requirements with the intent to either interface or replace the disparate systems.

It was anticipated that the new HCM system and successful implementation would:

- Position the County to meet its current and future strategic objectives.
- Make information available to internal and external consumers of data.
- Improve collaboration of data across County departments.
- Automate manual processes, reduce paper, and utilize automation where possible.
- Standardize processes across the organization.
- Replace redundant systems where possible.
- Minimize the use of shadow systems.
- Promote the adoption of best practices and the development of policies and procedures.
- Provide intuitive systems that are easier to navigate.
- Provide end user query and reporting tools.
- Support or complement the desired technical architecture.

The County partnered with a software selection vendor to conduct an extensive review of the thirteen vendor responses received. Final candidates were invited to a two-day in-person interview and demonstration of their software. The Graviton-Oracle partnership was selected based on its performance and feedback from all staff involved in the process and we are confident this solution will meet our needs.

In addition to streamlining and automating processes, the selected system would be cloud-based. This feature ensures the product will always be up to date. Oracle was the only system that demonstrated it could meet the County's complex requirements of scheduling and timekeeping for public safety employees, health benefits, flexible benefit amount rules, and Memorandums of Understanding for eight bargaining units. Oracle's Cloud-based HCM solution is a leader in the HCM space, as recognized by Gartner, a

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technology research firm, for seven consecutive years. The solution offers a comprehensive platform of employee-centric modules that can be scaled to meet the County's needs. New features are continually developed, and updates are offered on a quarterly basis eliminating the risk of falling far behind.

This integrated solution provides workflow functionality to standardize County financial, HR, and payroll processes to support the seamless transfer of data between departments. It will reduce staff and administrative time spent by simplifying the ability to validate data, adjust and correct data, and respond quickly to internal and external changes, including changes in payroll law and tax regulations. Real-time access to data analytics will be available to produce on-demand reports and user-friendly dashboards for management to make data-driven decisions. For employees, the system will provide intuitive mobile-friendly access to self-service capabilities, knowledge base resources, and personalized experiences to guide them through common and complex processes to ensure their success.

This project will target a completion date of December 2024 and move the County to the latest version of the software under the Software as a Service (SaaS) model. This new model is a continuation of modernization efforts that will improve efficiencies and reduce costs associated with datacenter equipment purchases, perpetual licensing, and equipment maintenance. Standard patching and release updates are included to ensure County access to the latest release of the product, mitigating the need for future upgrade projects.

The process by which the new system has been selected and the contract negotiated required the engagement of many employees over a period of more than a year and involved significant expense that is time specific. Due diligence reference checks were completed for Oracle and their implementation vendor Graviton.

This system has never been more important than it is today. Staff recommends approving this agreement to keep the County moving forward.

The contract also includes an additional five-year option with a one-time increase for a total subscription cost of \$697,003.50 annually for years six through ten. If that option is exercised, it would be brought back to the board at that time for consideration.

The following terms deviate substantively from the County contract protocols:

1. Mythics MCSA-PSv1221 - The Vendor's liability for damages, regardless of the form of action, including negligence and strict liability, shall not exceed the total amounts paid to the contractor for services.
2. Graviton PSA - The Vendor's liability for damages, regardless of the form of action, shall not exceed 200% of the sum total of all SOWs under this Agreement.

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**FISCAL IMPACT/FINANCING:**

The total project cost for the software and implementation over the five-year term shall not exceed \$4,610,635 and will be paid for by the Tulare County Information, Communications and Technology Department through the Professional Services accounting line 071-091-2800-7043, and then equitably spread through the Internal Services Fund cost methodology to all County Departments. All FY 2022/23 costs have been included in the department's approved budget, and all future costs will be included in the appropriate fiscal year budget.

One-time deliverable and milestone fees include \$1,382,820 for project implementation and \$56,000 in travel expenses, in an amount not to exceed \$1,438,820, payable to Graviton Consulting Services. Additionally, annual fixed cost fees of \$634,363 for maintenance and support for five years, in an amount not to exceed \$3,171,815, payable to Mythics Incorporated.

<b>Fiscal Year</b>	<b>Graviton</b>	<b>Mythics</b>	<b>Total</b>
2022/23	\$83,423	\$0	\$83,423
2023/24	\$1,111,477	\$634,363	\$1,745,840
2024/25	\$243,920	\$634,363	\$878,283
2025/26	\$0	\$634,363	\$634,363
2026/27	\$0	\$634,363	\$634,363
2027/28	\$0	\$634,363	\$634,363
Total(s)	\$1,438,820	\$3,171,815	\$4,610,635

**LINKAGE TO THE COUNTY OF TULARE STRATEGIC BUSINESS PLAN:**

The County's five-year strategic plan includes the Organizational Performance Initiative by implementing recent technology to improve efficiency and service delivery.

**ADMINISTRATIVE SIGN-OFF:**

/s/ Lupe Garza \_\_\_\_\_  
Lupe Garza  
Human Resources Director

Cc: County Administrative Office

Attachments: 1. Graviton Professional Services Agreement (PSA)  
2. Graviton Statement of Work (SOW)  
3. Graviton RFP Response No. 23-005  
4. Mythics MCSA-PS v0118 Agreement  
5. Mythics Cloud Subscription Costs  
6. HCM Project PowerPoint Draft