

**PERALTA COMMUNITY COLLEGE DISTRICT**  
**Board of Trustees Agenda Report**  
**For the Trustee Meeting Date of April 24, 2012**

**ITEM # 16**

**ITEM TITLE:**

Consider approval of eVerge Group contract addendum for continued operational PeopleSoft support, functionality enhancements and customizations.

**SPECIFIC BOARD ACTION REQUESTED:**

Approval of contract addendum with eVerge Group in the amount of \$99,000 for continued operational PeopleSoft support, issues log resolutions, development of functionality enhancements, and customizations.

**ITEM SUMMARY: (PLEASE DISCUSS THIS ITEM)**

This Statement of Work (SOW) provides the District with continued onsite and offsite operational PeopleSoft support services that include:

- Support of PeopleSoft in the Production environment
- Troubleshooting PeopleSoft issues and assisting with issue resolution (i.e. help desk resolution)
- Developing fixes and enhancements to existing PeopleSoft functionality and customizations
- Provide knowledge transfer and guidance to existing employees

The eVerge consultant will be, in part, backfilling two positions that have been vacated by the resignation of employees. The District is in the process of filling these positions. Once filled, these positions will have primary responsibility for the functions included under this contract.

The term of this SOW is from April 6, 2012 through June 30, 2012, unless terminated earlier by either party. The SOW is for a not to exceed \$99,000 for labor and expenses.

**SOURCE OF FUNDS (AND FISCAL/BUDGETARY IMPACT):**

General Fund.

**BACKGROUND/ANALYSIS:**

The initial contract and SOW began on August 1, 2011 and provided the District with technical assistance for all the PeopleSoft modules (Student Administration, Finance, and Human Resources). Additionally, the District requested a technical assessment of the PeopleSoft production environment that had the following goals:

- Prior to peak Fall registration (week of August 15)
  - Identify structural, resources and configuration components of the PeopleSoft environment that may result in the systems inability to perform adequately under peak loads.
  - Recommend changes to the PeopleSoft environment that mitigate performance problems or improve current performance.
- During peak Fall registration (weeks of August 22 and August 29)
  - Be on call to diagnose performance problems as they occur and recommend solutions to Peralta IT staff.
- Following peak registration
  - Work with Peralta staff to identify configuration, resource and architectural changes that will enhance future performance.

This initial SOW was for a not to exceed amount of \$25,000.

**DELIVERABLES/SCOPE OF WORK:**

This contract addendum continues the technical assistance and support provided in the initial SOW but for the Spring term.

**ANTICIPATED COMPLETION DATE:**

June 30, 2012

**ALTERNATIVES/OPTIONS:**

Not applicable

**EVALUATION AND RECOMMENDED ACTION:**

Approval of contract addendum with eVerge Group in the amount of \$99,000 for continued PeopleSoft support: issues log resolutions, development of functionality enhancements, and customizations.

**OTHER DEPARTMENTS IMPACTED BY THIS ACTION (E.G. INFORMATION TECHNOLOGY):**

YES \_\_\_\_\_ NO   X  

**COMMENTS:**

**WHO WILL BE PRESENTING THIS ITEM AT THE BOARD MEETING? (VICE CHANCELLOR)**

VICE CHANCELLOR GERHARD

(\*\*\*\*\*Board contract approval is subject to negotiation and execution by the Chancellor.)

**DOCUMENT PREPARED BY:**

Prepared by: *Ronald Gerhard*  
Ron Gerhard, Chief Financial Officer

Date: 4-11-12

**DOCUMENT PRESENTED AND APPROVED BY:**

Presented and approved by: *Ronald Gerhard*  
Ron Gerhard, Chief Financial Officer

Date: 4-11-12

**FINANCE DEPARTMENT REVIEW**

Finance review required       Finance review *not* required

If Finance review is required, determination is:     Approved       Not Approved

If not approved, please give reason: \_\_\_\_\_  
\_\_\_\_\_

Signature: *Ronald Gerhard*  
Ron Gerhard, Chief Financial Officer

Date: 4-11-12

**GENERAL COUNSEL (Legality and Format/adherence to Education Codes):**

Legal review required       Legal review *not* required

If Legal review is required, determination is:     Approved       Not Approved

Signature: *Thuy T. Nguyen*      Date: \_\_\_\_\_  
Thuy T. Nguyen, General Counsel

**CHANCELLOR'S OFFICE APPROVAL**

Approved, and Place on Agenda       Not Approved, but Place on Agenda

Signature: *Wise E. Allen*  
Wise E. Allen, Chancellor

Date:      4-20-12