



ECLECG FEB14'11 AM 1017

# COUNTY OF ERIE

**CHRIS COLLINS**

COUNTY EXECUTIVE

January 26, 2011

## **Immediate Consideration Requested**

The Honorable  
Erie County Legislature  
92 Franklin Street – Fourth Floor  
Buffalo, NY 14202

**RE: SAP Helpdesk and Business Objects Implementation Project**

Honorable Members:

Enclosed please find a resolution and an accompanying memorandum from the Department of Information and Support Services pertaining to proposed professional services associated with the SAP Business Objects and CRM Helpdesk Implementation Projects.

Should your honorable body require further information, I encourage you to contact the Division of Information and Support Services. Thank you for your consideration on this matter.

Sincerely,

CHRIS COLLINS  
Erie County Executive

# MEMORANDUM

To: Honorable Members of the Erie County Legislature  
From: Department of Information and Support Services  
Re: SAP Helpdesk and Business Objects Implementation Project  
Date: January 26, 2011

---

## **SUMMARY**

Award of a contract with SAGE Group, (100 Village Court, Suite 302, Hazlet, NJ 07730) for professional services associated with the SAP Business Objects and CRM Helpdesk Implementation Projects in an amount not to exceed \$87,000.00 is requested.

## **FISCAL IMPLICATIONS**

There are no fiscal implications to the County's General Fund. All costs associated with the above referenced professional services will be paid through funds available in an existing Department of Information and Support Services capital account.

## **REASONS FOR RECOMMENDATION**

The Erie County Department of Information and Support Services issued a request for proposals for firms to assist in the necessary consultant services associated with replacing the DISS Helpdesk and implementing Business Objects with integration into the County's existing enterprise resource planning environment (SAP). A total of Fourteen (14) firms responded to the open solicitation. A review committee consisting of representatives from Department of Information and Support Services ranked the responses and subsequent interviews using a consistent scoring matrix. Based upon the scoring, SAGE Group received the top rating of the respondents; therefore, in accordance with Section 19.08 of the Erie County Administrative Code, it is recommended that SAGE Group be retained to complete the required consultant services.

## **BACKGROUND INFORMATION**

In 2009 the Division of Information and Support Services did a review of the current Helpdesk system (Track-It) and found that the current system does not meet our reporting, searching or overall performance needs. An additional assessment was also made of our current and future monitoring, reporting, archiving and data warehousing needs for all DISS systems. After reviewing several options it was determined that the best and most cost effective way to implement all these needs was with SAP Business Objects and Help Desk systems. After completing reviews the Division of Information and Support Services issued the above referenced request for proposals.

## **CONSEQUENCES OF NEGATIVE ACTION**

The efficiencies associated with implementing a Help Desk and Business Objects systems into the County's SAP landscape will not be realized. This project will improve the business processes of DISS Help Desk along with the ability to implement archiving, online dash boards, and data warehousing through SAP Business Objects. Although this project is being completed for the Division of Information and Support Services, the development of these projects in SAP will be such that it allows

development of these projects in SAP will be such that it allows DISS staff to implement dashboards for other County Departments and be more efficient when resolving help desk tickets.

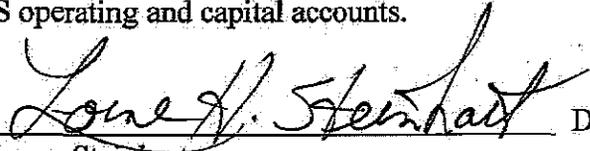
**STEPS TO FOLLOW APPROVAL**

The County Executive will be requested to execute an agreement with Sage Group in an amount not to exceed \$87,000.00 for professional services associated with the SAP Help Desk and Business Objects Implementation Projects.

**COMPTROLLER'S OFFICE REVIEW**

The proposed item has been reviewed by the Comptroller's Office and is related to authorized DISS operating and capital accounts.

Signed



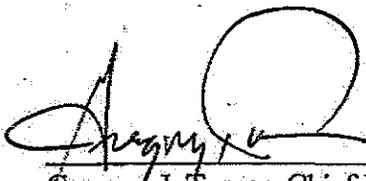
Date

1/26/2011

Title

Lorne Steinhart

COMPTROLLER'S OFFICE



Gregory J. Turner, Chief Information Officer  
Division of Information & Support Services

OFFICE OF THE COMPTROLLER REVIEW

DATE: 01/25/11

PROJECT TITLE: A.00339 2008 Business Continuity/Disaster Planning

1) IS THE REASON FOR THIS CONTRACT CONSISTENT WITH THE PURPOSE  
OF THE PROJECT: YES  NO

IF NO, RETURN THIS REQUEST TO THE DEPARTMENT

IF YES, COMPLETE THE FOLLOWING VERIFICATION

2) PROJECT AVAILABLE APPROPRIATION

TOTAL PROJECT REVENUES	\$	<u>250,000.00</u>
TOTAL PROJECT APPROPRIATIONS	\$	<u>250,000.00</u>
LESS: TOTAL EXPENDITURE TO DATE	\$	<u>162,462.06</u>
TOTAL COMMITMENTS	\$	<u>0</u>
AVAILABLE APPROPRIATIONS AS OF DATE OF REQUEST	\$	<u>87,537.94</u>
LESS: CONTRACT AMOUNT:		<u>87,000.00</u>
NET AVAILABLE APPROPRIATIONS	\$	<u>537.94</u>

COMMENTS: Cash in project: \$87,537.94

REQUEST APPROVED: Lane H. Stewart

REQUEST DENIED: \_\_\_\_\_

DATE: 1/26/11

**A RESOLUTION SUBMITTED BY:  
DEPARTMENT OF INFORMATION AND SUPPORT SERVICES**

RE: SAP Helpdesk and Business  
Objects Implementation Project

WHEREAS, the County of Erie is desirous of improving the business processes of the Department of Information and Support Services Help Desk along with implementation of archiving, online dash boards, and data warehousing through SAP Business Objects; and

WHEREAS, the County of Erie advertised for and received responses to a request for proposals from consulting firms to perform professional services associated with the SAP Helpdesk and Business Objects Implementation Project; and

WHEREAS, a review committee consisting of representatives from the Department of Information and Support Services was established to evaluate all responses to the County's request for proposals as well as subsequent interviews, using a consistent scoring matrix. The results of that review are attached to this resolution as Attachment A; and

WHEREAS, the proposal review committee recommends retaining SAGE Group to complete the requested consulting services; and

WHEREAS, there is a current balance of approximately \$87,000.00 in Division of Information and Support Services capital project A.00339 to fund these services.

NOW, THEREFORE, BE IT,

RESOLVED, that Sage Group be retained to perform professional services associated with the SAP Help Desk and Business Objects Implementation Project; and be it further

RESOLVED, that the County Executive be, and hereby is, authorized to execute an Agreement with SAGE Group, (100 Village Court, Suite 302, Hazlet, NJ 07730) for professional services associated with SAP Helpdesk and Business Objects Implementation Projects in an amount not to exceed \$87,000.00; and be it further

RESOLVED, that funding for said project is available in Fund 410, Capital Project A.00339, Business Continuity/Disaster Plan, and be it further

RESOLVED, that the Clerk of the Legislature send two (2) certified copies of this resolution to Gregory Turner, CIO., Division of Information and Support Services one (1) certified copy each to the County Executive, the Erie County Comptroller, the Erie County Director of Budget and Management, and Eric Ziobro, Assistant County Attorney.



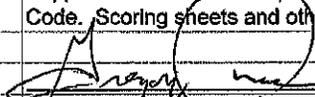
**ERIE COUNTY**

**DEPARTMENT OF INFORMATION AND SUPPORT SERVICES**

**PROPOSAL REVIEW RATINGS**

**CHRIS COLLINS**  
COUNTY EXECUTIVE

**GREGORY TURNER**  
CHIEF INFORMATION OFFICER

Rank	Proposer Name	Rater - Steve C. Evaluation Criteria Rating 1 (low) to 5 (high)				Total
		Pricing 40%	SAP CRM Experience 25%	SAP BOBJ Experience 25%	Public Sector Experience 10%	
3	American IT Resource Group	5	3	3	2	3.70
13	AspireHR	1	3	2	3	1.95
11	Auritas	3	2	2	2	2.40
1	Avani Technology Solutions	4	4	5	3	4.15
8	Etelic and Sparta	3	4	3	2	3.15
7	GlobalQuest Solutions, Inc.	2	4	4	4	3.20
5	GyanSys	4	3	4	2	3.55
12	Hudson Consulting	2	2	2	2	2.00
14	MRI Contract Staffing	1	2	2	2	1.60
4	Panditview Corp.	4	3	4	3	3.65
9	Pyramid Corp.	4	1	4	3	3.15
2	Sage Group Consulting Inc.	4	5	4	3	4.15
6	SAP	1	5	5	5	3.40
10	Sita Corp	2	3	3	2	2.50
<p>It is my opinion in recommending <u>Sage Group Consulting, Inc.</u>, the Erie County Department of Information and Support Services has complied with all applicable provisions of Section 19.08 of the Erie County Administrative Code. Scoring sheets and other materials related to this matter are available for review at the DISS offices during</p>						
<p> Gregory Turner, CIO Erie County Department of Information Services</p>				<p> Jeffrey Hart, Deputy County Executive</p>		



**ERIE COUNTY**

**DEPARTMENT OF INFORMATION AND SUPPORT SERVICES**

CHRIS COLLINS  
COUNTY EXECUTIVE

GREGORY TURNER  
CHIEF INFORMATION OFFICER

**PROPOSAL REVIEW RATINGS**

Rank	Proposer Name	Rater - Brett J. Evaluation Criteria Rating 1 (low) to 5 (high)				
		Pricing 40%	SAP CRM Experience 25%	SAP BOBJ Experience 25%	Public Sector Experience 10%	Total
3	American IT Resource Group	5	3	4	3	4.05
12	AspireHR	2	3	2	3	2.35
10	Auritas	3	2	3	2	2.65
2	Avani Technology Solutions	4	5	4	3	4.15
9	Etelic and Sparta	2	3	4	3	2.85
7	GlobalQuest Solutions, Inc.	2	4	4	5	3.30
4	GyanSys	4	4	4	2	3.80
13	Hudson Consulting	2	3	2	2	2.25
14	MRI Contract Staffing	2	2	2	2	2.00
5	Panditview Corp.	4	3	3	3	3.40
8	Pyramid Corp.	4	1	4	3	3.15
1	Sage Group Consulting Inc.	4	5	4	4	4.25
6	SAP	1	5	5	5	3.40
11	Sita Corp	2	3	3	2	2.50
<p>It is my opinion in recommending <u>Sage Group Consulting, Inc.</u>, the Erie County Department of Information and Support Services has complied with all applicable provisions of Section 19.08 of the Erie County Administrative Code. Scoring sheets and other materials related to this matter are available for review at the DISS offices during</p>						
<p><i>Gregory Turner</i> Gregory Turner, CIO Erie County Department of Information Services</p>				<p><i>Jeffrey Hart</i> Jeffrey Hart, Deputy County Executive</p>		



**ERIE COUNTY**

**DEPARTMENT OF INFORMATION AND SUPPORT SERVICES**

**PROPOSAL REVIEW RATINGS**

CHRIS COLLINS  
COUNTY EXECUTIVE

GREGORY TURNER  
CHIEF INFORMATION OFFICER

Rank	Proposer Name	Rater - Joe I. Evaluation Criteria Rating 1 (low) to 5 (high)				Total
		Pricing 40%	SAP CRM Experience 25%	SAP BOBJ Experience 25%	Public Sector Experience 10%	
3	American IT Resource Group	5	3	3	3	3.80
12	AspireHR	2	3	2	3	2.35
11	Auritas	3	2	2	2	2.40
2	Avani Technology Solutions	4	4	4	4	4.00
8	Etelic and Sparta	3	3	4	2	3.15
4	GlobalQuest Solutions, Inc.	3	4	4	4	3.60
5	GyanSys	4	3	4	2	3.55
14	Hudson Consulting	2	1	2	2	1.75
13	MRI Contract Staffing	2	2	3	2	2.25
6	Panditview Corp.	4	3	3	3	3.40
9	Pyramid Corp.	4	1	4	3	3.15
1	Sage Group Consulting Inc.	4	5	5	3	4.40
7	SAP	1	5	5	4	3.30
10	Sita Corp	2	3	3	2	2.50

It is my opinion in recommending Sage Group Consulting, Inc., the Erie County Department of Information and Support Services has complied with all applicable provisions of Section 19.08 of the Erie County Administrative Code. Scoring sheets and other materials related to this matter are available for review at the DISS offices during

*Gregory Turner*  
Gregory Turner, CIO

Erie County Department of Information Services

*Jeffrey Hart*  
Jeffrey Hart, Deputy County Executive



**ERIE COUNTY**

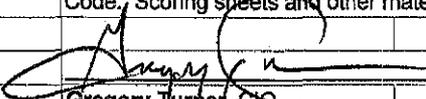
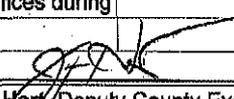
**DEPARTMENT OF INFORMATION AND SUPPORT SERVICES**

**SAP CRM and Business Objects Implementation**

**DISS Review Committee Certification**

**CHRIS GOLLINS**  
COUNTY EXECUTIVE

**GREGORY TURNER**  
CHIEF INFORMATION OFFICER

Rank	Proposer Name	Evaluation Criteria Rating 1 (low) to 5 (high)				
		Pricing 40%	SAP CRM Experience 25%	SAP BOBJ Experience 25%	Public Sector Experience 10%	Total
7	American IT Resource Group	15	6	7	6	9.85
12	AspireHR	5	9	6	9	6.65
11	Auritas	9	6	7	6	7.45
2	Avani Technology Solutions	12	13	13	10	12.30
9	Etelic and Sparta	8	10	11	7	9.15
5	GlobalQuest Solutions, Inc.	7	12	12	13	10.10
3	GyanSys	12	10	12	6	10.90
13	Hudson Consulting	6	6	6	6	6.00
14	MRI Contract Staffing	5	6	7	6	5.85
4	Panditview Corp.	12	9	10	9	10.45
8	Pyramid Corp.	12	3	12	9	9.45
1	Sage Group Consulting Inc.	12	15	13	10	12.80
6	SAP	3	15	15	14	10.10
10	Sita Corp	6	9	9	6	7.50
<p>It is my opinion in recommending <u>Sage Group Consulting, Inc.</u>, the Erie County Department of Information and Support Services has complied with all applicable provisions of Section 19.08 of the Erie County Administrative Code. Scoring sheets and other materials related to this matter are available for review at the DISS offices during</p>						
 <b>Gregory Turner, CIO</b> Erie County Department of Information Services			 <b>Jeffrey Hart, Deputy County Executive</b>			