



TACOMA HOUSING AUTHORITY

RESOLUTION 2016-01-27 (2)

Date: January 27, 2016
To: THA Board of Commissioners
From: Michael Mirra
Executive Director
Re: Second Amendment to eightCloud Contract

This resolution would authorize the executive director to amend the maximum contract amount for the software conversion from \$575,000 to \$1.136 million.

Background

Tacoma Housing Authority (THA) is in the midst of a major software conversion, taking most of its major processes and functions from a variety of platforms throughout the agency and putting them on the Salesforce platform. During 2014, the agency spent a good deal of time and effort analyzing its needs and deciding on the path that best suits both the current and future needs of the agency. Out of this effort came the decision to move THA's functions to Salesforce and to contract with a local developer, eightCloud, to customize the solution to fit THA's needs. By resolution 2015-1-28(5), the Board authorized an original contract amount of \$575,000. At that time, the contract contemplated that eightCloud and THA would adjust the final contract amount upward once they got far enough into the work to do know its scope. In July 2015, staff estimated for the Board that this amount would likely be \$1.1 million. With further refinements, staff and eightCloud now conclude that the contract needs a maximum amount of \$1.136 million. Some details follow.

During 2015, eightCloud worked with THA staff to detail requirements and divide the work into two different tracks. The first track of work, comprising Case Management, help desk and policy ticketing, contract and grant management, asset management, and project management, is currently scheduled to go live at the end of February, 2016.

Also during 2015, THA selected its future financial system, Intacct, and developed a scope of work for the integrations between Intacct and Salesforce. This scope of work enabled THA and its contractors to fully assess the work that needed to be done to complete Track Two of the project and design the strategy for getting it done. The result was a revised level of effort.

The current contract with eightCloud has been through two distinct phases: 1) the design and

analysis phase and 2) the Track One phase. Track One is coming to a close and Track Two is ready to commence. In order to effectively manage these distinct phases of the project, THA purposely set three separate points in the contract at which the work would stop if further authorization was not received. We are nearing the point where work will stop unless authorization to proceed with Track Two is received. In order to provide eightCloud this authorization, the contract amount must increase by \$561,000. The chart below shows what the Board has already authorized. It also shows the amount this final resolution would authorize.

Phase	Board Approval	Amount
Planning and Analysis	Resolution 2015-1-28 (5)	\$75,000
Track One	Resolution 2015-1-28 (5)	\$375,000
Track Two (authorized)	Resolution 2015-1-28 (5)	\$125,000
Track Two (additional)	Resolution 2016-1-27 (2)	\$561,000
Total Contract		\$1,136,000

This resolution will increase the value of the contract by \$561,000, taking it from \$575,000 to \$1,136,000, and will authorize THA to continue work on Track Two, which is scheduled to go live in August, 2016.

Recommendation

Approve Resolution 2016-01-27 (2) authorizing THA's Executive Director to execute an amendment to the eightCloud contract for Track Two of the software design and development work.



TACOMA HOUSING AUTHORITY

RESOLUTION 2016-01-27 (2) **(Second Amendment to eightCloud Contract)**

A **RESOLUTION** of the Board of Commissioners of the Housing Authority of the City of Tacoma

WHEREAS, Tacoma Housing Authority's (THA's) Board of Commissioners authorized the Executive Director to execute a contract for custom Salesforce development with eightCloud on January 28, 2015, and THA's Executive Director signed the contract on March 9, 2015, authorizing the initial planning and analysis phase of the project; and

WHEREAS, THA executed an amendment to the eightCloud contract on July 10, 2015, authorizing work to commence on Track One of the contract; and

WHEREAS, eightCloud completed the initial build for Track One and submitted a revised Level of Effort (LOE) estimate to THA for Track Two; and

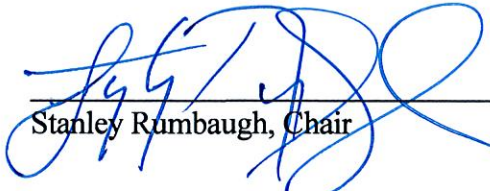
WHEREAS, THA staff reviewed the LOE and consider it an accurate representation of the remaining work that needs to be done on the project; and

WHEREAS, The value of the remaining work on the contract is \$561,000, bringing the total value of the contract from \$575,000 to \$1,136,000; now, therefore, be it

Resolved by the Board of Commissioners of the Housing Authority of the City of Tacoma, Washington:

The Executive Director has the authority to amend the contract with eightCloud, authorizing the completion of the remaining software development work up to an amount of \$1,136,000.

Approved: January 27, 2016



Stanley Rumbaugh, Chair