

## REPORT TO THE BOARD OF MAYOR & ALDERMEN

**DATE:** October 13, 2025

**FROM:** Valesa Wells, Finance Director

**SUBJECT:** Ratification of Task Orders Related to a Master Services Agreement with Avèro Advisors for ERP Consulting Services

### **INTRODUCTION:**

The purpose of this agenda item is to request ratification of a task orders related to the Master Services Agreement with Avèro Advisors in an amount not to exceed \$308,890.00.

### **BACKGROUND:**

During the Fiscal Year (FY) 2024 budget adoption process, the Board of Mayor and Aldermen (the “Board”) approved and appropriated \$4 million to purchase an enterprise-wide resource planning (ERP) system to replace multiple software systems being used by various departments. The ERP investment is intended to streamline functions across departments, improve data accessibility, enhance analytical reporting ability, improve efficiency, and reduce the challenges that come with interfacing non-compatible systems.

On July 22, 2024, the Board approved a task-order based contract with Avèro Advisors. The contract was in the form of a Master Services Agreement with an initial \$12,000 for tasks related to hardware services. According to the agreement, any subsequent tasks were to follow the Town’s adopted purchasing guidelines including tasks equal to or greater than \$25,000 being presented to the Board for approval.

After approval of the contract, Avèro Advisors was asked to expand its services to include consulting for the ERP project. On September 16, 2024, an ERP Kickoff was held in the James H. Lewellen Board Chambers and included representation from all Town departments and the Board of Mayor and Aldermen.

The intended plan was to have Avèro Advisors assist the Town with the following:

- ERP needs discovery with departments;
- Process management;
- RFP development;
- Vendor solicitation assistance;
- Product demonstrations; and,
- Contract negotiations.

### **DISCUSSION:**

As staff was preparing to bring forward a contract to award the ERP software contract, which was presented and approved by the Board at its September 22, 2025 meeting, it was discovered there was failure to get the tasks listed above approved by the Board as required in the Master Services Agreement (attached as Exhibit A). By the time this significant purchasing deviation was discovered, the Town had already incurred and paid slightly more than \$289,000 in project expenditures. (Please

refer to Exhibit B for a list of purchase orders paid).

Based on the task order detail provided by Avèro Advisors, the not to exceed cost for services related to soliciting for services and ultimately negotiating the terms of agreement with the selected provider was \$308,890.00 (attached as Exhibit C).

The information described in this report was shared with the Board at its September 22, 2025 publicly noticed work session.

Given the size and extensive scope of the ERP consulting engagement, it has become clear a task order agreement was not the appropriate procurement mechanism. To prevent similar oversights in the future, the Town will discontinue this process except in extenuating circumstances. Furthermore, for any agreements executed on a task order basis, staff will be required to verify an approved task order is attached as documentation prior to making any payments to the vendor.

**BUDGET IMPACT:**

Fees were paid from the approved CIP project. The Town anticipates one final invoice for approximately \$5,500.00 which will also be paid from the CIP project. No additional appropriations are needed for this agreement.

**ATTACHMENTS:**

[Exhibit A - Avero Advisors Task Order Ratification 10-13-2025.pdf](#)

[Exhibit B - Avero Advisors CIP Expenditures Paid.pdf](#)

[Exhibit C - Avero Advisors ERP Task Order Authorization Form.pdf](#)

**PROPOSED MOTION:**

To ratify task orders related to a Master Services Agreement with Avèro Advisors for ERP Consulting Services in an amount not to exceed \$308,890.00.

**Board Action:** Motion By \_\_\_\_\_ Seconded By \_\_\_\_\_

Vote Total	Hall	Jordan	Robbins	Marshall	Stamps	Fraser
Yes						
No						
Abstain						