

REPORT TO THE BOARD OF MAYOR & ALDERMEN

DATE: October 27, 2025

FROM: Gary Vanderheyden, Chief Technology Officer

SUBJECT: Contract Approvals for Two Town Project Managers to Oversee the Implementation of an Enterprise Resource Planning (ERP) Solution

INTRODUCTION:

The purpose of this agenda item is to request approval for contracts to engage two dedicated Project Managers to provide expert management for the Town's integrated Enterprise Resource Planning (ERP) implementation, which includes Workday, SpryPoint, and OpenGov.

BACKGROUND:

The successful implementation of the new cloud-based ERP solution is the Town's most critical administrative modernization initiative. This multi-platform, multi-vendor program (Workday, SpryPoint, OpenGov) is highly complex, requiring continuous, expert oversight to ensure success. Dedicated Project Management has always been a foundational part of the implementation strategy. It is essential to have Town-led management to coordinate vendors, control risk, and ensure internal staff readiness.

DISCUSSION:

Strategic Change and Cost-Effective Project Management: Initially, we planned to engage an external third-party consulting firm to provide Project Management for the duration of the ERP implementation. We successfully shifted this approach to a more cost-effective and beneficial solution: securing two highly qualified and respected professionals local to the Town as dedicated Project Managers for an 18-month engagement period with the option to extend should the project "go-live" date be delayed out of necessity. This change leverages deep institutional knowledge and experience while providing the necessary dedicated capacity.

This strategic pivot delivers the same, high level of critical project management at a significantly reduced expense compared to the external third-party option, ensuring better value for the Town.

The compensation for this 18-month engagement is structured as follows, representing a total investment of \$278,070.00 for the combined Project Management oversight:

- Project Manager A: Not to exceed amount of \$165,750.00
- Project Manager B: Not to exceed amount of \$112,320.00

These two Project Managers will be solely responsible for the successful, integrated execution of the entire ERP program. Their core duties are aligned with the program's primary objectives:

- Unified Vendor Management: Act as the single point of contact for all external vendors (Workday, SpryPoint, OpenGov), managing contracts, validating deliverables, and facilitating technical integration workshops.
- Integrated Planning & Control: Develop and actively manage the consolidated Master Project

Plan, integrating all vendor and internal schedules. They will maintain the central RAIDQ (Risk, Issue, Decision) log, escalating critical items for Executive resolution.

- Stakeholder & Change Management: Lead internal communication, manage the allocation and time commitment of Town Subject Matter Experts (SMEs), and oversee the change management strategy to ensure high user adoption and process efficiency gains.
- Technical Readiness Oversight: Direct all testing phases (SIT/UAT), data migration, and the final cutover process to minimize operational disruption and ensure a smooth Go-Live.

The success of the program is measured by the on-time Go-Live, successful system integration, high user adoption, and minimal disruption to Town services.

BUDGET IMPACT:

Fund	Dept.	Obj. Code	Description	Approved Line Item Budget ⁽¹⁾	Previous Expenses	Proposed Expense	Balance	Budget Impact
321	41640	948-202401	Enterprise Resource Planning (ERP)	\$4,300,000.00	\$3,859,655.74	\$278,070.00	\$162,274.26	\$300,000.00 increase

(1) Assumes the approval of Resolution 2025-45 on this agenda.

ATTACHMENTS:

[GS-26-01592 - Contract Agreement - Murrell Jacqueline.pdf](#)

[GS-26-01593 - Contract Agreement - Bridgepath Technologies LLC - Sompalli Smita.pdf](#)

PROPOSED MOTION:

MOTION #1

To approve a contract with Bridgepath Technologies LLC for ERP project management services at a not to exceed amount of \$165,750 for an 18-month period beginning October 28, 2025.

MOTION #2

To approve a contract with Jacqueline Murrell for ERP project management services at a not to exceed amount of \$112,320.00 for an 18-month period beginning October 28, 2025.

Board Action: Motion By _____ Seconded By _____

Vote Total	Hall	Jordan	Robbins	Marshall	Stamps	Fraser
Yes						
No						
Abstain						