



DATE: July 9, 2025

TO: GEORGEANNE WHITE, City Manager
City Manager's Office

FROM: BRYON HORN, CIO
Information Services Department

Initial
BH

DENNIS JONES, Information Services Manager
Information Services Department

SUBJECT: UNIQUELY QUALIFIED VENDOR SUPPORT REVOLUTION

The purpose of this memorandum is to request authorization for a Uniquely Qualified purchase, consistent with the language in Administrative Order 6-19, so that the Information Services Department (ISD) may enter into an agreement with Support Revolution to provide PeopleSoft HRMS technical support and payroll tax and regulatory updates in the amount of \$245,005.50 in year one. The annual amount increases slightly to \$252,354.64 and \$259,925.28 in years 2 & 3 if needed.

Support and tax updates had been provided by Rimini Street but on a July 31, 2024 earnings call, they announced they were stepping back from offering services for Oracle products. Of the vendors that can provide technical support for our PeopleSoft modules, only Support Revolution can provide federally mandated tax and regulatory updates.

Fresno County faced a similar situation for their PeopleSoft installation and recently signed an agreement with Support Revolution through a suspended competition board item. For the above reasons, we recommend that the City approve the Uniquely Qualified designation with Support Revolution.

☒ Approved ☐ Denied


Georgeanne White, City Manager