



# Lake Havasu City

Lake Havasu City  
Council Chambers  
92 Acoma Boulevard South  
Lake Havasu City, Arizona  
86403  
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## Legislation Text

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### COUNCIL COMMUNICATION

**TO:** Honorable Mayor and Council

**FROM:** Bobbie J. Kimelton, Director of Human Capital Management

**SUBJECT:..Title**

Approve the Statements of Work with Camptra Technologies LLC for Oracle Cloud Human Capital Management HCM & Benefits Health Check, Help Desk, Health and Safety, Recruiting and Onboarding, and Knowledge Base Training Modules and the HCM Managed Services Support Contract (2022-2023) to Provide Technical Help Desk Support for Oracle Cloud HCM Support (Bobbie Kimelton)

..Body

**FUNDING SOURCE:**

General Fund

**PURPOSE:**

Approve the Statements of Work (SOWs) with Camptra Technologies LLC (Camptra) for the City to receive technical assistance with the implementation of the new Human Capital Management (HCM), Help Desk, Health and Safety, Recruiting and Onboarding and Ongoing Training and Knowledge Base and the HCM Managed Services Support Contract to provide technical help desk support for Oracle Cloud HCM modules with City Code Section 3.10.010.3.A.3 and A.16

**BACKGROUND:**

With the implementation of the Oracle system, several of the modules licensed by the City have not been implemented. Staff requires assistance in the implementation and troubleshooting to maximize Oracle software's effectiveness. The technical expertise needed for core human resource and benefits issues, report creation and modification, support of business workflow issues related to the Oracle Cloud implementation, and proper setup for projects would be provided by Camptra. This SOW would allow for approximately one year of assistance with an implementation timeline of November 2022 through January 2024. The assistance provided by Camptra will be closely monitored and a determination would then be made as to the need for possible additional assistance. Additionally, the Managed Services Support Contract will provide help desk support to provide technical assistance beyond the implementation related to utilization of current core modules and the newly implemented modules.

**COMMUNITY IMPACT:**

Implementation of the Oracle Cloud Human Capital Management modules will improve service delivery efficiencies in the recruitment and hiring, training, and management of safe work behaviors for the human capital assets for the City.

**FISCAL IMPACT:**

This agreement will provide technical expertise for a total cost of \$250,700 with an additional \$60,000 for service ticket resolution for a total cost of \$310,700. These funds are included in the Fiscal Year 2022-2023 General Fund portion of the budget.

**ATTACHMENTS:**

Camptra Statement of Work Oracle Cloud HCM Health Check and Add on Implementation Services  
Camptra Statement of Work Oracle Cloud HCM Managed Services Support Contract (2022-2023)

SUGGESTED MOTION:..Recommended Action

I move to approve the Statements of Work with Camptra Technologies LLC for the Oracle Cloud Human Capital Management HCM & Benefits Health Check, Help Desk, Health and Safety, Recruiting and Onboarding and Knowledge Base Training modules and the HCM Manage Service Support Contract (2022-2023) to provide technical help desk support of Oracle Cloud HCM Support in an amount of \$310,700, and authorize the City Manager to sign the Statements of Work.