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Title: Approve the First Amendment to the Consultant Services Agreement with Infor, Inc., in the amount of and not to exceed \$236,440 for additional Infor Enterprise Asset Management Software Implementation Services within the Wastewater Management Division; increasing the total contract amount to \$1,719,734 (Citywide)

Sponsors: Department of Public Utilities

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Code sections:

Attachments: 1. Attachment 1 - Infor First Amendment to Agreement.pdf, 2. Attachment 2 - EAM Original Consultant Agreement.pdf

Date	Ver.	Action By	Action	Result
4/9/2020	1	City Council	approved	

REPORT TO THE CITY COUNCIL

April 09, 2020

FROM: MICHAEL CARBAJAL, Director
Department of Public Utilities

THROUGH: BRIAN S. SPINDOR, P.E.^(WA) Assistant Director
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SUBJECT

Approve the First Amendment to the Consultant Services Agreement with Infor, Inc., in the amount of and not to exceed \$236,440 for additional Infor Enterprise Asset Management Software Implementation Services within the Wastewater Management Division; increasing the total contract amount to \$1,719,734 (Citywide)

RECOMMENDATION

Staff recommends that the City Council approve a First Amendment to the Consultant Services Agreement with Infor, Inc., in the amount of and not to exceed \$236,440 for additional Infor

Enterprise Asset Management (EAM) Software Implementation Services within the Wastewater Management Division (WMD).

EXECUTIVE SUMMARY

On October 25, 2018, the City entered into a Consultant Services Agreement with Infor in the amount of \$1,483,294 for EAM Software Implementation Services within the Department of Public Utilities (DPU) and Department of Public Works (DPW). The scope of work included installation and configuration of EAM within DPU and DPW; the integration of EAM to other City software applications; migration of static data from legacy systems into EAM; Train-the-Trainer Training; and technical support.

The First Amendment to the Agreement requires Infor to migrate EAM, version 11.3, historical data into the current EAM application, version 11.5; develop grids to hold historical WMD Sewer Collections transactional work order and service request data from Infor Hansen (Hansen); build an interface with Info Asset Planner and EAM; provide additional web services integration; and provide up to 80 hours of optional end user training within the WMD.

BACKGROUND

On October 25, 2018, the City Council awarded a Consulting Services Agreement to Infor to implement EAM within DPU and DPW. Implementation included migrating static data from Hansen into EAM; integrating EAM with other City of Fresno software platforms such as FresGo, Geographic Information System (GIS), PeopleSoft, and DPU's Supervisory Control and Data Acquisition (SCADA) system; training and knowledge transfer; and technical support.

This project is approximately 80% complete and is currently on budget and on schedule. Through the course of this project, it has been determined that additional work is needed within WMD that was not included in the original scope of work.

This First Amendment to the existing Agreement requires Infor to migrate the WMD EAM, version 11.3, historical work order data into the 11.5 version currently hosted on the cloud. This effort will provide end users the ability to view ten years of asset work order history in the current EAM Production environment.

Infor will provide the City of Fresno the configuration of the EAM application in order to migrate the Sewer Collections historical work order transactional data from Hansen. Transactional data differs from static data in that transactional data can be updated over time, whereas once static data is created, it does not change. This transactional data will be migrated and configured into grids consisting of the asset history, comments, vehicle numbers, and employees. It will also include various transactional costs associated with the work order such as labor, materials, and vehicles. This functionality will provide staff the ability to see all work order history, including both static and transactional data, in the current EAM Production environment hosted in the cloud.

Infor will provide the City of Fresno the configuration of the EAM application in order to migrate the Sewer Collections historical service request transactional data from Hansen into the current version of the cloud-based application. This historical service request transactional data will also be migrated into configured grids. The customer call reporting information includes the date, time, location, service request number, and problem being reporting at the service location. This effort will provide

the Sewer Collections staff with the ability to advise the customer of the work that has been previously performed when an asset is reported as having a problem.

Infor will provide the City of Fresno a one-time data load of the Sewer Collections historical data from the Hansen application into the City's Info Asset Planner application. Infor will also develop an interface with the Info Asset Planner application, which will capture all new work order history captured from the Sewer Collections data. This additional integration will provide the City the ability to plan capital projects by capturing data about pipes and other assets in the Sewer Collections system, assess risks, and create prioritized, costed projects.

Infor has provided additional effort developing the cloud-based web service integrations for the City. This effort allows all integration-based information to flow between the City's financial, customer service, and other third party applications currently leveraging the web services process within EAM.

Infor will provide up to two end user training sessions specific to the work teams the City identifies. Each session will contain approximately 15 attendees and the City will provide the required space, equipment, and resources. The training milestone includes travel expenses, and 80 hours of classroom training. The agenda will be a joint effort and approved before travel occurs. This effort will result in higher use of the functionality of the application and the opportunity to engage other modules within the application.

The services required by this amendment will be completed in approximately 90 consecutive calendar days from the authorization to proceed. The First Amendment to Agreement is in the amount of and not to exceed \$236,400.

The First Amendment to Agreement has been reviewed and approved by the City Attorney's Office. Upon approval by the City Council, the First Amendment will be executed by the Director of Public Utilities, or designee.

ENVIRONMENTAL FINDINGS

This item does not qualify as a "project" as defined by the California Environmental Quality Act.

LOCAL PREFERENCE

Local preference does not apply to this action as this is an amendment to an existing contract.

FISCAL IMPACT

This project will have no impact to the General Fund. Funding has been appropriated in the Wastewater Enterprise Fund.

Attachments:

Attachment 1 - First Amendment to Agreement

Attachment 2 - Original Consultant Agreement