



## Legislation Details (With Text)

**File #:** ID 20-001592 **Version:** 1 **Name:**

**Type:** Action Item **Status:** Agenda Ready

**File created:** 11/17/2020 **In control:** City Council

**On agenda:** 12/10/2020 **Final action:**

**Title:** Approve a Third Amendment to the Consultant Services Agreement with Infor, Inc., in the amount of and not to exceed \$44,500 for reengagement of Infor Enterprise Asset Management Software Implementation Services and additional end-user training within the Water and Wastewater Management Divisions (Citywide).

**Sponsors:** Department of Public Utilities

**Indexes:**

**Code sections:**

**Attachments:** 1. Attachment 1 – Third Amendment to Agreement.pdf, 2. Attachment 2 - Attachment A - EAM Implementation Services.pdf, 3. Attachment 3 - Second Amendment to Agreement.pdf, 4. Attachment 4 - First Amendment with Infor for EAM Implementation Services.pdf, 5. Attachment 5 - Original Agreement with Infor for EAM Implementation Services.pdf

Date	Ver.	Action By	Action	Result
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## REPORT TO THE CITY COUNCIL

**December 10, 2020**

**FROM:** MICHAEL CARBAJAL, Director  
Department of Public Utilities

**THROUGH:** TIMOTHY TOMPSETT, Wastewater Manager  
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## SUBJECT

Approve a Third Amendment to the Consultant Services Agreement with Infor, Inc., in the amount of and not to exceed \$44,500 for reengagement of Infor Enterprise Asset Management Software Implementation Services and additional end-user training within the Water and Wastewater Management Divisions (Citywide).

## RECOMMENDATION

Staff recommends that the City Council approve a Third Amendment to the Consultant Services Agreement with Infor, Inc., in the amount of and not to exceed \$44,500 for reengagement of Infor Enterprise Asset Management (EAM) Software Implementation Services and additional end-user training within the Water and Wastewater Management Divisions (WMD).

## **EXECUTIVE SUMMARY**

On October 25, 2018, the City entered into a Consultant Services Agreement with Infor, Inc., for EAM Software Implementation Services within the Departments of Public Utilities (DPU) and Public Works (DPW). On April 9, 2020, the City amended the Agreement to include additional work and focused end user training within the Wastewater Management Division (WMD). Due to the COVID-19 pandemic, this project was placed on hold before the Water Division, Sewer Collections (Collections), and Environmental Services (ESS) could go-live with the system since much of this work required onsite consultation and configuration.

The Third Amendment to the Agreement includes project restart costs, primarily onsite consultant go-live support for the Water Division, Collections, and ESS due to unforeseen circumstances and changes in business practices caused by the COVID-19 pandemic. To maximize consultant efforts while onsite, this amendment includes additional process design and configuration in Collections, and the development and provision of focused end user training in the Water Division. With approval of the Third Amendment, the total value of the contract will increase to \$1,795,550.

## **BACKGROUND**

On October 25, 2018, the City Council awarded a Consultant 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.

On April 9, 2020, the City Council approved the First Amendment to the Agreement in the amount of \$236,400, which required Infor to migrate EAM 11.3 historical data into the current EAM 11.5; develop grids to hold historical Collections transactional work order and service request data from Hansen; build an interface between Info Asset Planner and EAM; provide additional web services integration; and provide 80 hours of end user training within the WMD.

The original go-live date for the Water Division, Collections, and ESS was scheduled for March 16-19, 2020. The Infor team was onsite on March 16 working with staff on final implementation. However, due to the COVID-19 pandemic, this project was placed on hold before the Water Division, Collections, and ESS could go-live with EAM. During this week, the City directed many staff members to work from home and to cancel any in person trainings and/or meetings. The Infor team was then told the project was to be placed on hold and that it would start up again at a later date when restrictions had eased and we were allowed to conduct in person trainings and meetings once again.

It has been determined that additional onsite work is needed for Collections to migrate work order data from their previous Computerized Maintenance Management System, Infor Hansen. This includes the data collected from the time the EAM project was placed on hold to the date the project resumes. Due to new social distancing requirements, more frequent, but smaller group onsite

meetings with Infor and City staff are needed for project completion.

This Third Amendment to the existing Agreement restarts the project and will allow the Infor team back onsite to finalize the go-live for Water, Collections, and ESS. This phase of the project is 95% complete and would have been completed had the shutdown not taken place. This Amendment also includes new end user training for the Water Division, which is similar to the training that was approved in the First Amendment for WMD.

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

## **ENVIRONMENTAL FINDINGS**

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

## **LOCAL PREFERENCE**

Local preference does not apply to this action because 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 Water and Wastewater Enterprise Fund.

### **Attachments:**

- Attachment 1 - Third Amendment to Agreement
- Attachment 2 - Attachment A
- Attachment 3 - Second Amendment to Agreement
- Attachment 4 - First Amendment to Agreement
- Attachment 5 - Original Consultant Agreement