



HISTORIC
FRANKLIN
TENNESSEE

ITEM #13
WRKS
06/24/14

MEMORANDUM

June 9, 2012

TO: Board of Mayor and Aldermen

FROM: Eric Stuckey, City Administrator
Russ Truell, ACA Finance
Fred Banner, IT Director

SUBJECT: INFOR Change Order for Utility Billing

Purpose

The purpose of this memorandum is to provide the Board of Mayor and Aldermen (BOMA) with information to consider approval of a change order to complete the Utility Billing Project.

Background

The City is nearing completion of the utility billing software implementation project. There is a need for additional funding for support from the software vendor to complete the implementation of the new billing system. While this project was in process, it was requested that staff address the upgrade to the Community Development and Regulatory (CDR) process module for our development service group. This was completed and went “live” in March 2014. Funds used for CDR completion were taken from our existing funding with INFOR.

The majority of the utility billing implementation has been completed. What is left is programming funding from INFOR to complete items such as the integration with HBTS and MVUD Utility Districts’ processing, General Ledger interface to Great Plains, cashiering, one off charges, ACH/EFT interfaces, lock box processing, VCN payment interface, VCN WEB inquiry, recovery agreements/loans/assessments, delinquency collections, CTRAC access information, report generation and detail testing for four months before the “go live” date.

Financial Impact

The requested amount is \$250,000. INFOR has agreed to provide 1100 hours of free programming to aid in completing this project. They are currently doing this. The IT Director receives weekly status updates as to what aspect of the project have been completed and are currently being addressed.

Recommendation

Approval of the change order with INFOR is recommended.

CHANGE ORDER

INTRODUCTION

This Change Order document ("Change Order") is subject to all terms and conditions of the Software Services Agreement (or, if applicable, the Professional Services Agreement) between Infor and Licensee with an Effective Date of January 24, 2012 (the "Services Agreement") and constitutes a change to the Services Work Order identified below by Work Order Number ("Work Order"). All terms of the Services Agreement and Work Order are incorporated herein by reference. Capitalized terms not defined in this Change Order are defined in the Services Agreement or Work Order. In the event of a conflict, the terms of this Change Order control over the terms of the Services Agreement and Work Order.

1.0 CHANGE ORDER

Licensee (customer)	City of Franklin
Project Name	FRANKLIN,CITYOF-001-Hansen 8 Utility Billing Implemenation
Project Number	32312211
Project Manager	Gordon Bagnell
Project Phase	Design
Product(s)	Infor Public Sector 8 Utility Billing
Work Order Number	COF No. 2010-00045
Change Number	001
Issue Number	N/A
Description	Additional funds to cover the work moved from City of Franklin to Infor.
Requestor	Gordon Bagnell
Identified Date	May 8, 2014

Change Status Log		Date
Initial identification/assessment		N/A
Approved for detailed impact analysis (optional)		N/A
Pending Approval		
Final Approval	Approved	Denied
Updated project and budget plans		

1.1 Preliminary identification and assessment

Describe the change in detail

Additional funds are needed to complete additional work that was added to the project scope. The following items were identified and Infor will be responsible for completing.

Details of the Changes

- Account Conversion Design
- Account Conversion Build/Unit Test
- HBTS Account Interface Update Design
- HBTS Account Interface Update Build
- HBTS Account Interface Update Test
- MVUD Account Interface Design
- MVUD Account Interface Build
- MVUD Account Interface Test
- VCN Payment Interface Design
- VCN Payment Interface Build
- VCN Payment Interface Test
- CDR Fee Calcs for Building related to UB Design
- CDR Fee Calcs for Building related to UB Build
- CDR Fee Calcs for Building related to UB Test
- CDR GL Design
- CDR GL Build
- CDR GL Test
- Data Conversion for System Testing
- Data Conversion for Training/UAT (Copy)
- Data Conversion for Go Live
- Clean existing UB records from Database
- Service Request Conversion Design
- Service Request Conversion Build/Unit Test
- Service Request Configuration Design
- Service Request Configuration Build

Describe the change in detail

Service Request Configuration Test
CTRAC Access Information Conversion D, B,
Configuration D, B, T

Reason for the change

Additional work was identified during the course of the project implementation, including conversion, additional integration, and configuration.

High level impact assessment

The additional effort is estimated to be 2640hrs and will extend the duration of the project.

1.2 Approval for detailed impact analysis (optional)

Reviewer

Review Date

1.3 Detailed impact analysis

Impact on project plan (including estimated timelines)

Due to the additional work and revised plan the proposed go live date will be rescheduled in accordance with the agreement being finalized and project scheduling completed.

Target date (for implementation)

Jan, 2015

Impact on resource requirements

Additional resources will be assigned to the project to complete the project as efficiently and as soon as possible.

Additional risk

N/A

Impact on project cost

The project cost will increase by \$250,000 plus travel expense.

Service Fee Estimate for Additional Services Provided under this Change Order

Resource/Activity/Task	Estimated [Hours/Days]	[Hourly/Daily] Rate	Estimated Fee
Offshore Technical Consultant	2000hrs	65.00	\$ 130,000.00
Onshore Business Consultant	640hrs	187.50	\$ 120,000.00
			\$
			\$
			\$
			\$
			\$
			\$
Total	2,640		\$ 250,000.00

Note: Travel Expense is additional and will be billed at cost when incurred.

Estimated time and costs listed in this Change Order represent an estimate only and are in addition to the estimates provided in the original Work Order. Actual project time and cost may vary from the estimates provided. Where a substantial variation from this Change Order is foreseen, both parties must agree in writing to the additional work and document the change in a subsequent Change Order.

Other Projects Affected

N/A

Who needs to be notified of the change

Fred Banner, Russ Truell

Comments

2.0 CHANGE APPROVAL / PAYMENT

By signing below, Licensee authorizes Infor to proceed with the work set forth in this Change Order and bill Licensee per the payment terms set forth in the original Work Order for any additional Services fees. Please return a signed copy of this Change Order to Infor PSO.

THE PARTIES have executed this Change Order through the signatures of their respective authorized representatives.

INFOR:

Signature:

Printed Name: Gordon Bagnell

Title: Project Manager

Address: Halifax, Canada

Address:

Signature Date:

LICENSEE:

Signature:

Printed Name:

Title:

Address:

Address:

Signature Date:

3.0 ATTACHMENTS

Original Services Work Order

(Click to view)