

PUBLIC WORKS AND UTILITIES COMMITTEE

10-0551R

RESOLUTION AUTHORIZING AMENDMENT TO CITY CONTRACT NO. 21070, ADDING WORK TO THE CMMS SOFTWARE CONTRACT WITH INFOR GLOBAL SOLUTIONS (MICHIGAN), INC., AND INCREASING THE AMOUNT PAYABLE BY \$75,000.

CITY PROPOSAL:

RESOLVED, that the proper city officials are hereby authorized to enter into first amendment to City Contract No. 21070, substantially in the form of that on file in the office of the city clerk as Public Document No. _____, with Infor Global Solutions (Michigan), Inc., increasing services related to the installation of a call center portion and the I&I portion of the CMMS software previously contracted for and increasing the amount of the contract by the amount of not to exceed \$75,000, \$18,750 of which shall be payable from each of the following funds:

- 510 - 500 - 1915 - 5201 \$18,750;
- 520 - 500 - 1915 - 5201 \$18,750;
- 530 - 500 - 1915 - 5201 \$18,750;
- 535 - 500 - 1915 - 5201 \$18,750.

Approved:

Approved for presentation to council:

Department Director

Chief Administrative Officer

Approved as to form:

Approved:

Attorney

Auditor

STATEMENT OF PURPOSE: The purpose of this resolution is to authorize an amendment to the city's agreement with Infor Global Solutions (Michigan), Inc., to pay for additional services related to the modification of computerized maintenance and management system previously acquired by the city to assist in maintenance and management of its sanitary sewer system. In particular, the City will be increasing its ability to address I&I issues and adding a call center feature to its system.

The I&I capacity will allow us to automate all the form letters that go to the public who are selected to participate in the sump pump and private sewer service lateral repair program, to unify four different database programs currently used to manage the program into one unified database, and will allow us to attach all documentation related to the customer (including the wet weather video clips) to the GIS asset that will track the history of all I/I activity related to that parcel of property.

The call center capacity will allow utility operations to take information from citizens on a potential problem and generate system work orders to correct the problem and has the capacity to allow system and email alerts to other departments of an emergency (e.g. fire department, mayor's office when we have a gas leak). It also allows us to post emergency bulletins within the call center module to alert all other staff (who may take a call) the information to disseminate to the public.

The software which the city acquired under the base contract has the general capacity to allow these services to be performed. The purpose of this contract is to fund additional services which will allow Infor to modify or reconfigure the system to perform these tasks in the context of the city's system. The cost of these services will be \$75,000. The water fund, the gas fund, the sanitary sewer fund and the storm water utility fund will each pay \$18,750 toward the cost of the additional work.