



CITY OF FORT LAUDERDALE  
City Commission Agenda Memo  
REGULAR MEETING

12-17-14  
PUR-4  
ADD'L REVISIONS  
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#14-1466

**TO:** Honorable Mayor & Members of the  
Fort Lauderdale City Commission

**FROM:** Lee R. Feldman, ICMA-CM, City Manager *L. Feldman*

**DATE:** December 17, 2014

**TITLE:** REVISED Pur-4 - Purchase Work Management Software for the Cayenta  
Utilities System - \$282,640

**Recommendation**

It is recommended that the City Commission award the purchase of a proprietary work management software module for the Cayenta Utilities System from N. Harris Computer Corporation in the amount of \$282,640 and approve the License Agreement Addendum and the Statement of Work in substantially the form attached.

**Background**

The City's Public Works Department has used the Hansen System for work orders and maintenance tracking since 1997. The system has been upgraded several times since its installation but has become expensive to maintain and has limited interface capabilities. The Cayenta Utilities System for utility billing will be interfaced with the new enterprise resource planning system when it is selected and implemented. A work order module is available for the Cayenta Utilities System that would eliminate the need for the Hansen System. It also has the additional benefit of interfacing with the City's new customer relationship management system, QAlert, so that field workers can receive and update work orders remotely. No additional hardware is required for the Cayenta work management module as it will run on the existing servers. Annual maintenance for the Hansen System is \$125,000.

The Cayenta work order module will cost \$261,640, including first year maintenance, plus an estimated \$21,000 in travel costs to implement for a total estimated cost of \$282,640. Subsequent annual maintenance for the Cayenta work order module would be approximately \$25,000. The savings to the City would be approximately \$242,360 over five years and offers the additional benefits of allowing integration with other systems and process improvements that will save resources of staff time.



Public Works staff looked at both keeping and upgrading the existing Hansen work order system and purchasing the work order module available from SunGard/ONESolution. The Hansen system could not be integrated with the QAlert Customer Relationship Management system (CRM) recently purchases purchased by a via competitive process. The ONESolution work order system could interface with QAlert but the functionality and user controls were very different to operate than the Cayenta system with which they are familiar. Both the Hansen and ONESolution options were more expensive than the Cayenta work order module.

The Cayenta work management software module is proprietary to N. Harris Computer Corporation.

Pursuant to Section 2-189.(6), Code of Ordinances of the City of Fort Lauderdale, proprietary purchases are exempt from the normal bidding process, when an investigation of the pricing of products or services from a responsible supplier has been conducted.

**Resource Impact**

There will be a fiscal impact to the City in the amount of \$282,640.

<i>Funds available as of December 1, 2014</i>					
ACCOUNT NUMBER	INDEX NAME (Program)	OBJECT CODE/ SUB-OBJECT NAME	AMENDED BUDGET (Object Code)	AVAILABLE BALANCE (Object Code)	AMOUNT
450-PBS010101-3401	Public Services Directors	Services & Materials/ Computer Maintenance	\$422,530	\$177,458	\$24,640
450-PBS010101-6405	Public Services Directors	Capital Outlay/ Computer Software	\$133,000	\$133,000	\$133,000
450-PBS670101-6405	Treatment Operations	Capital Outlay/ Computer Software	\$450,000	\$354,900	\$125,000
<b>TOTAL →</b>					<b>\$282,640</b>

**Strategic Connections**

This item is a *Press Play Fort Lauderdale Strategic Plan 2018* initiative, included within the Internal Support Cylinder of Excellence, specifically advancing:

- Goal 11: Be a well-trained, innovative, and neighbor-centric workforce that builds community.
- Objective 4: Provide a reliable and progressive technology infrastructure

This item advances the *Fast Forward Fort Lauderdale Vision Plan 2035: We are United.*

**Attachments**

Exhibit 1 – License Agreement Addendum

Exhibit 2 – Statement of Work

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