



**CITY OF FORT LAUDERDALE  
City Commission Agenda Memo  
REGULAR MEETING**

**#15-0989**

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

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

**DATE:** August 18, 2015

**TITLE:** Motion to Approve Change Order Purchase for Software Support Services  
for Utility Billing – N. Harris Computer Corporation - \$33,300

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**Recommendation**

It is recommended that the City Commission approve a change order purchase for proprietary software support services from N. Harris Computer Corporation in the amount of \$33,300.

**Background**

On April 15, 2014, the City contracted with Cayenta, a division of N. Harris Computer Corporation, to create an interface between the Cayenta Utility Billing Software and the newly implemented QAlert/LauderServ Software. The goal is to seamlessly integrate service requests between the two systems.

The interface process allows for the service requests created in the Cayenta Utility Billing Software to be automatically assigned to the field crews' mobile devices. The crews will efficiently complete the service requests in the field; subsequently, the interface process will update these requests in the Cayenta Billing System.

The City initially paid \$24,050 for the development of this interface which was under the threshold for Commission approval. However, since that time, QAlert/LauderServ has significantly expanded in scope and is now used to handle neighbor, as well as, internal requests between departments. This expansion in scope for QAlert/LauderServ requires a change in scope for the interface resulting in a change order in the amount of \$9,250 for the additional support, increasing the total cost of the project to \$33,300. Therefore, if the cost of a proprietary purchase is greater than \$25,000, then the approval of the City Commission is required.

Pursuant to Section 2-189, Code of Ordinances of the City of Fort Lauderdale, Florida, the City may purchase proprietary items, as defined in Section 2-173, without the necessity of public bids. As defined by the Code, a proprietary item is not readily available from more than one supplier, manufacturer, or person and is unique in nature. The interface process is created by Cayenta and is proprietary to N. Harris Corporation.

## **Resource Impact**

There will be a fiscal impact to the City in the amount of \$33,300.00.

<b>Funds available as of July 23, 2015</b>					
<b>ACCOUNT NUMBER</b>	<b>INDEX NAME (Program)</b>	<b>OBJECT CODE/ SUB- OBJECT NAME</b>	<b>AMENDED BUDGET (Object Code)</b>	<b>AVAILABLE BALANCE (Object Code)</b>	<b>PURCHASE AMOUNT</b>
450-PBS670101-3199	Treatment Operations	Services & Materials/ Professional Services	\$502,801	\$300,117	\$9,250
450-PBS010101-3199	Public Services Directors	Services & Materials/ Professional Services	\$520,825	\$75,2143	\$24,050
<b>PURCHASE TOTAL ►</b>					<b>\$33,300</b>

## **Strategic Connections**

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

- Goal 11: Be a well-trained, innovative, and neighbor-centric workforce that builds community.
- Objective 3: Continuously improve and innovate communication and service delivery.
- Initiative 11: Explore the creation of a call center, by developing a new Customer Relationship Management (CRM) tool to track and address general questions and non-emergency calls from neighbors for City services.

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

## **Attachment**

Exhibit 1 – Quotation

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