



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

#23-0311

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

FROM: Greg Chavarria, City Manager

DATE: April 4, 2023

TITLE: Motion Approving Change Order No. 11 for Associated Professional Services
- Infor (US), Inc. - \$584,335 - (**Commission Districts 1, 2, 3 and 4**)

Recommendation

Staff recommends the City Commission approve Change Order No. 11, in substantially the form attached, for associated professional services with Infor (US), Inc., in the amount of \$584,335.

Background

On September 7, 2016, the City Commission approved (CAM #16-0900) a twelve (12) year Agreement for the purchase of an Enterprise Resource Planning (ERP) software system solution and associated professional services with Infor (US), Inc. ("Infor" – software and support) and Ciber, Inc. ("Ciber" - Implementer); and authorized the City Manager to approve task orders as well as two, one-year renewal options, contingent upon appropriation of funds in the total amount of \$6,562,618.

On June 6, 2017, the City Commission approved (CAM 17-0512) Assumption of Contract and Consent to Assignment of ERP system implementer agreement from Ciber to Infor. During project scoping and business analysis by staff and Infor, staff determined that changes to the original scope were necessary for the move to version 11, as well as additional data conversions and the Expense Management Module. As such, and in accordance with Section 2-177, Code of Ordinances of the City of Fort Lauderdale, staff administratively approved Change Orders 1-4. The cumulative total (\$655,162) of the first four change orders were less than the 10% as allowed by the Code.

On December 18, 2018, the City Commission approved (CAM 18-1312) Change Order No. 5 for additional consultant services costs totaling \$274,677.80 related to developing interfaces between several software applications used by departments and the new financial accounting system for the ERP.

On September 9, 2021, the City Commission approved (CAM 21-0749) Change Order No. 6 in the total amount out \$10,273,400, which upgraded the on-premise solution to a cloud-based solution at a cost of \$7,273,400 in Annual SaaS Subscription payments over

the remaining 11-year period and increased the implementation service costs for the cloud-based solution by \$3,000,000.

On October 3, 2023, the City completed Phase I of the ERP Project and went live in the new Infor software system. The Phase I implementation included accounting, financial reporting, treasury, inventory, and procurement processes. The Phase I team is working on the stabilization of the new system, which usually takes up to a year. During the implementation of Phase I, the City approved several zero (0) dollar changes to the scope of the project, which were documented in Change Orders 7-10.

Phase II (Global Human Resources (GHR) and Payroll) kicked off in the Summer of 2022. Since that time, the City's Human Resources Department encountered key staff turnover between the months of November 2022 through January 2023. A total of four (4) employees, with years of institutional knowledge separated from the City. All four (4) resources were key members to the ERP Phase II GHR-Payroll implementation. In addition, one (1) Information Technology manager assigned to the ERP project resigned December 15, 2022.

Due to the transition of staff, the City had to re-baseline the project and engage with Infor to propose new dates for go-live. Additionally, the City had to recruit and hire new resources to fill the vacant roles. Due to resource constraints, the City's project team proposed an additional 30 days. Upon consulting with our Finance staff and Payroll subject matter experts, it would be advantageous to start within a new quarter, thus adding an additional 60 days. The anticipated date for going live for Phase II is September 18, 2023, with the first payroll run happening in the new fiscal year of October 6, 2023. The new date offers a clean start to the fiscal year as well as payroll tax quarterly reporting, with respect to data and financial balances. This extension mitigates additional reconciliation efforts if the system transitions in the middle of a quarter.

Change Order No. 11 represents the additional funds needed for Infor professional services to complete the implementation and provide post go live support through October 27, 2023.

Resource Impact

Funds for the proposed change order in the total amount of \$584,335 will be included in the FY2023 Community Investment Plan in the accounts below, contingent upon the approval of the Consolidated Budget Amendment CAM 23-0088.

Funds available as of March 10, 2023					
ACCOUNT NUMBER	PROJECT NAME (Program)	CHARACTER/ ACCOUNT NAME	AMENDED BUDGET (Character)	AVAILABLE BALANCE (Character)	PURCHASE AMOUNT
10-581-9100-519-60-6599-P11937	Enterprise Resource Planning (ERP)	Capital Outlay /Construction	\$7,802,136	\$638,174	\$584,335
PURCHASE TOTAL ►					\$584,335

Strategic Connections

This item is a *Press Play Fort Lauderdale Strategic Plan 2024* initiative, specifically advancing:

- Internal Support Focus Area
- Goal 8: Build a leading government organization that manages all resources wisely and sustainably.
- Objective: Maintain financial integrity through sound budgeting practices, prudent fiscal management, cost effective operations, and long-term financial planning

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

Related CAMs

#23-0088

Attachment

Exhibit 1 - Change Order No.11 - Infor (US) Consulting Fixed Fee Services Work Order

Prepared by:	Linda Short, Director, Finance Laurie Platkin, Sr. Procurement Specialist, Finance Matthew Eaton, Sr. Administrative Assistant, Finance
Department Director:	Tamecka McKay, Director, Information Technology Services Linda Short, Director, Finance



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 (US), LLC.** ("Infor") and **City of Fort Lauderdale** ("CoFL", or "Subscriber", or "Customer") with an Effective Date of **October 31, 2016** (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 Fort Lauderdale
Project Name	ERP Restart: CloudSuite Financials, Supply Chain, GHR and Payroll Implementation Project
Project Number	32513018
Project Manager	Horace Griffin
Project Phase	Construction
Product(s)	CloudSuite Financials, Supply Chain, GHR and Payroll
Work Order Number	OP-04321096
Change Number	11
Issue Number	N/A
Description	Project go-live delay
Requestor	City of Fort Lauderdale
Identified Date	December 1, 2022
Prepared By	Tayiba Garcia, Bethany Holland

1.1 Preliminary Identification and Assessment

Describe the change in detail

The go-live for Global Human Resources (GHR) has been delayed from June 26, 2023, to September 18, 2023 due to the CoFL resource constraints.

Reason for the change

The project requires an extension of the Infor team for 3 months of additional labor in order to accommodate the delay of the GHR go-live to September 18, 2023 to support implementation activities through go-live and post go-live support (as described in the services work order.)

The CoFL has encountered key Phase 2 staff turnover impacting the original timeframe for the June 26, 2023 go-live.

High level impact assessment

The impact to this change request is a fixed fee extension of currently staffed project roles, as previously allocated through post go-live support:

- Solution Architect, Senior
- GHR Consultant, Senior
- Offshore GHR Consultant, Senior
- Payroll Consultant, Senior
- Offshore Payroll Consultant, Senior
- Project Manager
- Technical Project Manager, Principal
- Delivery Executive

1.2 Detailed Impact Analysis

Impact on project plan (including estimated timelines)

- The duration of Construction and Transition are lengthened to accommodate completion of data migrations, testing cycles and go-live readiness. Optimize is delayed as a result of the additional weeks of Construction and Transition activities.
- The cost impact of the extension is reflected below in the Services Fee section.

Target date (for implementation)

- The targeted go-live date for the project is September 18, 2023

Impact on resource requirements

The following roles will be extended to support project activities:

- Solution Architect, Senior
- GHR Consultant, Senior
- Offshore GHR Consultant, Senior

Impact on resource requirements

- Payroll Consultant, Senior
- Offshore Payroll Consultant, Senior
- Project Manager
- Technical Project Manager, Principal
- Delivery Executive

No resource changes are anticipated as a result of this timeline extension.

Impact on project cost

- The impact of this Change Order is outlined in the Services Fee section below.

Other Projects Affected

- None identified

Fixed Price Service Fee for Additional Services Provided under this Change Order

Resource/Activity/Task	Fixed Fee
Infor CloudSuite GHR Go-Live Timeline Extension	
Total Change Order Amount	\$584,335.00*

Invoicing for fixed price service fees are scheduled as follows:

- July 2023 invoice amount: \$200,000.00
- August 2023 invoice amount: \$200,000.00
- September 2023 invoice amount: \$184,335.00

*Travel and living expenses are included in the fees stated herein

Who needs to be notified of the change

- CoFL
 - Susan Grant
 - Tameka McKay
- Infor
 - Keith Pace – Vice President
 - Bethany Holland – Delivery Executive
 - Horace Griffin – Project Manager

1.0 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:

DocuSigned by:
Jonathan Toomey
C28F7E5FFFF2413...

Printed Name:

Jonathan Toomey

Title:

Sr Operations Director

Address:

Address:

Signature Date: 29 April 2023 | 09:00:21 EDT

City of Fort Lauderdale:

Signature:

Printed Name:

Title:

Address:

Address:

Signature Date:

City of Fort Lauderdale:

Signature:

Printed Name:

Title:

Address:

Address:

Signature Date:

IN WITNESS WHEREOF, the City executes this Change Order as follows:

ATTEST:


David R. Soloman, City Clerk



CITY OF FORT LAUDERDALE

By: 

Greg Chavarria
City Manager

Date: 6/1/23

Approved as to form:

D'Wayne Spence, Interim City Attorney

By: 

Rhonda Montoya Hasan
Assistant City Attorney



CITY MANAGER'S OFFICE

DOCUMENT ROUTING FORM

Rev: 3 | Revision Date: 9/1/2022

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TODAY'S DATE: 5/30/23DOCUMENT TITLE: Infor (iUS) LLC Change Order for ERP Restart: CloudSuite Financials, Supply Chain, GHR and Payroll Implementation ProjectCOMM. MTG. DATE: 4/4/23 CAM #: 230311 ITEM #: CP-3 CAM attached: ☒ YES ☐ NORouting Origin: _____ Router Name/Ext: _____ Action Summary attached: ☐ YES ☒ NOCIP FUNDED: ☒ YES ☐ NO

Capital Investment / Community Improvement Projects defined as having a life of at least 10 years and a cost of at least \$50,000 and shall mean improvements to real property (land, buildings, or fixtures) that add value and/or extend useful life, including major repairs such as roof replacement, etc. Term "Real Property" include land, real estate, realty, or real.

2) City Attorney's Office: Documents to be signed/routed? ☒ YES ☐ NO # of originals attached: 1Is attached Granicus document Final? ☒ YES ☐ NO Approved as to Form: ☐ YES ☐ NODate to CCO: 5/30/23 Attorney's Name: Rhonda Montoya Hasan Initials: RMH3) City Clerk's Office: # of originals: 1 Routed to: _____ Ext: _____ Date: 05/31/234) City Manager's Office: CMO LOG #: MAY/14 Document received from: CCO 5/31/23Assigned to: GREG CHAVARRIA ☐ ANTHONY FAJARDO ☐ SUSAN GRANT ☐
GREG CHAVARRIA as CRA Executive Director ☐☐ APPROVED FOR G. CHAVARRIA'S SIGNATURE ☐ N/A G. CHAVARRIA TO SIGN

PER ACM: A. FAJARDO _____ (Initial) S. GRANT _____ (Initial)

☐ PENDING APPROVAL (See comments below)

Comments/Questions: _____

Forward ☒ originals to ☐ Mayor ☒ CCO Date: 6/2/23

5) Mayor/CRA Chairman: Please sign as indicated.

Forward _____ originals to CCO for attestation/City seal (as applicable) Date: _____

INSTRUCTIONS TO CITY CLERK'S OFFICE

City Clerk: Retains _____ original and forwards 1 originals to: Math Eator (Name/Dept/Ext)Attach _____ certified Reso # _____ ☐ YES ☐ NO

Original Route form to CAO

TH# 23-0213