



Infor Consulting Fixed Price Services City of Fort Lauderdale

ERP Implementation

Change Order #5, Exhibit D9

**Exhibit D9 to the Agreement for Professional Services RFP
742-11378 Enterprise Resource Planning (ERP) System
Solution**

Submitted by:

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Introduction.....	3
Project Overview	3
1.0 Change Order Scope	3
1.1 Functional Scope	3
1.2 Technical Interfaces Scope.....	4
2 Interface Deliverables and Activities.....	5
3 Technical Support and Patching	7
4 Training Scope Correction	7
5 Task Order Milestones Correction	8
6 Payment Summary	9

Introduction

FIXED FEE SERVICES CHANGE ORDER

INTRODUCTION

This **Fixed Fee** Services Change Order ("Change Order or SOW") is subject to all terms and conditions of the Software Services Agreement (or if applicable the Professional Service Agreement) between **Infor (US), Inc.** ("Infor") and **City of Fort Lauderdale** ("Licensee") with an Effective Date of **October 31, 2016** (the "Services Agreement"). This Services Change Order encompasses the addition of 12 interfaces and technical services that were not included in the original agreement, as well as corrects previous task orders and change order #4.

Effective date of this Change Order:	As of the License signature date
Change Order Number:	Change Order #5
Prepared By:	Matt Boutcher, Sr. Inside Client Partner
Project Name:	City of Fort Lauderdale Infor ERP Implementation

Project Overview

City of Fort Lauderdale is implementing Infor Financial Management, Supply Chain Management, Human Capital Management, and Budget and Planning modules. Additionally, the City will also be implementing MHC Document Express applications for document management, SymPro Debt and Investment Management, and FML PatternStream.

This Change Order will focus on activities and deliverables related to the addition of 12 interfaces to the implementation scope of the modules as listed in Task Order 1, Section 1.2, as well as add technical tasks as needed for Licensee.

1.0 Change Order Scope

The scope of this Change Order is to address adjustments to the Request for Proposal Best and Final offer required to align contracted services with newly acquired information pertaining to the system requirements and functional and technical requirements of the City. This change order adds 12 additional interfaces to the scope of the implementation and provides additional technical services for Licensee to use at their discretion. This change order also moves scope for a particular training from change order #4 to this change order #5, as well as corrects conflicting terminology between task orders 2 and 4.

1.1 Functional Scope

Infor will lead the functional discovery and design of each of the below 12 interfaces, resulting in a functional design specification.

1.2 Technical Interfaces Scope

Interfaces means those objects that allow data to move either into or out of the installed applications, either in batch, real-time or near-real time. Interfaces are defined by the business processes they facilitate, the points during those processes where data is exchanged, the frequency in which data is exchanged, and the method by which the data is exchanged.

Infor will develop, test and deliver interfaces as designated below. Licensee is responsible for any interfaces not listed below or not listed in Task Order 1 Section 1.5.4.

Interface Description	Source Application	Target Application	Complexity
New Hire Information Report/Datafile	Payroll	State of FL	Medium
Employee information and Incumbency Information	Payroll	Kronos Time and Attendance	Very High
FBMC Billing File (deduction amounts)	Payroll	Vendor - FBMC	Medium
FBMC Eligibility File (who qualifies for the plan)	Payroll	Vendor - FBMC	Medium
Workers Compensation	Payroll	Vendor - Corvel	High
ICMA IRA Report/Datafile	Payroll	TBD during Design	Low
ICMA 457 Report/Datafile	Payroll	TBD during Design	Low
ICMA 401 Report/Datafile	Payroll	TBD during Design	Low
ICMA 401A report/Datafile	Payroll	TBD during Design	Low
NRS Report/Datafile	Payroll	TBD during Design	Medium
Fuel chargeback	Fuel chargeback system	Finance	Medium
Utility Billing refunds	Cayenta	Finance	Medium

*Complexity means the assumed complexity of the task as of the Change Order Date and is generally based on the highest category (Low to Very High) in which one of the assumptions of such category below applies:

- Very High: Method may be batch, real time, or near-real time. This includes many-to-many relationship between legacy system and Infor tables with a complex design and/or logic. Very complex field mapping and data translation required. Standard Infor methods are not available to facilitate the data import requiring complex custom programming.
- High: Method may be batch, real time, or near-real time. This includes many-to-many relationship between legacy system and Infor tables. Complex field mapping and data translation required. Standard Infor methods are not available to facilitate the data import requiring moderate custom programming.
- Medium: The interface may involve the batch method with a one-to-many or many-to-one relationship between the legacy system and Infor tables or a simple real time or near-real time interface. Some complexities exist with respect to field mapping and data translation.

Standard Infor objects are available to facilitate the data import or minimal custom programming is required.

- Low: Batch method with a one-to-one relationship between legacy system and Infor tables. Field mapping is straight forward with little or no data translation required. Standard Infor methods are available to facilitate the data import.

Should the Complexity of any of the in-scope Interfaces change, Infor will work with Licensee to address these changes using the Infor Change Control Process.

Interface Assumptions and Licensee Obligations

- All data files for outbound and inbound interfaces with Infor applications will be in the specified Infor standard file formats.
- Licensee will provide access to any environment, data, and systems to test interfaces for all systems to which the Infor applications will be interfaced with. Third party vendors are responsible for all interface development associated with their products.
- The Licensee will be responsible for building the source system side of the interface, as required.
- Licensee is responsible for all interfaces not listed herein or in Section 1.2 or in Task Order 1 Section 1.5.4.
- Licensee is responsible for data validation efforts associated with interface testing, ensuring interfaced data, including any transformation, mapping or aggregating logic, is performing correctly.

2 Interface Deliverables and Activities

Throughout the course of the project, deliverables will be created, and activities performed. The deliverables or activities listed below are identified as the subset of deliverables and activities required for the acceptance process:

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Elaboration Phase:			
This phase is where the project team completes the Business Process flows, builds the prototypes, and validates the prototype through a Conference Room Pilot (CRP).			
Deliverable Name	Deliverable Definition	Primary Party Responsible	Format
Functional Specs Interfaces and Conversions	A detailed description of the conversion and interface items listed as in scope, including: title, associated business requirement, detailed description, processing alternatives, and unit Test Plan.	Infor	Word
Construction Phase:			
This phase is where the project team takes the confirmed business process flows, the results of the CRPs and configures and builds the final system prior to Testing.			
Deliverable Name	Deliverable Definition	Primary Party Responsible	Format
Technical Design Specs – Interfaces	This document defines the technical components required to the interfaces. This technical design document compliments the functional design specification document.	Infor	Word
Code – Interfaces	The final coded object for each interface item identified in the interface scope.	Infor	Various, but generally IPA
Testing Phase:			
This phase involves data conversions, performance testing and user acceptance testing and concludes with a Go-Live event.			
Deliverable Name	Deliverable Definition	Primary Party Responsible	Format
Configured IST Environment	Build the IST environment, including any conversion and interface components, configurations, and data necessary to conduct the user acceptance test.	Infor	Various
Executed Integration System Test	Execution of all test scripts and the recording of the results for each script. Defects related to completed configuration or Infor developed interfaces and conversions components will be logged.	Licensee	Excel
Configured UAT Environment	Build the UAT environment, inclusive of all conversion and interface components, configurations, and data necessary to conduct the user acceptance test.	Infor	Various
Executed User Acceptance Test	Execution of all test scripts and the recording of the results for each script. Defects related to completed configuration or integration and conversion components will be logged.	Licensee	Excel
Transition Phase:			
This phase involves the period immediately after Go-Live where the project team supports the end-user and IT organization as they take complete ownership of the system, plan for the future, and wind down the project team.			
Deliverable Name	Deliverable Definition	Primary Party Responsible	Format
Cutover Plan	This is the detailed checklist of activities and readiness required to transition into production	Infor	Excel
Executed Cutover Plan	Execution of the Detailed Cutover Plan to a Live Operational System.	Infor/ Licensee	n/a
Post Implementation and Phase Acceptance	Obtain final signoff that Infor has provided post-production support services and assisted the City team with resolving issues and questions after go-live.	Infor	Word

3 Technical Support and Patching

Infor will make available to Licensee 40 hours of technical support hours to be used in an ad-hoc fashion at the direction of the Licensee. These technical tasks can be used for general technical consulting, security updates, or other technical requests as requested by Licensee and mutually agreed by Infor project management.

Additionally, Infor will provide system patches and updates to Licensee's Infor environments at the conclusion of Conference Room Pilots (CRP), at the conclusion of System Integrated Testing (SIT), and prior to Licensee's Go Live event. These efforts are estimated at 330 hours.

These hours will be billed to Licensee in a time and materials (T&M) fashion and are estimated as following:

Additional Technical Services	Est Hours	Hourly Rate
Ad-hoc Technical Support – Tech Consulting	40	\$180
Patching Tech PM – Project Management	40	\$190
Post- CRP Patching – Tech Consulting	124	\$180
Post- SIT Patching – Tech Consulting	120	\$180
Pre- Go Live Patching – Tech Consulting	46	\$180
Total Estimated Hours of Tech Services	330	

4 Training Scope Correction

The below "Infor OS" training was inadvertently included in change order #4 that was fully executed on August 29, 2018. This change order #5 will remove this "Infor OS" training from the scope of Change Order #4 and will add it to project scope as part of the execution of this change order #5.

Project Team and End User Training Scope is a key component of the broader Infor Knowledge Transfer program and includes courses for Licensee project team members, as well as, a comprehensive end user training strategy and plan. The following table describes the project team and end user training in scope for this Change Order; the table also indicates delivery mode, target audience, and estimated duration for project team training.

Module	Course Name	Training Days	Class Size	Training Mode
Infor OS	Infor OS: Understanding Infor OS Foundation	5	14 max	Onsite

Training Assumptions and Licensee Obligations

- Licensee will provide training accommodations and facilities including a computer work station for every attendee, a computer workstation for the instructor, and internet access on all workstation to access Infor training environment, white board and flip-chart with markers, and a computer projector.
- Licensee will provide virtual conference capabilities so remote attendees can join the class.
- For training workshops, Licensee will provide training accommodations and facilities and access to their own environment.

- Project team training workshops will be delivered in English only and held on-premises at Licensee location.

This change will reduce both the payment milestones (by \$15,000) and the estimated travel by 1 trip (\$1,800) for change order #4. Change order #5 will increase by these same corresponding payment milestones and estimated travel amounts.

This is the payment summary for change order #4 as it was when fully executed on August 28, 2019:

<u>Payment Milestone Description</u>	<u>Amount</u>	<u>Criteria</u>
XM Travel Plan Initiation	\$30,028.78	Due upon change order execution
XM Travel Plan	\$30,028.78	Due at start of user acceptance testing
XM Travel Plan Complete	\$30,028.79	Due upon XM Travel Plan use in production
Infor OS Training	\$15,000.00	Due upon completion of Infor OS Training
Total Milestone Payment:	\$105,086.35	
Additional Estimated Travel:	\$18,000.00	

The payment summary for change order #4 will now be represented with the execution of this change order #5 as:

<u>Payment Milestone Description</u>	<u>Amount</u>	<u>Criteria</u>
XM Travel Plan Initiation	\$30,028.78	Due upon change order execution
XM Travel Plan	\$30,028.78	Due at start of user acceptance testing
XM Travel Plan Complete	\$30,028.79	Due upon XM Travel Plan use in production
Infor OS Training	\$15,000.00	Due upon completion of Infor OS Training
Total Milestone Payment:	\$90,086.35	Less \$15,000
Additional Estimated Travel:	\$16,200.00	Less \$1,800 (1 trip)

5 Task Order Milestones Correction

The below milestones are listed in both Task Order 2 and Task Order 4, which have both been fully executed by both Infor and Licensee. However, these 2 payment milestones should have only been included in Task Order 2 and were erroneously included in Task Order 4. Licensee has already paid for these milestones as a result of billing for Task Order 2. This change order clarifies that these 2nd set of milestones from Task Order 4 are duplicates from the original milestones in Task Order 2 and will not be billed.

Associated Deliverable, Work Product, or Activity	Amount
Change Management Project Plan	\$10,800
Project Communication Plan and Cadence	\$14,400

6 Payment Summary

Licensee agrees to pay Infor fees for the services described in this Change Order. Upon Infor's completion of the deliverables, work products, services, or activities associated with each Milestone as set forth herein, the corresponding fee for such Milestone or service specified below becomes due and Infor shall invoice Licensee. Licensee shall pay such fees as set forth below. Licensee's acceptance of this Change Order also indicates approval for necessary travel and expenses, estimated at an additional 5 visits for the scope herein. All travel will be billed as incurred.

Services Fee Summary:

Change Order Totals	Cost
Interfaces and Training Sub-Total:	\$196,877.80
Estimated Tech Services Sub-Total:	\$67,000.00
Estimated Travel (6 trips; Interfaces):	\$10,800.00

Infor and Licensee will adhere to the below two (2) payment schedules:

Interface Payment Milestones	Amount	Criteria
CO5 Executed	\$27,281.67	Due upon change order execution
New Hire Information Report/Datafile	\$12,913.33	Due when development of this interface is complete and has been unit tested by Infor
Employee information and Incumbency Information	\$12,913.33	Due when development of this interface is complete and has been unit tested by Infor
FBMC Billing File	\$12,913.33	Due when development of this interface is complete and has been unit tested by Infor
FBMC Eligibility File	\$12,913.33	Due when development of this interface is complete and has been unit tested by Infor
Workers Compensation	\$12,913.33	Due when development of this interface is complete and has been unit tested by Infor
ICMA IRA Report/Datafile	\$12,913.33	Due when development of this interface is complete and has been unit tested by Infor
ICMA 457 Report/Datafile	\$12,913.33	Due when development of this interface is complete and has been unit tested by Infor
ICMA 401 Report/Datafile	\$12,913.33	Due when development of this interface is complete and has been unit tested by Infor
ICMA 401A report/Datafile	\$12,913.33	Due when development of this interface is complete and has been unit tested by Infor
NRS Report/Datafile	\$12,913.33	Due when development of this interface is complete and has been unit tested by Infor
Fuel chargeback	\$12,913.33	Due when development of this interface is complete and has been unit tested by Infor
Utility Billing Refunds	\$12,549.50	Due when development of this interface is complete and has been unit tested by Infor

Infor OS Training	\$15,000.00	Due upon completion of Infor OS Training
Interfaces and Training Sub-Total:	\$196,877.80	
Additional Estimated Travel:	\$10,800.00	Estimated 6 additional trips

Additional Technical Services*	Est Hours	Hourly Rate	Est Cost
Ad-hoc Technical Support – Tech Consulting	40	\$180	\$7,200.00
Patching Tech PM – Project Management	40	\$190	\$7,600.00
Post- CRP Patching – Tech Consulting	124	\$180	\$22,320.00
Post- SIT Patching – Tech Consulting	120	\$180	\$21,600.00
Pre- Go Live Patching – Tech Consulting	46	\$180	\$8,280.00
Tech Services Sub-Total:	370		\$67,000.00
Remote Work – No Additional Travel Estimated:			\$0.00

**These technical services are provided on a time and materials (T&M) basis. Licensee will be billed as incurred for all actual T&M hours worked.*

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

INFOR: _____

LICENSEE: City of Fort Lauderdale, FL

Signature: _____

Signature: _____

Printed Name: _____

Printed Name: Kirk Buffington

Title: _____

Title: Director of Finance

Address: _____

Address: 100 N Andrews Avenue, #619

Address: New York, NY

Address: Fort Lauderdale, FL 33301

Signature Date: _____

Signature Date: _____

Invoices MUST be mailed to:

Delivery Address:

If different from above

Company Name*: City of Fort Lauderdale

Company Name: City of Fort Lauderdale

Contact Name: Accounts Payable

Contact Name: Kevin Keimel

Address: 100 N Andrews Avenue, 6th Fl

Address: 100 N Andrews Avenue, ITS – 2nd Fl

Address: Ft. Lauderdale, FL 33301

Address: Fort Lauderdale, FL 33301

Phone: 954-828-5144 option 3

Phone: 954-828-5878

Email Address: acctspayable@fortlaudedale.gov

Email Address: kkeimel@fortlauderdale.gov

CC Email Address: kkeimel@fortlauderdale.gov

***If billing entity is different from “Licensee”, then, for the avoidance of doubt, Licensee agrees that it remains responsible for the payment of all fees agreed in this Change Order in the case of nonpayment by billing entity.**



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