



DeKalb County  
G E O R G I A



# Infor Consulting Time and Materials Services Work Order DeKalb County

**IPS Phase 2 – Rhythm for Civics, Field  
Inspector and GIS Sync Implementation**

Submitted by:

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## Services Work Order

This Time and Materials Services Work Order ("Work Order" or "Order" or "SWO") is subject to all terms and conditions of the Software Services Agreement (or, if applicable, the Professional Services Agreement) between **Infor Public Sector, Inc.** ("Infor") and **DEKALB COUNTY, GA** ("Licensee") with an Effective Date of **5/7/2014** (the "Services Agreement"). All terms of the Services Agreement are incorporated herein by this reference. Capitalized terms not defined in this Work Order are defined in the Services Agreement. In the event of a conflict, the terms of this Work Order control over the terms of the Services Agreement.

**Effective Date of Work Order: date of final signature**

**below Work Order Number: OP-04269959**

**Prepared by: Helen Dawson**

**Project Name:** DeKalb County - SWO - IPS Consulting for Phase 2 – Rhythm for Civics, GIS Sync, and Field Inspector

### Project Overview

DeKalb County seeks to modernize their existing Dynamic Portal, replacing it with Rhythm for Civics. New features available in Rhythm for Civics, as well as in the recently upgraded back office Infor Public Sector (Hansen) product, should allow DeKalb to automate much of the communication between the public portal user and DeKalb back office staff.

DeKalb wants to ensure that their back-office processes do not stop in the middle of the workflow while awaiting action from a back-office employee without notifying the employee that there is an action to be completed. Similarly, DeKalb wants to ensure that the application process does not stop while awaiting action from the portal user without notifying the portal user that there is an action to be completed. Specifically, there are eight top-priority issues that DeKalb would like addressed. These are identified below, with a specific approach for each.

DeKalb has had issues with the manual intervention required whenever the existing online payment processing interface experiences handshake issues with the payment gateway provider, and since a new integration is required for Rhythm for Civics, are seeking to eliminate or minimize the need for manual intervention. The replacement for this integration will not utilize external assemblies.

Additionally, DeKalb has a GIS interface which has proven challenging to maintain and keep current with their GIS systems as they are upgraded and modified. The recently released GIS Synch utility will afford DeKalb GIS staff much more flexibility and control over the integration between GIS and the Hansen system.

Finally, DeKalb requires a tablet-based solution for its field inspectors, including the capability to work offline when cellular connectivity is not available. The Code Enforcement department is excluded from this effort since they are initiating a separate project due to the urgency of their situation.

### Business Objectives to be Addressed

- Make use of the Rhythm for Civics product to improve online experience for public portal users.
- Make use of product features to optimize workflow for online application processing.
- Make use of new product features to automate notification of actions required, both for back-office DeKalb staff and for the public portal user.
- Enable DeKalb field inspectors to work remotely using tablets in a disconnected state if no cellular or wi-fi network is available.
- Enable DeKalb GIS to have more flexibility and control by replacing the GIS interface with GIS Synch.
- Eliminate or minimize manual effort to maintain payment processing interface by replacing with additional automation while replacing the interface.
- Remove DeKalb's dependence on Infor Services for system upgrades by replacing the GIS interface, the payment gateway integration, and the customized Dynamic Portal with solutions which will not require Infor Services engagement to upgrade.
- Address the eight specific Enhancement Requests outlined below, with approach as described below each Enhancement Request



## Approach to Enhancement Requests

- **Enhancement Request 1: Request**

Business License Tech/Analysts make entries under the Conditions Tab in the Comments portion of that tab. When entries are made in comment, analysts are able to go back and change content. The change here would be that after the comment is saved for that Business License, no changes can be made that condition entry again.

- **Enhancement Request 1: Approach**

Infor will disable all (or as many as possible) Conditions in favor of Reviews so that the assigned review will appear on the assigned reviewer's To Do list on the My Infor page. DeKalb will be responsible for identifying how to automatically assign all Reviews, using one of three methods, which Infor will configure:

- Geographic – a review type is always assigned to a back-office user when it is located in a specific geographical area (e.g. council district, ZIP code, etc.).
- Workload-based – when a review is created, it checks a list of all open, reviews without results of the same type and assigns to one of a list of configured reviewers (by review type), based on the count of reviews without results currently assigned to each reviewer, with the new review going to the first reviewer who has the least reviews without results currently assigned to them.
- Department-based – reviews are assigned to a department, rather than a person, and everyone in the department sees the whole department's open reviews on their To Do list, allowing the first open reviewer to assign the incoming review to themselves.

For any Conditions which cannot be eliminated, Infor will write a workflow formula to disallow updates to Condition comments after initial save, so long as there is a single approach used by everyone. If similar functionality is required for Reviews which replace the Conditions, Infor will write a similar workflow formula for the Reviews, so long as there is only a single approach selected for everyone to use.

- **Enhancement Request 2: Request**

Customers are not able to upload a document as part of the renewal process. They are only able to upload one time at time of a new application.

- **Enhancement Request 2: Approach**

This is a core feature of Rhythm for Civics, so Infor does not plan to disallow Attachment uploads after initial save of an application.

- **Enhancement Request 3: Request**

Customers are able to submit license applications without the required application form. Techs then have to call or email customer to required document.

- **Enhancement Request 3: Approach**

Utilizing new feature of IPS 11.x, called Document Types, Infor will create a workflow formula which requires a specific document type to be attached to the application on the milestone where it is required in the business process.

- **Enhancement Request 4: Request**

License Techs should be automatically notified of specific modifications to the application. For example, when customers make a payment, when customer uploads documents, when any part of the application is modified. Similarly, customers should be notified when techs make modification to the application. For example, when a re-assessment fee has been added to account, when other fees are to be paid. etc.

- **Enhancement Request 4: Approach**

As with Enhancement Request 1, Infor will replace all Conditions with Reviews, wherever feasible. Each time the application changes hands between the Rhythm user and the back-office DeKalb staff, at least one review is created and assigned to a DeKalb staff member, who will see it on their My Infor To Do list.

- **Enhancement Request 5: Request**

Hansen has no capability of notifying staff of pending items. For instance, if a customer forgets to upload a document or has paid for a permit, you must remember to go back and check. That poses an issue when you're facing challenges with keeping up with newly incoming applications. In addition, it generates even more back and forth emails and calls.

- **Enhancement Request 5: Approach**

As with Enhancement Requests 1 and 5, each time the application changes hands between the Rhythm user and the back-office DeKalb staff, a Review will be created and assigned to a DeKalb back-office user, who will see the Review on their My Infor To Do list.

- **Enhancement Request 6: Request**

The Portal does not inform customers of what their requirements are when submitting for an application (there are no "smart forms"). The permit techs must email the customer and wait on a response. Sometimes the customer forgets



to respond and then the permit tech must go back every day and check, and this becomes an uncontrollable task because of us staying on top of all the other incoming projects.

- **Enhancement Request 6: Approach**  
Utilizing Rhythm for Civics configuration settings and back-office application Portal Instructions/Portal Descriptions, DeKalb will be able to provide a categorized list of application types which each have detailed instructions and/or link to specific web pages or online documents which can provide these kinds of instructions.
- **Enhancement Request 7: Request**  
The Portal does not give customers a confirmation of their submittal. As a result, they are creating multiple permits for the same project which staff must take time to sort through and clean up. This too generates more emails and calls.
- **Enhancement Request 7: Approach**  
Using a combination of a new feature for IPS 11.x and delivered configuration, Infor will provide Notifications to the Rhythm user whenever some action expected of them (e.g. more information required or fees due), and also when the user needs to know that DeKalb has completed something that the Rhythm user is awaiting as part of the process (e.g. permit available to print, certificate of occupancy available to print). These Notifications will be sent via email to the Rhythm user (typically, the primary applicant).
- **Enhancement Request 8: Request**  
There are no username retrieval features in Hansen. Customers must email Keedra if they have forgotten their username or password. This too generates even more emails and work. Keedra Raines Harris and Aaron Kimble are the only two persons that can reset Portal passwords and security questions
- **Enhancement Request 8: Approach**  
While Rhythm for Civics does not have a username retrieval feature, it uses the Rhythm user’s email address as their username, thereby negating the need to retrieve the username. The Rhythm for Civics Forgot Password functionality allows for a password reset without back-office staff involvement.

**Description of Services to be Provided**

Infor will provide functional and technical consulting services for the implementation of Rhythm for Civics, GIS Sync, and Field Inspector to meet Licensee’s objectives, which are defined and agreed upon as:

1. Implement Rhythm for Civics (Rhythm) and extend AP types online
2. Integrate into Rhythm an online payment portal with the payment provider ACI Official Payments
3. Redesign current IPS workflows, notifications in line with Rhythm design
4. Clean-up current contact data to improve online user experience
5. Implement GIS Sync as a replacement for the existing GIS Interface
6. Implement Field Inspector

Licensee’s IPS platform is Single-Tenant and the core IPS module licensing will not change. Licensee will be implementing SaaS Rhythm for Civics as a net-new software implementation in the Infor multi-tenant cloud. Infor will integrate IPS with Rhythm as necessary to deliver this solution.

Licensee has prioritized the AP types they will extend online to Rhythm as being the ones already available on Dynamic Portal. These AP types are specified immediately below. Licensee may choose to extend additional or different AP Types online as desired, subject to availability of project funding and Infor resourcing, using the Project Change Control Process. Notable changes to project scope, timelines, funding, or resources may necessitate a change order.

**AP Types for Rhythm**

Building

- D-STRUCT
- D-SHELL
- D-MISC
- D-FOUND
- D-WHITEBOX
- D-SIGN
- D-DAYCARE
- D-CITY-REV
- D-ELECTRIC
- D-HVAC



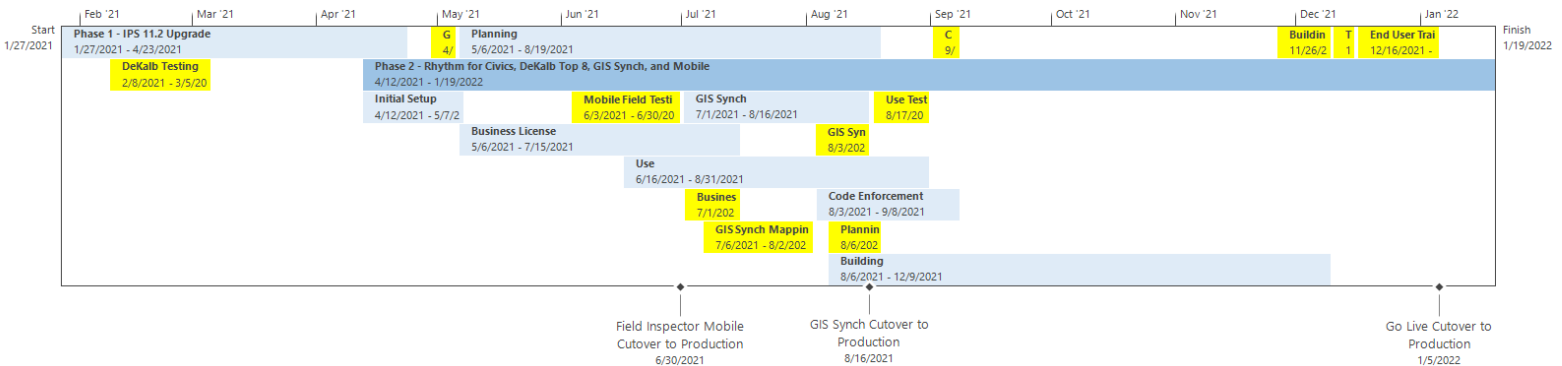
- D-PLUMBING
- D-WMTR
- Planning (Land Dev)
- D-LAND
- P-PLATS
- P-LOTDIV
- Planning (Planning)
- P-BOA
- P-HISTPREV
- P-SLUP
- P-ZONING
- PD-VAR
- License
- B-ALCOHOL
- B-ALEXCISE
- B-FRANCHIS
- B-GENBUS
- B-TEMPLIC
- Use
- FRWRKDSPL
- DPS
- BURN
- BLASTING
- Code Enforcement
- CD-ENFORCE
- D-CODEENF

Infor and Licensee will work in an iterative design and configuration fashion to implement these solutions.

Licensee resources will work closely with and shadow Infor resources during this work effort. Licensee will take on project tasks/activities to benefit the overall work effort as desired by Licensee and agreed upon by Infor. This shared work approach will provide Licensee with administrative training skills in an on-the-job manner and, as such, a formal Rhythm training class will not be provided. Infor will provide a "Train the Trainer" program to provide education to Licensee staff for the use of the solutions delivered into a production environment, though it is expected that Licensee will lead these efforts and Infor will provide complimentary support.

**Project Timeline**

This is estimated to be a 7 to 9 month project.



**General Assumptions and Obligations**

1. Any requirement(s) not specified in this Order will be addressed using the Project Change Control Process.
2. Licensee acknowledges that any delays or changes caused by Licensee, Licensee’s employees, equipment, contractors or vendors may cause an increase in the fees required under this Order, including without limitation, delays or changes due to the following: (a) change to or deficiency in the information which Licensee has supplied to Infor; (b) failure by



Licensee to perform any of its responsibilities in a timely manner including the supply to Infor of resources and information; or (c) an unanticipated event that changes the service needs or requirements of Licensee. Changes required to this Order as a result of any of the foregoing events will be handled using the Project Change Control Process.

3. For all services provided at Licensee locations, if any, Licensee will provide office facilities to Infor personnel. This includes, but is not limited to, office space, desks, networked computers, secured filing cabinets if required, team meeting rooms, networked printers, photocopier, telephones, stationery, whiteboards, internet and remote VPN connection.

**Other Project Assumptions and Obligations**

1. All work can be performed remotely.
2. Licensee is responsible for all data validation and verification tasks.
3. Licensee will provide a project manager that will collaborate with Infor’s project manager and manage Licensee tasks and resources.
4. Licensee will make available all requisite functional and technical staff as necessary for this work
5. If Licensee chooses to use a payment provider other than ACI Official Payments then the scope of work may be higher than estimated herein and a change order may be required.
6. Licensee will make available, at minimum, 2 (two) ACI Official Payments payment gateway accounts for the purposes of
  - 1) payment portal integration development and 2) production go-live.

**Estimated Service Fees**

<b>Services Fee Estimates</b>			
<b>Resource Role</b>	<b>Estimated Hours</b>	<b>Hourly Rate (US (Dollar))</b>	<b>Estimated Fee (US (Dollar))</b>
Consultant, Sr.	800	205.00	164,000.00
Consultant, Pr.	296	215.00	63,640.00
Solution Architect	100	230.00	23,000.00
Project Manager	354	250.00	88,500.00
COE Sr Consultant Offshore	1,300	95.00	123,500.00
COE Project Manager Offshore	200	95.00	19,000.00
<b>Services Total</b>	<b>3,050</b>		<b>481,640.00</b>

The rates and terms specified herein are only valid if this Work Order is signed by Licensee by **05/28/2021**.

Estimated time and costs listed in this Order represent an estimate only, and actual project time and cost may vary from the estimates provided. All Services are provided on a time and materials basis. Billing and payment are not dependent or conditioned on delivery of deliverables contemplated herein or any other deliverables. Infor will invoice Licensee for all Services and applicable charges on a monthly basis, as Infor renders the services or Licensee incurs the charges, as applicable. Fees do not include applicable taxes, which will be added to each invoice. Licensee will pay each Infor invoice within 30 days of the date of invoice. This payment obligation is non-cancelable and the amounts paid are non-refundable. Travel and living expenses are not included in the rates or estimated fees stated herein, and are in addition to such fees. Remote services provided via phone, facsimile or remote access to Licensee’s site will be charged at the standard hourly rate.

Where a substantial variation from this Order is foreseen both parties must agree in writing to the additional work and amend this Order accordingly.

**Locations:**

Services may be provided at the facilities of Infor or its contractors, or at the Licensee sites listed below.



DEKALB COUNTY GOVERNMENT  
 1300 COMMERCE DRIVE, SUITE 302  
 DECATUR GA 30030  
 United States

<b>THE PARTIES have executed this Order through the signatures of their respective authorized representatives.</b>	
<b>Infor Public Sector, Inc.</b>	<b>DEKALB COUNTY, GA</b>
Signature :	Signature :
Printed Name :	Printed Name :
Title :	Title :
Address : 13560 Morris Road Alpharetta GA 30004 USA	Address : DEKALB COUNTY GOVERNMENT 1300 COMMERCE DRIVE, SUITE 302 DECATUR GA 30030 United States
Signed Date :	Signed Date :
	Purchase Order Number :
	eBilling (Email Address) :



	DECATUR GA 30030 United States
	Address :
	Phone :
	Email Address :
	Contact Name :
<b>INTERNAL USE ONLY</b>	
Primary Product : Hansen Products	ICS Approval ID:
Existing Project ID :	Existing Project Manager :
Opportunity ID : OP-04304408	Internal ID: