



Office of Chief Executive
 Luz Borrero
 Deputy Chief Operating Officer for Development

Interim Chief Executive Officer
 Michael Thurmond
 Board of Commissioners

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MEMORANDUM

TO: Talisa Clark, Director of Purchasing and Contracting
FROM: Luz Borrero, Deputy Chief Operating Officer for Development
DATE: November 9, 2017
RE: Infor Contract Change Order

I am writing to request that a change order to contract 10-901833 with Infor Public Sector be submitted for consideration at the December 5 meeting of the Board of Commissioners. The change order will comprise two elements:

1. *Licensing:* a change in the licensing structure is required. We are waiting to receive final documentation regarding the cost of these additional licenses.
2. *Scope of Work:* The Scope of Work for this contract needs to be augmented, increasing the cost of the contract by \$150,475, which will be due upon the completion of established milestones.

Licensing

The County has experienced an expansion of the Code Enforcement Division that increased its number of officers and support staff, watershed management has significantly increased the number of plan review and administrative staff dedicated to development review, and the Development Services Division has filled several vacant positions as development activity continued to increase. Because of these changes, the number of licenses included in the original agreement is insufficient to meet current needs. We have worked with the vendor to allow a reduction in the number of Cashiering licenses we own, which exceed our needs, to offset the cost of the new core product licenses.

License Type	Current Quantity	Proposed Quantity
Cashiering	125	30
Core Product (CDR)	125	170
Total	250	200

Payment for the licensing costs of this change order will be pro-rated across all funds utilizing the Hansen system. For the 2018 budget, the following percentages were used for Hansen payment:

Hansen 8 License Cost Allocation	
FUND	% Share
STD Uninc. (272)	40%
Fire (270)	9%
Watershed (511)	13%
Development (201)	38%
Total	100%

Scope of Work

Based on advice from IT and the experience of several other jurisdictions, the administration determined the most cost-effective approach to implementing Hansen 8 would be to utilize a fixed fee contract, which ensures the vendor will complete a finite set of deliverables at a defined cost. The project is divided into six phases:

- Planning
- Design
- Configuration
- Testing
- Training
- Go Live

We have been able to progress through the planning, design, and configuration phases of this project without any need to adjust the project budget. However, during testing we encountered several issues, specifically related to business license and building permits, which require us to revisit the design documents created early in the project. A loss of institutional knowledge, including a 100% staff turnover in the Business License Division, resulted in key requirements being omitted from the design documents, necessitating new work and a change order.

Authorizing this scope of work change order of \$150,475 (less than 5% of the total contract cost of \$3,230,405) will enable the county to work with the vendor to fix building permit and business license fees, among other smaller issues, to ensure the system works properly at go live. The Scope of Work portion of the change order will be paid for out of the Development Fund CIP.

Please let me know if you have any questions or concerns.

Attachments: Infor Change Order

cc:

Zachary Williams, Chief Operating Officer
 John Matelski, Director of Innovation and Technology
 Andrew Baker, Director of Planning and Sustainability
 Barry Puckett, Deputy Director of IT
 Felecia Alston Green, Deputy Director of IT
 Delois Robinson, Deputy Director of Purchasing and Contracting
 David Adams, Chief Building Official
 Chris Hayward, Project Manager