

Loxahatchee River District

Water Reclamation | Environmental Education | River Restoration

2500 Jupiter Park Drive, Jupiter, Florida 33458-8964

Telephone (561) 747-5700 • Fax (561) 747-9929 • www.loxahatcheeriver.org



D. Albrey Arrington, Ph.D., Executive Director

DATE: January 14, 2016

DEPARTMENT: Information Services
Bud Howard, Director of Information Services

PURCHASE AMT.: \$128,576.00

BUDGET: Capital Account #40-61-50-5640 for software installation, configuration, and data conversion; Accounts # 50-10-5550 and #40-10-5550 for training.

ACTION REQUEST: Authorization of professional service contract for the software installation, configuration, data conversion, and training for our Computerized Maintenance Management System (CMMS).

DESCRIPTION:

The proper and efficient maintenance and management of our assets and infrastructure are essential for providing cost effective and reliable service to our customers. Computerized Maintenance Management Systems (CMMS) are powerful tools that enable staff to effectively and efficiently manage and utilize data related to our assets. CMMS solutions offer a variety of services including asset maintenance scheduling, inspection data record keeping, document management for assets and inspections, inventory and purchasing management, as well as integration with other data systems including SCADA, GIS and accounting systems.

In September 2015 the Governing Board approved the purchase of the upgrade of our CMMS, named Maintenance Professional 2 (MP2), to Infor's successor product named Enterprise Asset Management (EAM). Since then we have been coordinating with Infor's staff and partner consultants to develop a plan and costs for 1) software installation, 2) software configuration, 3) data conversion, and 4) training. Infor's partner consultant, Aderas Inc., holds a GSA Schedule Contract and will utilize Infor's highly capable Consulting Services Team for this work, at the lowest possible cost to the District.

This new CMMS will provide us with significant improvements to the efficiency of our organization, and provide valuable benefits to our asset and data management. Therefore, we suggest the following motion:

SUGGESTED MOTION:

“THAT THE DISTRICT GOVERNING BOARD authorizes the Executive Director to approve the professional services contract and purchase order to Aderas, Inc. in the amount not to exceed \$128,576.00, in accordance with the attached contract.

Gordon M. Boggie
Board Member

Stephen B. Rockoff
Board Member

Dr. Matt H. Rostock
Chairman

Harvey M. Silverman
Board Member

James D. Snyder
Board Member



**TIME AND MATERIALS
SERVICES WORK ORDER**

INTRODUCTION

This **Time and Materials** Services Work Order ("Work Order or SOW") is subject to all terms and conditions of the Aderas GSA IT 70 Schedule GS-35F-0703V between **Aderas, Inc.** ("Aderas") and **Loxahatchee River District** ("Licensee") with an Effective Date of _____ (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 this Work Order:	11/10/2015
Work Order Number:	ADERAS-LOX EAM
Prepared By:	Brad Rendell
Project Name:	Loxahatchee EAM Implementation

PROJECT OVERVIEW: *EAM Implementation with MP2 Data Migration*

1.0 PROJECT SCOPE

1.1 Licensed Software included in the Project scope are:

- EAM v11.1
- EAM Barcode

2.0 PROJECT APPROACH

2.1 Implementation Approach – Infor Deployment Method

Aderas will utilize Infor Consulting Services (ICS) and use the Infor Deployment Method as the overall governing methodology for all Project related work for the Licensee Project activities associated with implementing the scope described herein.



2.2 Project Governance

Project Change Control Process: Deviations that arise during the proposed Project will be managed using the Project Change Control Process outlined below. Changes could include, but are not limited to, changes in costs, timing, scope, or deliverables.

The Change Control Process will be invoked before any unplanned or out of scope work is executed or any work is completed outside Licensee's regular business hours. Any additional effort/costs as a result of such work would be subject to the following Change Control Process.

If either party believes that a change to this Work Order is necessary, such party shall issue to the other party a written change request ("Change Request"). In the case of a Licensee initiated Change Request, Aderas will evaluate the feasibility of the Change Request as soon as practical following receipt and determine the impact to the Project cost and timelines. In instances where specialized resources are requested, but not contained, within the original Project scope, the quoted rate will be established at Aderas' then current rate for such services. Aderas shall provide Licensee a written statement (a "Change Response") describing in detail:

- Any additional Services to be performed as a result of the Change Request
- The estimated cost associated with such additional Services; and
- Any other information relating to the Change Request that may reasonably be requested by Licensee.

Licensee shall respond promptly to any Aderas-initiated Change Request. If Licensee approves an Aderas-initiated Change Request or a Change Response, with such approval to be in writing, such Change Request or Change Response shall be deemed to be a "Change Order." Any duly executed Change Order shall be attached to this Work Order.

The Aderas Project Manager and the Licensee Project Manager shall be authorized to administer any Change Order. The estimated Project schedule shall be adjusted accordingly for each Change Order. If Licensee rejects an Aderas-initiated Change Request, or any Change Response, Aderas and Licensee shall proceed to fulfill their obligations as originally agreed under this Work Order.

2.3 Project Deliverables and Activities Required for Acceptance

Time-based estimates for this project are:

Tasks	Resource	Duration (Hours)
EAM Senior Consulting	ICS Senior Consultant	234
EAM Consulting	ICS Consultant	272
Delivery Management	ICS Associate Project Manager	40
Administrative Management	ICS CoE Project Manager	58
Project Totals		604



2.4 Project Activities

Infor Consulting Services resources will be performing the following activities:

- EAM Installation
- EAM Implementation Accelerator
- Data Migration to convert WO's (Open & Closed) to live EAM tables after the Standard Mp2 to EAM Migration.

Activity	Estimated [Hours]	Resource
EAM Installation		
EAM v11.1 HW/SW Readiness Prep/Installation Checklist	4	Sr. Technical Consultant
EAM v11.1 Installation	24	Sr. Technical Consultant
Installation Documentation	4	Sr. Technical Consultant
System Administrator Training	40	Functional Consultant
EAM Implementation		
Core Team Overview	16	Functional Consultant
Data Upload Utility Training and Assistance	16	Functional Consultant
Mp2 SPM review and checklist upload	24	Functional Consultant
Source data cleaning and upload		Client Task
Business Process Review	16	Functional Consultant
Barcode Training/Setup	16	Functional Consultant
System Planning/Configuration (TEST environment)	32	Functional Consultant
Document System Configuration	8	Functional Consultant
Test Script Development		Client Task
Configuration Testing		Client Task
Training Documentation Prep		Client Task
End User Training or Train the Trainer	32	Functional Consultant
Production Configuration/Documentation Upgrades	8	Functional Consultant
Go-Live Support	24	Functional Consultant
Miscellaneous / Ad Hoc Bucket (to be used if needed)	40	Functional Consultant
Eval1 Conversion after initial MP2 to EAM migration		
Back up client Database after MP2 to EAM migration and restore locally	2	Sr. Technical Consultant
Spec for WO conversion*	56	Sr. Technical Consultant
Scripting and execution for WO conversion	64	Sr. Technical Consultant



Unit testing for Evaluation Conversion	16	Sr. Technical Consultant
Client Review, Support & Script Updates	16	Sr. Technical Consultant
Prod Conversion after final MP2 to EAM migration		
Back up client Database after MP2 to EAM migration and restore locally	2	Sr. Technical Consultant
Scripting and execution for WO conversion	18	Sr. Technical Consultant
Unit testing for Prod Conversion	4	Sr. Technical Consultant
Post Production		
Post Production Support	16	Sr. Technical Consultant
Additional Bucket / Remediation (to be used if needed)	8	Sr. Technical Consultant
Project Management	98	Project Manager
TOTAL	604	

*Included in estimate WO's, Activities, Comments, Materials Lists, Material List Parts, Booked Hours.

2.5 Project roles and responsibilities

There are a number of activities that are required to be completed in timely manner by the Licensee in order for the Project to stay on track. A delay in Licensee actions (e.g. availability of key users, executive sponsorship, key decisions, development, migration, timely execution of tasks, etc.), may impact execution of Project tasks by Aderas and result in a Change Order.

Resource Assumptions and Licensee Obligations: *(Representative Examples)*

- Licensee acknowledges that all Project timelines are subject to timely provision of resources and performance of obligations.
- Licensee will provide Aderas and ICS resources after-hours access to the Licensee Project site.
- Licensee will provide, at no charge to Aderas, personnel to carry out administrative functions on behalf of the Aderas Project team. Licensee may choose to assign multiple people to cover the required tasks.
- Licensee Core Team Members: Licensee will assign to the Project highly experienced representatives from all the areas within scope for the duration of the Project, to ensure all Licensee Project activities are completed within the established Project timeline. These individuals will be qualified to define requirements for their respective disciplines and will be empowered to make process and policy decisions, including deliverable signoffs, and will engage other subject matter experts as needed.
- Licensee subject matter experts (SMEs): In addition to Licensee core team members, Licensee SMEs will be required from affected areas of the business to participate in business process requirements reviews and design workshops. Licensee will ensure these resources are identified in advance and are readily available to participate in meetings workshops and test events as defined in the Project work plan in order to keep the Project on schedule.
- Licensee will have full time technical resources assigned to the Project, while the Aderas Technical Resource and ICS will serve as an advisor for all technical activities in this Project. This should allow the Aderas Technical Resource and ICS to transfer knowledge



and ownership of technical tasks to the Licensee technical team, which should result in decreased Aderas and ICS involvement over time.

- If Licensee decides to assign non-Licensee personnel to the Project team, Aderas will assume that these team members represent Licensee and will be empowered to make decisions for Licensee. However, all such non-Licensee personnel must be bound to the confidentiality provisions of the Services Agreement to the same extent as Licensee, and Licensee is responsible for any breaches of such confidentiality agreement by such non-Licensee personnel as if Licensee committed such breach.
- Included in estimate for Mp2 Migration: WO's, Activities, Comments, Materials Lists, Material List Parts, Booked Hours. Work Requests are excluded.

3.0 GENERAL PROJECT ASSUMPTIONS AND LICENSEE OBLIGATIONS

- Any additional requirement(s) not specified in this Work Order, or identified during the course of the Project will be addressed using the Project Change Control Process.
- 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 Work Order, including without limitation, delays or changes due to the following: (a) change to or deficiency in the information which Licensee has supplied to Aderas; (b) failure by Licensee to perform any of its responsibilities in a timely manner including the supply to Aderas of resources and information; or (c) an unanticipated event that changes the service needs or requirements of Licensee. Changes required to this Work Order a result of any of the foregoing events will be handled using the Project Change Control Process.
- All tasks shall be performed offsite by Aderas, ICS and Licensee staff members. Aderas, ICS and Licensee staff will have remote access to Licensee's network and systems as necessary to perform such Project activities.
- Licensee will coordinate facilities and availability of Licensee resources for all required testing of the Licensed Software prior to deployment.
- It is assumed that at the time of the implementation, the Licensee will be active on Infor Xtreme Support with regards to the licenses being implemented.
- All Project activities are planned to be conducted remotely.
- After the Project initiation, Licensee and Aderas will meet and finalize activities required to accomplish the objectives of this Project, develop a Project plan, timeline, and milestones described in Section 2.4 and agreed to by both parties. It is possible that as the result of this meeting the proposed Project scope may change. This scope change may result in additional responsibilities for each party. In that case, this Work Order will be modified with a change order, independent of whether or not there will be any funding changes.
- This Work Order assumes that Infor Consulting Services (ICS) resources will be utilized to conduct the service activities outlined in their entirety.
- The Project will be completed by September 30, 2016 as long as there are no change orders that effect the timeline and it is signed by January 31, 2016.

4.0 SERVICES FEE ESTIMATES

The hours and rates listed aside the resource role(s) in the table below represent the "Resource Model" and estimated fees for this Work Order. This estimate provides a "not to exceed" amount for each resource to complete all tasks listed in Section 2.4. Should conditions change due to scope, revised skills requirements, and/or any other reason that impacts the availability of the resources



fulfilling the role(s) listed in the Resource Model, Aderas will offer, via the change order process, alternative resource role(s) as applicable to meet the revised requirements and/or schedule.

Alternate role(s) will be charged at the hourly rate aligned with those roles listed in the table below.

Resource Model defined – The combination of consulting resources to be deployed based on skill set and availability to execute the Services contracted in the Work Order.

Services Fee Estimates				
Resource Role	GSA Labor Categories	Estimated Hours	Discounted GSA Hourly Rate (US\$)	Estimated Fee (US\$)
ICS Consultant, Sr.	Senior Principal Consultant	234	\$228.90	\$53,562.60
ICS Consultant	Principal Consultant	168	\$218.00	\$36,624.00
ICS Consultant (Training)	Principal Consultant	104	\$218.00	\$22,672.00
ICS CoE Project Manager	Incident/Problem Manager	58	\$98.10	\$5,689.80
ICS Associate Project Manager	Practice/Technical Manager	40	\$250.70	\$10,028.00
Subtotal*		604		\$128,576.40
Grand Total				\$128,576.40

*All amounts are in US Dollars unless otherwise specified

Time and Materials Services:

Estimated time and costs listed in this Work Order represent a “not to exceed” amount. Aderas will not exceed set proposed budget without consent and Change Order from Licensee. All Services are provided on a time and material basis. Billing and payment are not dependent or conditioned on delivery or acceptance of deliverables contemplated herein or any other deliverables. Aderas will invoice Licensee for all Services and applicable charges on a monthly basis, as Aderas renders the Services or Licensee incurs the charges as applicable. Licensee will pay each Aderas invoice within 30 days of the receipt of invoice. This payment obligation is non-cancelable and the amounts are non-refundable. No travel is planned or included in this SWO and cost estimates. If any travel is required a Change Order will be needed to address travel expenses.

Licensee, in Licensee’s sole discretion, may cancel the Contract at any time for any reason or no reason. The Licensee must terminate the Contract with not less than sixty (60) days advance written notice of the Termination Effective Date. Licensee shall only be responsible for the goods and services rendered by Aderas and delivered to the Customer up to the Termination Effective Date.



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

Aderas:

Signature: _____

Printed Name: _____

Title: _____

Address: _____

Address: _____

Signature Date: _____

Invoices MUST be mailed to:

Company Name*: _____

Contact Name: _____

Address: _____

Address: _____

Phone: _____

Email Address: _____

LICENSEE:

Signature: _____

Printed Name: _____

Title: _____

Address: _____

Address: _____

Signature Date: _____

**Delivery Address:
If different from above**

Company Name: _____

Contact Name: _____

Address: _____

Address: _____

Phone: _____

Email Address: _____

***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 Work Order in the case of nonpayment by billing entity.**

