

AN ORDINANCE to Approve Change Order #001 to Software Implementation Services Agreement between N. HARRIS COMPUTER CORPORATION (through its Advanced Utility Systems division) and City of Fort Wayne, Indiana.

WHEREAS, the enhancement of the City's cybersecurity infrastructure is essential for the resilience and security of our critical systems;

WHEREAS, adjustments in the project timeline and scope for the Service Link on Version 4 and Customer Information System (CIS) upgrade to Version 5 are necessary due to unforeseen delays in third-party interface readiness as a part of the City of Fort Wayne, Allen County, and City Utilities relocating infrastructure from its existing single on-premises location to two geographically distributed locations: one as the main site, and one as a mirror (duplicate site); and

WHEREAS, the Service Link software, and software interfaces offer greater functionality that will result in gained efficiencies in customer communications management, work management, and billing.

NOW, THEREFORE, BE IT ORDAINED BY THE COMMON COUNCIL OF THE CITY OF FORT WAYNE, INDIANA:

SECTION 1. That Change Order #001, including the extension of the timeline for completion of the project to March 31, 2025 and the Statement of Work for implementation of Service Link needed for the software upgrade and migration to a managed cloud implementation at a total cost of \$171,715.00 is hereby approved in all respects.

SECTION 2. That the City is authorized and directed to take all action necessary for the implementation of the services described in Change Order #001 with N. HARRIS COMPUTER CORPORATION (through its Advanced Utility Systems division).

SECTION 3. That this Ordinance shall be in full force and effect from and after its passage and any and all necessary approval by the Mayor.

Council Member

APPROVED AS TO FORM AND LEGALITY

Malak Heiny, City Attorney

City of Fort Wayne

CIS (Customer Information System) Infinity Upgrade Change Order

Date: August 14, 2024

Change ID: Project Duration Extension CO# 001

Description of the Change:

Change Order #001 amends and extends the CIS Infinity V5 Upgrade project. The current May 30, 2024 date will be extended through March 31, 2025 to allow sufficient time for support.

Current Contract Value	<u>\$238,850</u>
Change in Contract Price	<u>\$171,715</u>
Revised Contract Price, including this change	<u>\$410,565</u>

Authorization

Advanced Utility Systems ("Advanced") is authorized to proceed with the change for the City of Fort Wayne, IN ("Fort Wayne").

Project Role	Team Member	Signature / Date of Signature
City of Fort Wayne Project Manager	Megan Diehm	
		Date:
Sponsor	Jason Wilcox	
		Date:

Background Information

City of Fort Wayne and Advanced Utility Systems (Advanced) entered into a Software Implementation Services Agreement (the Agreement) on January 12, 2024.

As defined in section 1.1 (b) of the Software Implementation Services Agreement: “Change Order” means any written documentation between the Organization and Harris evidencing their agreement to change aspects of this Agreement. Section 4.2 describes a change order: With respect to any proposed changes to the Services defined by this Agreement that do not materially impact the scope of either party's work effort required under this Agreement, the parties will cooperate in good faith to execute Change Orders in respect thereof and will not unreasonably withhold approval of such proposed changes. If either party causes or requests a change that, in the reasonable opinion of the other party, materially impacts the scope of the parties' work effort required under this Agreement, such as, but not limited to, changes in the allocation of the resources of the Organization and of Harris applied to a task, changes in completion schedules for individual tasks or for overall implementation, and changes in staffing that require a party to provide additional work hours, the other party may propose a change to cover the additional work effort required of it. Approval of any such proposed changes will not be unreasonably withheld (it being acknowledged that any such material changes may require modifications to the consideration paid, and timelines governing, the Services), and any disputes regarding changes shall be handled initially by discussions between the parties which will be convened in good faith by the parties to resolve any such matters in dispute.

Based on this provision, Advanced presents the following Change Order to City of Fort Wayne.

Introduction / Purpose

Change Order #001 amends and extends the CIS v5 & Field Workforce Management Project SOW to allow sufficient time and provide ongoing development and testing support during the upgrade from V4 to V5.

Scope

The current project duration of up to 8 months will be extended up to an additional 9 months, and 1 month of post-implementation support – for a project duration total of 18 months – to allow sufficient time for upgrade from v4 to v5.

This extension should provide sufficient time in order to complete items such as City of Fort Wayne development and testing during Phase 5 Interface Delivery and Phase 6 Software Testing, including applicable support from Advanced.

Effort Estimate – CIS V4 to V5

Original Scope Item	Scope Change	Reason	Impact
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Constraints and Assumptions, #4 The Fixed Cost will be firm for the services identified herein through the project's duration of 6 to 8 months and 1 month of post-implementation support. Advanced has agreed to complete the implementation within 9 months .	The Fixed Cost will be firm for the services identified herein through the project's duration of up to 17 months and 1 month of post-implementation support. Advanced has agreed to complete the implementation within 18 months .	City of Fort Wayne interface development & testing and continued Advanced support for Phase 5 interfaces: • Accela • Hansen • Paymentus • ArcGIS	See impacts to Cost section
Subtask 3.5.1 – Exit Criteria All Advanced responsible interface configuration and development changes delivered	All Advanced responsible interface configuration and development changes delivered – with the exception of Infinity FWM	Infinity FWM is an entry criteria for 3.6.2	
3.6.2 – Entry Criteria ITC Infinity FWM configuration	Infinity FWM configuration on CIS V4 – a test environment for Infinity FWM needs to be ready for integration for V5	City of Fort Wayne intends to deploy Infinity FWM on CIS V4 by September 11, 2024	
Subtask 3.6.2 – Exit Criteria ITC Infinity FWM testing and anomalies reported in Issues Tracking Tool Infinity FWM configuration/GUI complete and ready for UAT	Infinity FWM testing and anomalies for V5 reported in Issues Tracking Tool Infinity FWM configuration/GUI complete for V5 and ready for UAT PROD FWM in Azure will pointing to the existing CIS V4 Production starting in August Advanced to spin up a new TEST FWM in Azure to point to CIS V5 Pre-Prod starting in August	Infinity FWM to be deployed on CIS V4 by September 11 th , 2024. CIS V5 testing and anomaly reporting on V5 should remain in-scope.	
Subtask 3.9 – Exit Criteria	Inclusion of "Re-Point PROD FWM to CIS V5 Prod during CIS Cutover. Point CIS V5 Test to TEST FWM Test at cutover" with	City of Fort Wayne intends to deploy Infinity FWM on CIS V4 by September 11 th , 2024	

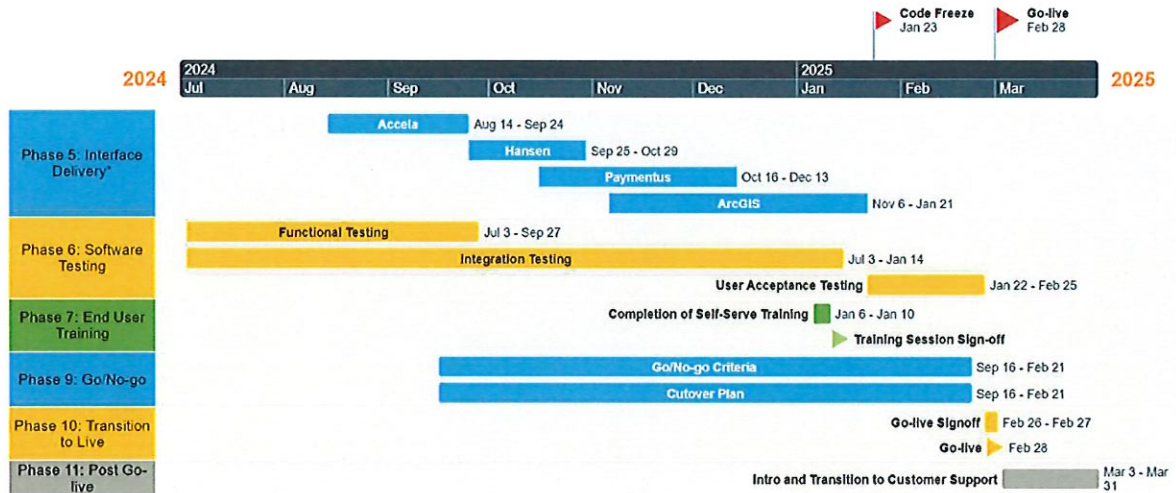
	Advanced as Responsible Party		
NET CHANGE			See impacts to Cost section

Scope of Work Assumptions

- Change Order #001 extension, fee structure and milestone payment changes are effective upon signature
- Start date of the CIS v5 & Field Workforce Management Project was August 25, 2023
- Estimated City of Fort Wayne Developer start date of July 3rd, 2024 with development work for Accela starting on August 14, 2024
- If circumstances occur that are outside the control of Advanced and result in delays to the project, any extensions will be reviewed and managed via the Change Control Process. Change orders may or may not result in changes to the cost of the project.
- Advanced will not be held responsible for delays in deliverables due to items such as interface delivery or testing from City of Fort Wayne. Delays may result in a Change Request for a change in schedule, and any financial implications will be assessed and agreed to on a case-by-case basis.

Proposed Project Schedule

Final project schedule for the project will be determined and mutually agreed upon at Change Order #001 signing. Significant deviation from the agreed-upon project schedule may result in subsequent change orders.



*Includes deployment to cloud.

Cost

This amount will be due according to the schedule below:

Reference	Milestone – City of Fort Wayne will be billed according to the completion of the Milestone	Invoice Amount	Task	Status	Invoice Date	Invoice Due Date
CT1	Contract Signing	\$59,712.50	n/a	Invoiced		
MP1	Completion of Project Kickoff Meeting	\$7,464.06	3.1	Invoiced		
MP2	Completion of CIS Discovery Workshop	\$7,464.06	3.2.1	Invoiced		
MP3	Completion of FWM Discovery Workshop	\$7,464.06	3.2.2	Invoiced		
MP4	Initial Data Conversion/Load Complete	\$14,928.13	3.3.1	Invoiced		
CT2	Change Order #001 Signing	\$34,928.75			At time of CO#001 signing	30 days from invoice date
ME1	Project Extension - May 2024 –	\$20,786.25			At time of	

	Functional Testing Support				CO#001 signing	s
ME2	Project Extension - June 2024 – Functional Testing Support	\$12,000.00			At time of CO#001 signing	30 days from invoice date
ME3	Project Extension - July 2024 – Functional Testing Support	\$12,000.00			At time of CO#001 signing	30 days from invoice date
ME4	Project Extension – August 2024 – Functional Testing Support	\$12,000.00			8/30/24	9/30/24
ME5	Project Extension – September 2024 – Functional Testing Support	\$12,000.00			9/30/24	10/30/24
ME6	Project Extension – October 2024 – Integration Testing Support	\$12,000.00			10/31/24	11/30/24
ME7	Project Extension – November 2024 – Integration Testing Support	\$12,000.00			11/29/24	12/30/24
ME8	Project Extension – December 2024 – User Acceptance Testing Support	\$12,000.00			12/31/24	1/30/25
ME9	Project Extension – January 2024 – User Acceptance Testing Support	\$16,000.00			1/31/25	3/2/25
ME10	Project Extension – February 2024 – User Acceptance Testing Support	\$16,000.00			2/28/25	3/31/25
MP5	Core Team Training Q&A Session Complete	\$7,464.06	3.4	Invoiced		
MP6	Interfaces Delivered	\$14,928.13	3.5	Invoiced		
MP7	Completion of ITC	\$29,856.25	3.6.1	Invoiced 50%	1/31/25	3/2/25
MP8	Completion of UAT	\$59,712.50	3.6.2		2/28/25	3/31/25
MP9	Transition to Live	\$29,856.25	3.10		2/28/25	3/31/25

The scope of this change order is not tied to any milestone or project closure.

* Net of applicable taxes and associated expenses

COUNCIL DIGEST SHEET

Enclosed with this introduction form is a tab sheet and related material from the vendor(s) who submitted bid(s). Purchasing Department is providing this information to Council as an overview of this award.

RFPs & BIDS

Bid/RFP #	N/A
Awarded To	N. HARRIS COMPUTER CORPORATION (through its Advanced Utility Systems division)
Amount	\$171,715.00
Conflict of interest on file?	☒ Yes ☐ No
Number of Registrants	N/A
Number of Bidders	N/A
Required Attachments	

EXTENSIONS

Date Last Bid Out	N/A
# Extensions Granted To Date	N/A

SPECIAL PROCUREMENT

Contract #/ID (State, Federal, Piggyback--Authority)	N/A
Sole Source/ Compatibility Justification	

BID CRITERIA *(Take Buy Indiana requirements into consideration.)*

Most Responsible, Responsive Lowest	☒ Yes ☐ No <i>If no, explain below</i>
If not lowest, explain	

COUNCIL DIGEST SHEET

COST COMPARISON

<i>Increase/decrease amount from prior years For annual purchase (if available).</i>	N/A
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DESCRIPTION OF PROJECT / NEED

<i>Identify need for project & describe project; attach supporting documents as necessary.</i>	Data storage for growth and resiliency from man-made and natural disasters.

REQUEST FOR PRIOR APPROVAL

<i>Provide justification if prior approval is being requested.</i>	N/A

FUNDING SOURCE

<i>Account Information.</i>	182ITCY3-5395
	5979REV4-5467U5-92132

Fort Wayne City Council
c/o City Clerk' Office
200 East Berry Street
Fort Wayne, IN 46802

Subject: Utility Customer Billing Software Upgrade and Migration to Cloud

Members of City Council:

This ordinance is to approve Change Order #001 to the Statement of work, Master Services Agreement and license maintenance needed for the software upgrade and migration to a managed cloud implementation at a total cost of \$171,715.00 to be performed by N. HARRIS COMPUTER CORPORATION (through its Advanced Utility Systems division).

City Utilities first purchased this billing and customer communication management system in 2014, which is currently hosted in the City/County/Utility data center out of which we are currently moving.

This software helps meet the needs of the City, and the Utility in the following ways:

- It provides the means by which we track usage and produce billing for all three utilities: water, sewer, and storm.
- It provides the means by which we track usage and produce billing for solid waste.
- It will eliminate our need to replace current aging infrastructure saving approximately \$300,000 every three years, and an additional \$270,000 in current hosting and maintenance costs.
- It will reduce our need for cloud backup, saving approximately \$10,000 per year.
- It will store our data in multiple physical locations, allowing us to recover more quickly from cyber attacks, or physical disasters.

If you have any questions, please call me at 260 458-1106.

Joseph Welch
Deputy Director, CIO
City Utilities