

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor’s Legislative Team

at MileHighOrdinance@DenverGov.org by **3:00pm on Monday**. Contact the Mayor’s Legislative team with questions

Date of Request: 10/9/2018

Please mark one: Bill Request or Resolution Request

1. Type of Request:

- Contract/Grant Agreement Intergovernmental Agreement (IGA) Rezoning/Text Amendment
- Dedication/Vacation Appropriation/Supplemental DRMC Change
- Other:

2. Title: (Start with *approves, amends, dedicates*, etc., include name of company or contractor and indicate the type of request: grant acceptance, contract execution, contract amendment, municipal code change, supplemental request, etc.)

Amends an existing expenditure contract with Advoco, Inc.

3. Requesting Agency: Technology Services

4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution	Contact person to present item at Mayor-Council and Council
Name: Kevin Anthony	Name: Joe Saporito
Email: kevin.anthony@denvergov.org	Email: joseph.saporito@denvergov.org

5. General description or background of proposed request. Attach executive summary if more space needed:

Through this contract Advoco provides both support services and on-call professional services in relation to the Infor Enterprise Asset Management (EAM) software.

The EAM application was originally purchased in 2002 by General Services to be used as a Work Order Control system for Parks and Recreation. As more and more agencies found value in this product, it was agreed that this would be used as the City’s EAM application. It is currently being used by Public Works, General Services Facilities, Arts & Venues, Denver Fire Dept., Wastewater, Parks and Recreation, Denver Libraries and Denver Sheriff’s Dept. The EAM application can be used to manage day to day work (i.e. scheduling routine preventative maintenance on equipment, appropriating technicians and costs for day to day operations) and is also used by Public Works and General Services Facilities Management for Facilities Conditions Assessments (FCA). FCAs can be used to assess equipment for facility improvement measures. An example of this would be an elevator replacement. This type of project would not be routed through the routine day to day operations workflow, but rather to the appropriate personnel that would account for Capital Improvement Projects (CIP). This process helps with capital planning. This tool is also being used by Public Works to manage the City’s bridges and streetlights for both inventory and maintenance and repair purposes.

In 2013, the responsibility of managing the Infor contract was passed onto Technology Services. A contract with Advoco was initiated in 2013 to help the City strategically manage the Infor application.

Advoco provides the following services within their standard Post-Implementation Consulting:

- End user and system training
- System Administration function and configuration, including:
 - Screen and Grid design, user security modifications
 - Uploads and imports using Infor applications
 - Flex SQL configuration

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Date Entered: _____

- Advanced Report and KPI creation, modification
- End user functional support
 - User groups and security processes
 - Error and stoppage troubleshooting
 - Screen-sharing sessions to better understand the user's problems
- Review City of Denver's on-going business requirements and provide recommendations and guidance for solutions to meet the business requirements
- Review operations goals and provide recommendations
- Infor EAM version upgrade support

For requests that fall outside of the support services as described above, Advoco will provide professional services on an on-call basis to assist the City with enhancement planning and implementation.

6. **City Attorney assigned to this request (if applicable):** Steve Hahn

7. **City Council District:** N/A - Citywide

8. ****For all contracts, fill out and submit accompanying Key Contract Terms worksheet****

Key Contract Terms

Type of Contract: (e.g. Professional Services > \$500K; IGA/Grant Agreement, Sale or Lease of Real Property):

Standard Expenditure contract in excess of \$500,000

Vendor/Contractor Name: Advoco, Inc.

Contract control number: TECHS - 201313134-03

Location: N/A Citywide

Is this a new contract? Yes No **Is this an Amendment?** Yes No **If yes, how many?** Third

Contract Term/Duration (for amended contracts, include existing term dates and amended dates):

Current term: 10/1/2013 - 12/31/2018 Proposed term: 10/1/2013 - 12/31/2022 Duration: 9 years*

*Advoco is a preferred service provider for the Infor EAM product. The City has partnered with Advoco for continued adoption, maintenance, support and additional professional services related to the Infor application. Over time, Advoco has implemented custom code (at the City's direction), and has gained extensive knowledge about the City's implementation, strategic direction, and overall adoption plans.

During the term of this amendment, Technology Services along with other City Agencies that use the Infor application will determine whether these services can be provided by another vendor at no risk of losing continuity of service and support of the Infor application. If it is determined that another vendor can provide these services, the City will undergo an RFP process.

Contract Amount (indicate existing amount, amended amount and new contract total):

<i>Current Contract Amount</i>	<i>Additional Funds</i>	<i>Total Contract Amount</i>
<i>(A)</i>	<i>(B)</i>	<i>(A+B)</i>
\$1,500,000	\$772,220	\$2,272,220

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<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
10/1/2013 - 12/31/2018	4 years	12/31/2022

Scope of work:

Vendor will provide post implementation support services as detailed above.

Was this contractor selected by competitive process? No **If not, why not?** Advoco is a preferred service provider for the Infor EAM product and was working with Public Works when Technology Services took over the responsibility of the Infor application.

Has this contractor provided these services to the City before? Yes (via this contract) No

Source of funds: Cost Center 3074900 (Technology Services Applications - Applications Management Release) / 01010 General Fund

Is this contract subject to: W/MBE DBE SBE XO101 ACDBE N/A

WBE/MBE/DBE commitments (construction, design, Airport concession contracts): N/A

Who are the subcontractors to this contract? N/A

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