



## Legislation Text

File #: 18-1176, Version: 1

### Contract Request Template (Contracts; IGAs; Leases)

**Date Submitted:** 10-16-18

**Requesting Agency:** Technology Services  
**Division:**

**Subject Matter Expert:**

Name: Joe Saporito

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#### Item Title & Description:

*(Do not delete the following instructions)*

*These appear on the Council meeting agenda. Initially, the requesting agency will enter a 2-3 sentence description. Upon bill filling, the City Attorney's Office should enter the title above the description (the title should be in **bold** font).*

*Both the title and description must be entered between the red "title" and "body" below. Do **not** at any time delete the red "title" or "body" markers from this template.*

**A resolution approving a proposed Third Amendatory Agreement by and between the City and County of Denver and Advoco, Inc. to amend scope of work, extend term, and increase compensation to provide both support services and on-call professional services in relation to the Infor Enterprise Asset Management (EAM) software.**

Amends a contract with Advoco, Inc. by adding \$772,220 for a new total of \$2,272,220 and four years for a new end date of 12-31-22 for Enterprise Asset Management (EAM) software and support services used by multiple agencies for scheduling routine maintenance tasks, appropriating technicians and costs for day to day operations, scheduling facilities conditions assessments, and other tasks, citywide (TECHS-201313134-03). The last regularly scheduled Council meeting within the 30-day review period is on 11-26-18. The Committee approved filing this item at its meeting on 10-9-18.

**Affected Council District(s) or citywide?**

**Contract Control Number:** TECHS-201313134-03

**Vendor/Contractor Name (including any "DBA"): Advoco Inc**

**Type and Scope of services to be performed:**

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
  - 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.

**Location (if applicable):**

**WBE/MBE/DBE goals that were applied, if applicable (construction, design, Airport**

**concession contracts):**

**Are WBE/MBE/DBE goals met (if applicable)?**

**Is the contract new/a renewal/extension or amendment?**

**Was this contractor selected by competitive process or sole source?**

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.

**For New contracts**

**Term of initial contract:**

**Options for Renewal:**

**How many renewals (i.e. up to 2 renewals)?**

**Term of any renewals (i.e. 1 year each):**

**Cost of initial contract term:**

**Cost of any renewals:**

**Total contract value council is approving if all renewals exercised:**

**For Amendments/Renewals Extensions:**

**Is this a change to cost/pricing; length of term; terms unrelated to time or price (List all that apply)?**

***If length changing***

**What was the length of the term of the original contract?**

Five years

**What is the length of the extension/renewal?**

Four years

**What is the revised total term of the contract?**

Nine years

***If cost changing***

**What was the original value of the entire contract prior to this proposed change?**

\$1,500,000

**What is the value of the proposed change?**

\$772,220

**What is the new/revised total value including change?**

\$2,272,220

***If terms changing***

**Describe the change and the reason for it (i.e. compliance with state law, different way of doing business etc.)**