

Internal M/WBE Waiver Request Form

Date: February 11, 2020 Department: Information Technology

Contact Name & Phone: Steve Averett - x2057

Contract Name and Number (if applicable): Info EAM Software Subscription for Maintenance and Support

A waiver of the M/WBE participation requirement may be requested by the **Originating Department** at least 5 business days **prior** to advertisement or solicitation. In detail below, please explain your reason for requesting a waiver (attach RFP & supporting documentation as necessary).

Final approval of the request will be made by the City Manager's Office.

In 2003 the City of Greensboro implemented Infor EAM (formerly called DataStream) as its asset management and work order management software solution. It is used by the Contact Center, Transportation, Water Resources, Field Operations, Engineering, Parks & Recreation, Fire, and IT departments. EAM currently stores and manages approximately 1,000,000 assets, processes roughly 120,000 work orders annually, generates over 250 reports, and supports over 400 users. It is integrated with the Contact Center, Lawson, GIS, Firehouse, and other software packages throughout the City. The existing five year agreement was executed in May 2015 and expires July 31, 2020. The new software subscription will be effective April 1, 2020 through July 31, 2025.

Infor maintenance and support for Infor Enterprise Asset Management (EAM) System is a sole source and a proprietary vendor. Renewal of this subscription can only occur through this vendor. The City Manger's Office has approved a five year contract for these services. The contract period will be from April 2020 to July 2025.

Christine A. Hofer, Deputy
CIO

Digitally signed by Christine A. Hofer,
Deputy CIO
Date: 2020.02.13 17:43:41 -05'00'

This section is for M/WBE Office use only

Contact Name & Phone Number: Steve Averett - x2057

☐ The M/WBE Office supports the waiver request. Please submit any comments below.

1. The extraordinary and necessary requirements of the contract render application of the Program Elements infeasible or impractical. **Please explain in detail. (Attach supporting documentation as necessary)**

See attach

2. The nature of the goods or services being procured are excluded from the scope of this Program Plan.

Please check one of the exclusions below: (Attach supporting documentation as necessary)

- ☐ Contracts that are subject to the U.S. Department of Transportation Disadvantaged Business Enterprise Program;
- ☒ Sole Source: the required supplies or services are available from one responsible source
- ☐ Contracts for electricity or water and sewage services from a municipal utility district or governmental agency;
- ☐ Emergency contracts for goods or supplies;
- ☐ Contracts for the City's lease or purchase of real property where City is lessee or purchaser; and

3. Sufficient qualified M/WBEs providing the goods or services required by the contract are unavailable in the Relevant Market area of the project despite every reasonable attempt to locate them. **Please explain in detail the reason for the request: (Attach RFP & supporting documentation as necessary)**

☐ The M/WBE Office does not support the waiver request. Please explain in detail the reason for not supporting the request: (Attach supporting documentation as necessary)

Allison Staton

Digitally signed by Allison Staton
Date: 2020.02.13 13:39:05 -05'00'

This section is for CMO Office use only

Contact Name: Kim Sowell, Assistant City Manager

Date: 2/18/2020

☒ The CMO Office approves the waiver request

☐ The CMO Office does not approve the waiver request.

DATE: January 29, 2020

TO: Jane Nickels, Information Technology Director

FROM: Steve Averett, Manager of GIS and Special Projects

SUBJECT: Infor EAM Migration from On-Premise to SaaS (Cloud)

BACKGROUND:

In 2003 the City of Greensboro implemented Infor EAM (formerly called DataStream) as its asset management and work order management software solution. It is used by the Contact Center, Transportation, Water Resources, Field Operations, Engineering, Parks & Recreation, Fire, and IT departments. EAM currently stores and manages approximately 1,000,000 assets, processes roughly 120,000 work orders annually, generates over 250 reports, and supports over 400 users.

EAM has a measurable impact on the performance and management of City operations. EAM gives departments the ability to:

- Track time, labor, and costs for all work performed
- Generate and provide performance measures for transparency, accountability, and efficiency
- Track asset history and provide true costs for inventory and work over time
- Reduce costs and increase service availability by implementing a preventive maintenance program
- Enhance capital improvement project prioritization, resulting in increased reliability of water and sewer infrastructure
- Provide reporting that supports more than six million, dollars in reimbursements each year

In 2015, Infor and the City agreed to a five year term of service that included migrating EAM to the cloud as a SaaS solution. Since this contract began, Water Resources Operations, IT, and Parks & Recreation have all implemented EAM as their primary work management system.

The purpose of this contract is to renew and continue the software licensing agreement with Infor for Enterprise Asset Management (EAM) system for a period of five years and three months. This renewal also involves moving increasing the number of desktop and mobile users licenses. In the past, the City has utilized a concurrent use user license model. Infor's new license model requires a transition to named users. The typical conversion from concurrent to named users is 2:1. Due to our longstanding relationship with Infor, City staff was able to negotiate the conversion at a 7:1 exchange, providing enough seats for our users without an exorbitant increase in costs. Also, Infor's original quote included an annual increase of 5% in software costs. City staff negotiated and Infor agreed to an annual increase of only 4%.

We anticipate the cost for services and software covered in this contract to be \$3,029,379.20 over a five year four month period.

RECOMMENDATION:

IT-GIS requests \$3,029,379.20 be encumbered to satisfy the terms of the contract.