

BOARD OF SUPERVISORS AGENDA ITEM SUMMARY

Requested Board Meeting Date: 10/21/14

ITEM SUMMARY, JUSTIFICATION and/or SPECIAL CONSIDERATIONS:

Limited Competition: Award of Contract, Requisition No. 150000000000000000077, Infor Public Sector, Inc., (Headquarters: Alpharetta/GA), for Hansen Software Upgrade and Related Services in an award amount of \$449,328.50. Contract is for a one-year term and includes four one-year renewal periods. Funding Source: General Fund. Administering Department: Information Technology.

Background

The Limited Competition procurement for this award was conducted in accordance with Pima County Procurement Code 11.20.060 and Board of Supervisors Policy D29.2. The basis for this procurement process is documented in the attached Memorandum issued by the Information Technology department.

Contract Officer: Ana Wilber, 520-724-8166, Procurement Department

Payment System: AMS Financial

CLERK OF BOARD USE ONLY: BOS MTG. _____

ITEM NO. _____

Cont # : MAPO-15#094
Effective: 10/21/14
Term : 1R
Cost : \$449,328.50
Rev : _____
Tot : _____
NTE : \$449,328.50
Timex : _____
Renewal : _____
Term : _____

Procure Dept 10/16/14 PM0414



MEMORANDUM

PROCUREMENT DEPARTMENT

Date: October 6, 2014
To: C.H. Huckelberry
County Administrator
From: George Widugiris *George*
Director
Subject: No Substitute / Sole Source Procurement for Software and Installation Services – RWRD
Systems – Infor/Hansen

A memo is attached from Jesse Rodriguez requesting a No Substitute / Sole Source approval to contract with Infor-Hansen for a significant systems upgrade project for RWRD. This does not meet the specifics necessary to approve as a Sole Source, and based upon the justification may be more appropriately processed under the Procurement Code, specifically:

11.12.060.A.1.b.- Emergency and other limited competition procurement.

Formulate a limited competitive process if a situation exists which makes compliance with normal purchasing procedures impracticable or contrary to the public interest.

Please review.

☒ Approved / ☐ Not Approved

C. H. Huckelberry
C. H. Huckelberry

10/7/14
Date



MEMORANDUM

INFORMATION TECHNOLOGY DEPARTMENT

Date: October 1, 2014

To: G. Widugiris
Procurement Director

From: Jesse Rodriguez
Chief Information Officer

Re: No Substitute/Sole Source Procurement for Software and Installation Services

Hansen from Infor is currently deployed and operational in Pima County within RWRD. Infor has introduced an upgrade to their legacy product which provides all Hansen functionality in use by RWRD, is National Association of Sewer Services Companies (NASSCO) certified, and enhances functional capabilities to better support work order, asset, and inventory management needs for RWRD.

The County Administrator and Technology Council approved progression of this project to begin in FY 14/15. Infor provides current Hansen functionality and licenses in use today at no cost to Pima County. The project scope is to utilize Infor professional services to upgrade Hansen processes to the new platform with enhanced product module capabilities, reengineer existing processes where needed, and migrate outdated legacy system processes.

Infor has a long standing relationship directly supporting their Hansen product for Pima County RWRD. Due to their ongoing support and institutional knowledge of RWRD systems and business processes this is the lowest cost and risk approach for Pima County going forward with this upgrade. Attempting to use another vendor/reseller to try providing the same services that the Infor-Hansen has provided for 20+ years would add a layer of risk and complexity which would increase costs as well as the time needed to perform this upgrade. Utilizing Infor to perform the upgrade on a system they built and provide ongoing support for to Pima County today will allow us to complete this project within the projected timeline and approved budget. The Hansen platform functionality and total-cost-of-ownership was validated through an extensive fit/gap exercise sponsored by the County Administrator in FY 13 that comparatively evaluated three work order, asset management, and inventory platforms.

Your approval of the attached No Substitute/Sole Source Procurement form is recommended. If you have any questions feel free to contact me.

Sole Source Justification

Infor and Pima County have been partners for a number of years. Over the past year, Pima County and Infor have expended significant time and effort to achieve a comprehensive understanding of what it will take to upgrade the current Hansen (IPS) system for Waste Water. Resources from all areas within Infor have been dedicated to this process and work effort; Licensing, Services, and Development Groups.

The Licensing Group has presented Pima County with software components that will fundamentally change the manner in which the Authority conducts its business processes; **Only Infor offers the Hansen (IPS) solution.** Due to this, Pima County will achieve a whole host of new efficiencies and cost saving measures, as part of the upgrade and additional software.

Infor Consulting Services (ICS) has been an integral part of the process; bringing solution architecture expertise, insight from other public sector implementations, best practices tools and project management knowledge—all of which have helped to develop the upgrade project approach and business case to move forward. ICS understands Pima County's business requirements, challenges and how to upgrade and install Hansen solutions. **Due to this, only ICS provides and offers the most complete and most reliable approach to complete this upgrade. Because ICS is part of the Infor organization, no one is better suited to upgrade and install the Hansen (IPS) solution.** As a result, continuing to work with ICS and maintain Infor as a single point of accountability and responsibility will help result in earlier benefits realization through a shorter, less complex and less costly upgrade.

Infor Research and Development has spent more than a year focused on development that dramatically improves our Hansen (IPS) solution. **And, as the owner of the source code for Hansen, we hold a rather unique position that will provide many benefits to Pima County.** The primary development and quality assurance resources for both application portfolios are based out of the same office in Greenville, South Carolina. The ownership of this source and ease of access to key developmental talent puts Infor in a unique situation to support the expansion of solution capabilities in future works catered towards the Transit and Transportation vertical markets for Infor.

As the software developer of the Hansen software suites, only Infor is fully qualified to work with Pima County in upgrading their current system. Infor further has proven large scale, multi-million dollar, transit based project experience with Hansen (IPS) from a development, upgrade and consulting perspective. ICS can work with Pima County to upgrade Hansen (IPS) helping to reduce both project risk and total cost of ownership long term for the Authority.

ICS will bring consulting resources who have worked with development to incorporate industry requirements and feedback into our Hansen (IPS) system. Our consulting resources can best help ensure 1) questions get answered quickly, 2) current and future best practices are understood, and, 3) the upgrade and software install is simplified. The Infor team of consultants will work with Pima County to refine the Hansen application step by step, so fewer personnel need to be involved in the migration and Pima County can focus on training users on the new system. Our consultants will work with Pima County to confirm current requirements and enhance any process needed during the upgrade. Infor is the low risk choice to work with Pima County on this key business transformation.