



BOARD OF SUPERVISORS AGENDA ITEM REPORT (BOSAIR)

All fields are required. Enter N/A if not applicable. For number fields, enter 0 if not applicable.

Record Number: SC PO SC2400001822

Award Type: Contract

Is a Board Meeting Date Requested? Yes

Requested Board Meeting Date: 01/20/2026

Signature Only:

NO

Procurement Director Award / Delegated Award: • N/A

Supplier / Customer / Grantor / Subrecipient: Infor Public Sector, Inc.

Project Title / Description: Infor Public Sector (IPS) Licensing and Services

Purpose: Amendment of Award: Supplier Contract No. SC2400001822, Amendment No. 01. This Amendment updates the scope to migrate the software from an on-premise solution to the cloud, is for a one-time increase in the amount of \$750,000.00 for a cumulative not-to-exceed contract amount of \$965,000.00, and adds the Heat Injury and Illness Prevention and Safety Plan language to the contract, pursuant to Pima County Procurement Code 11.40.030. Administering Department: Information Technology, on behalf of Regional Wastewater Reclamation.

Procurement Method: Other

Insert additional Procurement Method info, if applicable: Pursuant to Pima County Procurement Code 11.12.050, Sole source procurement, on 06/10/2024 the Procurement Director approved an award of contract for a term of five (5) years in the not-to-exceed contract amount of \$215,000.00.

PRCUID: 519291

Attachment: Contract Amendment No. 01.

Program Goals/Predicted Outcomes: Continued success with software upgrades, innovation, and implementations of Infor software components like Infor Field Inspector (mobile app), Call Center (service requests), Rhythm for Civics (online customer portal), Asset Analysis (decision model) to improve the efficiency of the software used to Manage the programs, assets, work orders and inspections on the Conveyance Sewer System, which accounts for over 3,500 miles of sewer and 200,000 assets.

Public Benefit and Impact:	Infor Public Sector is the major component used by Regional Wastewater Reclamation Department (RWRD) to track and manage the assets and programs underlined in CMOM. RWRD has collected over 30 years of data, which includes 3 million work orders, 400,000 asset inspections, and 10,000 assets on reoccurring scheduled maintenance, which allows RWRD to have one of the lowest Public Sanitary Sewer Releases (SSO's) for a system of comparable size.
Budget Pillar	<ul style="list-style-type: none"> Critical infrastructure & economic growth
Support of Prosperity Initiative:	<ul style="list-style-type: none"> N/A
Provide information that explains how this activity supports the selected Prosperity Initiatives	N/A
Metrics Available to Measure Performance:	RWRD uses Power BI and software dashboards in Infor Public Sector to track, manage, and measure the success of those projects and implementations, which includes SQL Queries, Power BI, Microsoft Project and Canva.
Retroactive:	NO

Amendment / Revised Award Information

Record Number: SC PO SC2400001822

Document Type:	SC
Department Code:	PO
Contract Number:	SC2400001822
Amendment Number:	01
Commencement Date:	01/20/2026
Termination Date:	06/29/2029
Is the Termination Date new?	NO
Classification:	Expense
Adjust Level:	Increase
Prior Contract Number (If Applicable):	MA-PO-24-169
Amount This Amendment:	
	\$750,000.00
Funding Source(s) required:	General Fund

Funding from General Fund?

YES

If Yes Provide Total General Funds:

\$750,000.00

Percent General Funds

100

Contract is fully or partially funded with Federal Funds?

NO

Department:

Procurement

Name:

Troy McMaster

Telephone:

520.724.8728

Add GMI Department Signatures

No

Division Manager/Procurement Officer Signature:

Ana Wilber

Digitally signed by Ana Wilber
Date: 2025.12.30 07:50:11 -07'00'

Date: _____

Procurement Director Signature:

Bruce D Collins

Digitally signed by Bruce D Collins
Date: 2025.12.30 09:17:05 -07'00'

Date: _____

Department Director Signature:

Kristen Irby

Digitally signed by Kristen Irby
DN: cn=Kristen Irby, o=Pima County, ou=Information
Technology, email=kristen.irby@pima.gov, c=US
Date: 2025.12.31 13:02:10 -07'00'

Date: _____

Deputy County Administrator Signature: _____

Date: 1-2-2026

County Administrator Signature: _____

Date: 1/2/2026

Pima County Procurement Department**Administering Department:** Information Technology, on behalf of Regional Wastewater Reclamation**Project:** Infor Public Sector Licensing & Services**Contractor:** Infor Public Sector, Inc.

13560 Morris Road, Suite 4100

Alpharetta, GA 30004

Contract No: SC2400001822 (formerly MA-PO-24-169)**Contract Amendment No.:** 01

Original Contract Term	6/30/2024 – 6/29/2029	Original Contract Amount:	\$	215,000.00
Prior Termination Date	6/29/2029	Prior Amendments Amount:	\$	0.00
New Termination Date	N/A	This Amendment Amount:	\$	750,000.00
		Revised Total Amount:	\$	965,000.00

CONTRACT AMENDMENT**1. Parties, Background and Purpose.****1.1. Background.**

On June 10, 2024, County and Contractor entered into the above referenced agreement to provide ongoing access to and use of Contractor's software and related services.

1.2. Purpose.

County is migrating to Contractor's cloud software.

2. Scope of Services.

The parties have revised the Scope of Services to migrate County's version of Contractor's software to the cloud, as described in **Exhibit C: Order Form SQB510744_1** (4 pages).

3. Maximum Payment Amount.

The maximum amount County will spend under this Contract, as set forth in Section 5.2, is increased by \$750,000.00. County's total payments to Contractor under this Contract, including any sales taxes, will not exceed \$965,000.00.

4. Heat Injury and Illness Prevention and Safety Plan.

Pursuant to Pima County Procurement Code 11.40.030, Contractor hereby warrants that if Contractor's employees perform work in an outdoor environment under this Contract, Contractor will keep on file a written Heat Injury and Illness Prevention and Safety Plan. At County's request, Contractor will provide a copy of this plan and documentation of heat safety and mitigation efforts implemented by Contractor to prevent heat-related illnesses and injuries in the workplace. Contractor will post a copy of the Heat Injury and Illness Prevention and Safety Plan where it is accessible to employees. Contractor will further ensure that each subcontractor who performs any work for Contractor under this Contract complies with this provision.

SIGNATURE PAGE TO FOLLOW

IN WITNESS WHEREOF, the parties have approved this Amendment and agree to be bound by the terms and conditions of the Contract on the dates written below.

All other provisions of the Contract not specifically changed by this Amendment remain in effect and are binding upon the parties.

Pima County

Chair, Board of Supervisors

Date

ATTEST

Clerk of the Board

Date

Pima County Attorney's Office – As To Form

Bobby Yu

Deputy County Attorney

12/19/2025
Date

Approved as to Content

Kristen Irby

Department Head

Digitally signed by Kristen Irby
DN: cn=Kristen Irby, o=Pima County, ou=Information
Technology, email=kristen.irby@pima.gov, c=US
Date: 2025.12.31 13:03:55 -07'00'

Date

Infor Public Sector, Inc.

DocuSigned by:
Crystal J. Reu

Authorized Officer Signature

17 December 2025 | 11:27:24 EST
Date

Exhibit C



Order Form

Agreement ID: ICMOF_297810

Opportunity ID: OP-10111048

Quote ID: SQB510744_1

Infor Entity ("Infor"):
Customer ("Customer" or "Licensee"):
SaaS Agreement Name:
AGREEMENT
SaaS Agreement Effective Date:

Infor Public Sector, Inc.
Pima County, Arizona
SUBSCRIPTION LICENSE AND SERVICES
20 May 2020

This Order Form is subject to the terms of the SaaS Agreement between the parties. All terms of the SaaS Agreement are incorporated herein by reference. In the event of a conflict, the terms of this Order Form control over the terms of the SaaS Agreement. Capitalized terms not defined in this Order Form are defined in the SaaS Agreement. In the event the capitalized terms in this Order Form differ from the terminology used in the SaaS Agreement, the parties shall apply terms logically.

The terms of your SaaS Agreement may differ from the terms used in this Order Form. "Subscription Services" and "Software", in the context of access rights to Infor software provided to Customer from the Infor hosted environment, refer to "Cloud Services" (as such term is used in the SaaS Agreement).

Effective date of this Order Form (the "Order Form Date") shall be the last date that this Order Form is executed either by Customer or Infor, unless otherwise stated.

THE PARTIES have executed this Order Form through the signatures of their respective authorized representatives.

For: Infor Public Sector, Inc.

For: Pima County, Arizona

(Infor)

(Customer or Licensee)

DocuSigned by:

9AF80D07DFDC42E...



Signature

Signature

Crystal J. Reece

Bruce Collins

Type or Printed Name

Type or Printed Name

Director

Procurement Director

Title

Title

17 December 2025 | 14:43:59 EST



Signature Date

Signature Date

**Order Form**

Agreement ID: ICMOF_297810
Opportunity ID: OP-10111048
Quote ID: SQB510744_1

Customer: Pima County, Arizona
GL ID: US06A
Customer Account ID: 372602
Account Executive: Alexandra Walsh

I. Software

Exchange from ("Current Software")

Line	Location	Product	Use Restriction
1	PROD:Tucson	ION-S-PROCESS-EMBED: ION Messages for Infor - SaaS MT	3 MSG
2	PROD:Tucson	ION-S-PIPELINES: Infor Data Lake Data Scanning - SaaS MT	6 UTLN

Exchange to ("New Software")

Line	Location	Product	Use Restriction	Support Level
1	PROD:Tucson	ION-S-ESSENTLS-CE: Infor OS Essentials - SaaS MT	1 TECH	CXTP

New or Additional Software

Line	Location	Product	Use Restriction	Support Level
1	PROD:Tucson	HAN-S-H8AMB-MT: Operations and Regulations - Asset Management Bundle - SaaS MT	100 NU	CXTP
2	PROD:Tucson	HAN-S-H8AWS-MT: Operations and Regulations - Assets Web Services - SaaS MT	10 NU	CXTP
3	PROD:Tucson	HAN-S-H8BWS-MT: Operations and Regulations - Billing Web Services - SaaS MT	10 NU	CXTP
4	PROD:Tucson	HAN-S-H8CC-MT: Operations and Regulations - Call Center - SaaS MT	10 NU	CXTP
5	PROD:Tucson	HAN-S-H8CSB-MT: Operations and Regulations - Customer Service Bundle - SaaS MT	10 NU	CXTP
6	PROD:Tucson	HAN-S-H8CS-MT: Operations and Regulations - Customer Service - SaaS MT	10 NU	CXTP
7	PROD:Tucson	HAN-S-H8CWS-MT: Operations and Regulations - CDR Web Services - SaaS MT	10 NU	CXTP
8	PROD:Tucson	HAN-S-MEXC-MT: Operations and Regulations - Microsoft Exchange - SaaS MT	10 NU	CXTP
9	PROD:Tucson	HAN-S-O311-MT: Operations and Regulations - Open 311 API - SaaS MT	10 NU	CXTP
10	PROD:Tucson	HAN-S-H8AAMB-MT: Operations and Regulations - Advanced Assets Bundle - SaaS MT	20 NU	CXTP
11	PROD:Tucson	HAN-S-H8AA-MT: Operations and Regulations - Asset Analysis - SaaS MT	20 NU	CXTP
12	PROD:Tucson	HAN-S-H8AMT-MT: Operations and Regulations - Asset Management Tools - SaaS MT	20 NU	CXTP
13	PROD:Tucson	HAN-S-MOBILE-WM-MT: Field Inspector Asset & Work Management - SaaS MT	50 NU	CXTP
14	PROD:Tucson	HAN-S-H8GIS-MT: Operations and Regulations - GIS Data Integration - SaaS MT	1000000 POP	CXTP
15	PROD:Tucson	HAN-S-IREP-CORB-MT: Operations and Regulations - Reporting Bundle - SaaS MT	15 NU	CXTP

Additional Annual Subscription Fee: \$235,411.41

Additional Initial Subscription Term: Order Form Date through 3 year(s)

Fee for Initial Subscription Term: \$706,234.23

II. Fees and Payment Terms

Total Amount Due (before applicable taxes): \$706,234.23

Currency: US (Dollar)

Payment is due within 15 days of the date of the invoice.

Customer shall pay the Annual Subscription Fee, in advance, as invoiced by Infor. The first Annual Subscription Fee, plus applicable taxes, will be invoiced promptly upon the Order Form Date. All other Annual Subscription Fees will be invoiced such that they are due prior to the commencement of the portion of the Subscription Term to which the Annual Subscription Fee applies.

Primary-Use Address	Invoice Address
Pima County, Arizona 3390 North Richey Boulevard Tucson AZ USA 85716	Pima County, Arizona 3390 North Richey Blvd Tucson AZ USA 85716
Joe Siva joe.siva@pima.gov	Accounts Payable RWRD_Conv_SoftInv@pima.gov

III. Additional Terms

1. User/License Definitions if specified in the User Restriction field can be found at <https://licensedefinitions.infor.com/>
2. Support Level Definitions:

"CXT" = Infor Essential (24X5); "CXTTP" = Infor Premium (24x7); "CXTE" = Infor Customer Success Plus program; "CCFS" = Infor CareFor Success program; Descriptions of these plans can be found at <http://www.infor.com/cloud/subscription/>
3. Unless excluded by applicable law, Infor reserves the right to issue invoices electronically.
4. It is Customer's desire and intent to exchange its Current Software set forth herein for the New Software set forth herein. The committed period on the New Software will be the longer of (i) the Initial Subscription Term detailed in this Order form or (ii) the remaining previously agreed committed period on the Current Software. Annual Subscription Fees for the Current Software are hereby transferred to the New Software and will continue to be charged to the customer in addition to the Annual Subscription Fees detailed in the present Order Form for the entire committed period on the New Software detailed above and any Renewal Terms. On an exception basis Infor will allow the customer to continue accessing the Current Software in the same environment previously provided by Infor until the earlier of (i) Customer's use of the New Software in a production environment or (ii) one year from Order Form Date. Customer may not use the Current Software and the New Software in a production environment at the same time.
5. The subscription(s) set forth herein are in addition to any subscription(s) Customer may have purchased previously.
6. Customer elects to terminate maintenance upon Order Form Date for its Infor-owned perpetually licensed On-Premise Software with the same product functionality as the Software licensed herein. Customer will receive Transitional Support for such On-Premise Software until the earlier of: (i) the "go live" date at which time the licensed Software will be available for beneficial production use or (ii) eighteen (18) months after the Order Form Date, included as part of the Subscription Fee. "Transitional Support" is defined as phone support, incident logging and resolution, and issue correction commensurate with the level of support available for the version of the on-premises software currently installed by Customer however, Transitional Support excludes any upgrades, tax and regulatory updates, third-party products or enhancements to the on-premises licenses. Infor will issue a credit equal to the amount of unused, prepaid maintenance fees. The credit will be calculated from the end of the month of the Order Form Date and will either be applied to Customer's outstanding or future invoices or remitted back to Customer in the form of a refund, the specific method being Infor's sole discretion.

7. No changes or modifications of any kind to this Order Form shall be accepted after execution unless signed in writing by both parties. In Addition: (1) Any purchase order or similar document (other than a mutually executed and delivered Order Form) that may be issued by the undersigned Customer in connection with this Order Form does not modify this Order Form or the Agreement to which it pertains. No such modification will be effective unless it is in writing, is signed by each party, and expressly provides that it amends this Order Form (or as applicable, the Agreement). (2) For U.S. Government entities, the following restricted rights clause applies: This Software is a "commercial component," as this term is defined in 48 C.F.R. 2.101, consisting of "commercial computer software" and "computer software documentation," as such terms are defined in 48 C.F.R. 252.227-7014(a)(1) and 48 C.F.R. 252.227-7014(a)(5), respectively, and used in 48 C.F.R. 12.212 and 48 C.F.R. 227.2702, as applicable, and all as amended from time to time. Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.2702, and other relevant sections of the Code of Federal Regulations, as applicable, and all as amended from time to time, all U.S. Government entities acquire this Software only with those rights set forth in the license agreement accompanying this On-Premise Software. Use, duplication, reproduction, or transfer of this commercial software and accompanying documentation is restricted in accordance with FAR 12.212 and DFARS 227.2702 and by a license agreement. (3) By signing this Order Form, Customer represents and warrants that it has obtained all necessary authorizations and approvals including, but not limited to, appropriation of funds and budget approval.
8. Customer's purchase of the licenses specified herein is not contingent or dependent upon the provision of any consulting services Customer may choose to purchase from Infor contemporaneously with this Order Form or in the future.
9. In consideration for the pricing and terms under this order form, Infor may refer to Customer as a customer in press releases and written and verbal communications. Customer agrees to act as a reference for Infor, including participating in reference calls and other reference activities as may be reasonably requested by Infor.
10. Please visit <https://www.infor.com/customer-center/MTcloud> for benefits related to the Infor Multi-tenant Cloud Customer Bill of Rights (only applicable to Software hosted in a multi-tenant environment).
11. The Service Level Agreement and the Information Security Plan set forth additional terms and conditions applicable to Customer's access to the Software and use of the Subscription Services. In the event of a conflict between the terms and conditions of the Agreement and the provisions of the Service Level Agreement or Information Security Plan, the provisions of the Service Level Agreement or Information Security Plan shall govern and control.

The Service Level Agreement can be found at: <https://www.infor.com/service-level-description>. While the Service Level Agreement may be changed from time to time, changes will not (i) change the Availability levels and associated credits, or the Triggering Event, (ii) decrease RPO/RTO, or (iii) cause any material decrease in the Support provided to Customer during the Subscription Term for which Customer has paid the applicable Subscription Fees.

The Information Security Plan can be found at: <https://www.infor.com/security-plan>. Changes to the Information Security Plan are allowed provided Infor maintains a comparable or better level of security in the aggregate for the Systems and Data (as defined in the Information Security Plan).
12. The pricing set forth in this offer is valid if accepted by Customer by 01 July 2026.