



AGENDA MEMORANDUM

Action Item for the City Council Meeting August 27, 2024

DATE: July 16, 2024

TO: Peter Zanoni, City Manager

FROM: Peter Collins, Chief Information Officer of Information Technology
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Infor CareFor Managed Services

CAPTION:

Motion authorizing execution of a new five-year software and support agreement, with renewable one-year terms with Infor LLC, of New York, in an amount not to exceed \$1,226,457.00, for the purchase and dedicated support of the Infor CareFor managed services software, providing the City of Corpus Christi with a dedicated support team, business application support, custom development and configuration, and release impact support for Infor's Financial, Human Resources, Permitting and Utility Billing modules currently used by the City, with FY 2024 funding of \$245,291.40 from the IT Enterprise Applications Fund.

SUMMARY:

The City of Corpus Christi currently uses Infor's Financial, Human Resources, Permitting and Utility Billing modules. The City of Corpus Christi wants to execute a contract with Infor for a managed services agreement which provides the City of Corpus Christi with the opportunity to have a dedicated support team, business application support, custom development and configuration, and release impact support.

BACKGROUND AND FINDINGS:

The City of Corpus Christi uses Infor for Finance (Accounts Payable, Accounts Receivable, Payroll, Travel, and Procurement), Human Resources (Recruitment, Benefits, Learning and Compensation), and Public Sector (Utility Billing and Development Services permitting). Infor also supports the Utility Billing Payment portal for citizens, as well as the online permit application

process for developers. We are also in the process of implementing Infor's Workforce Management (WFM) (timekeeping) and Code Enforcement modules.

With all the modules currently utilized by the City of Corpus Christi, the City would like to enter into a managed services agreement with Infor. This agreement will provide the City of Corpus Christi with the opportunity to have a dedicated support team, business application support, custom development and configuration, and release impact support. This agreement also allows for retraining, process improvement, and fine-tuning of current configurations and processes.

- Dedicated support team: City of Corpus Christi will be assigned two resources who will provide service delivery oversight and escalations, plan priorities and align plans for process improvement for quarterly enhancement releases, help manage day-to-day operational progress and ensure.
- Business Application Support: Infor will be readily available to help and support with reported issues and provide recommendations, support configurations, knowledge gaps, business process recommendations, data correction and user errors, as well as escalation services.
- Solution Enhancement: Dedicated number of hours for development of custom processes or technical support, optimization of business processes and enablement of application custom configurations.
- Release Impact Management: For every monthly and major bi-yearly releases, Infor will identify customer specific expected system impacts and coordinate enhancement training, testing and prioritization plan with the City of Corpus Christi.

PROCUREMENT DETAIL:

This procurement for the Infor license agreement is being facilitated through the Subscription License and Services Agreement between Infor (US), LLC ("Infor") and City of Corpus Christi, Texas ("Customer" or "Licensee") with an effective date of April 23, 2021 (the "Agreement").

ALTERNATIVES:

Not to approve this managed services agreement with Infor.

FISCAL IMPACT:

The FY 2024 fiscal impact is \$245,291.40 to IT Enterprise Applications, with future years budgeted through the annual budgeting process.

FUNDING DETAIL:

Fund:	5210	Information Technology
Organization/Activity:	40470	IT Enterprise Applications
Project # (CIP Only):	n/a	
Account:	530000	Professional Services

RECOMMENDATION:

Staff recommends approval of this motion authorizing this service agreement with Infor as

presented.

LIST OF SUPPORTING DOCUMENTS:

Price Sheet
Infor CareFor Managed Services Agreement