DATE: April 20, 2021

TO: Peter Zanoni, City Manager

FROM: Peter Collins, Chief Information Officer of Information Technology
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Infor Software Upgrade and Subscription Renewals

CAPTION:

Resolution authorizing a six-year service agreement with Infor US, Inc., of New York, New York in an amount of $5,962,498.33 for Infor license subscriptions and $1,041,616.27 for one time implementation cost for a total of $7,004,114.60, effective upon issuance of a notice to proceed, with FY 2021 funding in an amount of $178,821.92 for prorated Infor license subscriptions and $1,041,616.27 for one time implementation costs available through the Information Technology Fund.

SUMMARY:

This resolution is to purchase services to upgrade the current Infor systems, renew current license subscription and to add additional licenses and functionality.

BACKGROUND AND FINDINGS:

On May 2013, the City purchased the Infor Enterprise Resource Planning (ERP) software.

This Infor ERP software includes the following:

- Infor Public Sector (IPS): Developer permits and utility billing
- Supply Chain Management: Strategic Sourcing, Contract Management, Purchase Orders & Requisitions, and Inventory Control

- Financial Management: Project Accounting, Asset Management, Accounts Payable, Payroll, General Ledger, Grant Management, Accounts Receivable, Cash and Treasury Management, CPM Budgeting & Planning
- Human Resources Management: Talent Management, Talent Acquisition, Compensation Management, Performance Management, Benefits Management and Absence Management
- Expense Management: Expense Reports, Travel Plans and Payment Requests

The Infor ERP software was implemented in October 2014 and has not been upgraded since. This software is now end of life and must be upgraded.

The current Infor ERP software will be upgraded at no cost to the City and will be migrated from single cloud technology to multi cloud technology to ensure the City will have proper support and stay current with the latest software. The software upgrade and migration to multi-tenant cloud is an in-kind contribution from Infor to the City which has a value of $1,070,958.

This project to upgrade the Infor ERP software also includes the following new software:

- Rhythm for Civics is the customer facing portal for IPS, allowing customers to start Community Development and Regulatory (CDR) applications, respond to reviews, add attachments, communicate with the permit office, pay fees and more. Customers can also create service requests and schedule inspections, including 3rd party inspectors.
- DigEplan is integrated into IPS and Rhythm so CDR applicants can upload plans to the permit applications and reviewers can view the plans electronically. Full drawing management and markup tools are provided, and feedback given to the applicants immediately once the review is complete.
- CloudSuite Analytics for Human Capital Management (HCM) and Financials. Infor Birst is a cloud-based analytics and business intelligence platform. It simplifies the process of creating reports with built in data models and allows you to bring data from other systems and data sources such as spreadsheets if required. Birst provides the ability to create dashboards for business use cases, with users able to drill down into the data to find out more details.
- The Infor CDR suite provides permitting, licensing and code enforcement capabilities to the City agencies. We will be adding additional users for this functionality.
- Infor ION provides the backbone for communications between Infor software including IPS, Birst and CloudSuite Financials.

The new Infor ERP software are discounted from $813,868 to $305,000 annually, which is a cost saving of $2,544,340 over five years. The new Infor ERP software for FY 2021 is prorated.

Implementation of the new Infor ERP software totals $1,041,616.27.

The Infor ERP software will not increase in cost until the fourth year with a three percent increase and then stay the same for the remaining two years.

Subscription	FY21	FY22	FY23	FY24	FY25	FY26
Current License Subscription	$831,282.20	$831,282.20	$831,282.20	$856,220.67	$856,220.67	$856,220.67
New License Subscription	$178,821.92	305,000.00	305,000.00	$314,150.00	$314,150.00	$314,150.00
Total Cost	$1,010,104.12	$1,136,282.20	$1,136,282.20	$1,170,370.67	$1,170,370.67	$1,170,370.67

PROCUREMENT DETAIL:

This is a sole source procurement with Infor US Inc. On May 2013, the City purchased the Infor ERP software. This project will upgrade all current systems to a fully supported version and add new functionality. Infor US Inc. is the copyright owner and sole source vendor for these software projects.

ALTERNATIVES:

There is no feasible alternative based on the current environment. The critical Infor ERP software must be upgraded to continue receiving updates and support for a stable and secure system.

FISCAL IMPACT:

Funding for FY 2021 of $1,220,438.19 will come from the Information Technology Fund.

FUNDING DETAIL:

Fund:	5210	Information Technology
Organization/Activity:	40470	IT Application Services
Mission Element:	242	Provide Software Applications support
Project # **(CIP Only):**		
Account:	520105	Computer Software
Cost:		$178,821.92

Fund:	5210	Information Technology
Organization/Activity:	40470	IT Application Services
Mission Element:	242	Provide Software Applications support
Project # **(CIP Only):**		
Account:	530000	Professional Services
Cost:		$1,041,616.27

RECOMMENDATION:

Staff recommends approval of this resolution authorizing this purchase with Infor US, Inc. as presented.

LIST OF SUPPORTING DOCUMENTS:

Resolution
Price Sheet
Agreement (available to Councilmembers upon request)