Infor
TTI Presentation

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Enterprise Master Agreement Renewal Summary

Vendor	Infor
Purpose:	Infor Public Sector (IPS) and Enterprise Asset Management (EAM) software suites help the City manage citizen services including Utility Customer Service for water billing, various licenses, permits, inspections, and asset management. The City's existing Master Agreement is nearing the end of the 3-year base contract term. This is an opportunity to combine all separate Infor agreements into **a single Enterprise Master Agreement with more favorable terms**, and authorize professional services to continue to **expand usage of Infor and eliminate legacy systems**.
Contract Amount:	$14,746,627 over the contract term
Term:	5 years, plus 2 optional renewal years (up to total of 7 years)
Current Department Users:	Public Works & Engineering (PWE) • Houston Airport System (HAS) Houston Police Dept. (HPD) • Dept. of Neighborhoods (DON)
Planned Additional Migrations:	Houston Fire Department (HFD) • Houston Health Department (HHD)* Administration & Regulatory Affairs (ARA) *Associated with HHD Inspections & permits currently utilizing PWE ILMS

What is Infor?

Infor software is used by a variety of industries as well as federal / state / local governments to deliver and business and citizen services.

The City of Houston owns modules in the Infor Public Sector (IPS) and Enterprise Asset Management (EAM) suites.

Infor User Experience						
Infor Ming.le | Collaborative Business				**Motion |** Micro-vertical Mobile Apps		
Analytics | Pervasive, Embedded Data & Statistics						

Micro-Vertical Suites						
Public Administration		**Transportation**	**Public Safety & Justice**	**Education**		**Utilities**
HR Management	Payroll	Financial Management	Procurement	Community Development	Clinical Integration	Customer Relationship Management
Learning Management	HR Service Delivery	Budgeting & Planning	Grant Management	Governance, Risk & Compliance	Healthcare Revenue Management	Utility Billing
Workforce Management	Expense Management	Loan Management	Enterprise Asset Management	Emergency Response	Supply Chain Planning	Warehouse & Transportation Management

Cross-Industry Technology	
Infor BI | Business Intelligence & Analytics	**ION |** Integration, Workflow, Alerts, Business Process Management
Infor 10x | Customer Experience & Productivity	**CloudSuite |** SaaS, Hybrid Deployment

What is Infor Public Sector (IPS)?

Infor Public Sector (IPS) software includes various modules used by federal, state and local governments to deliver and manage citizen services.

The City of Houston currently owns and utilizes CDR, CDR Mobility & GIS

Resources
(Core Information)
Addresses
Contacts
Parcels
Employees

Planning · Project · Building · Use Permits · Licensing · Code Enforcement · Service Request · Work Management · Asset Management · Billing

CDR
* Planning and Permitting
* Code Enforcement
* Business and Trade License
* Application and Fee Billing
* Complaint Management
* Business Collaboration

CDR Mobility
* Mobile Inspections
* Create Case in Field
* Connected or Disconnected
* Android or Windows

Infor GIS
• Spatial Information
• Infrastructure Planning
• Strategic Planning

What is Enterprise Asset Management?

What it does

Infor EAM Enterprise provides the tools to enable **predictive maintenance** (PdM) and **condition-based maintenance** (CBM), along with intelligent operations and asset sustainability capabilities. It delivers equipment alarms, as well as the data dashboards and real-time intelligence needed to take quick action and escalate problems.
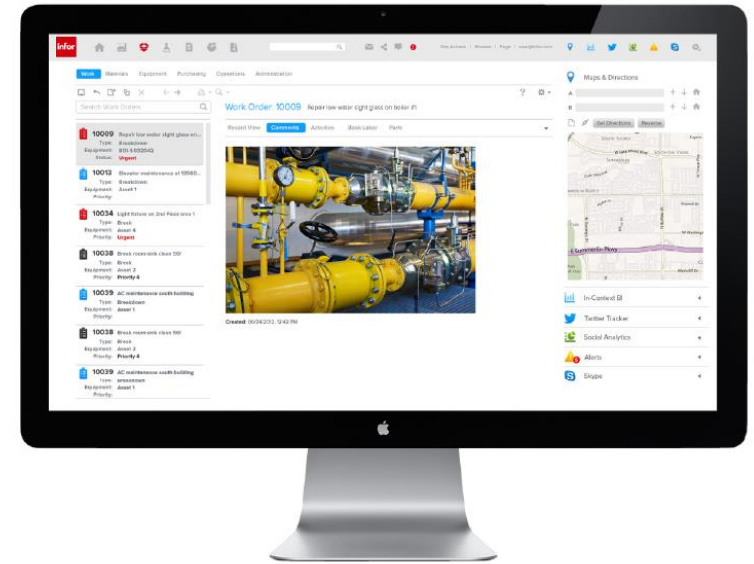
EAM includes, but is not limited to:

- **Asset hierarchy management.** Keep track of where your assets are located and what they cost with the help of a "family tree" that connects equipment, systems, and locations.

- **Inspection management.** Get automatic notification of an asset problem when an inspection exceeds a preset limit, and find out how to fix it.

- **Work management.** Track and manage all asset work requests, labor, planning, and scheduling.

- **Materials management.** Monitor and control storeroom inventories with tools that include economic order quantity with class calculations and assignments, support parts receipts, issues, returns, and cycle counts.

How Infor is currently used throughout the City?

• Utility customer service for water billing • plant asset maintenance and management • Incident Management for compliance tracking	• Enterprise Asset Management	• Enterprise Asset Management	• Mobile neighborhood inspections

How Infor will soon be expanded…

HOUSTON AIRPORTS	HOUSTON FIRE - EMS - RESCUE 1838	City of Houston ARA Administration & Regulatory Affairs	PW
• (CDR) Add new functionality to support HAS need to manage airport facility permitting & inspections*	• (CDR) Add new functionality for Fire Inspection tracking, dispatching & reporting*	• **Replace legacy system** (CDP) to manage various licenses & permits time sensitive – must complete before May 2018	• **Replace legacy system** (ILMS) for licenses, permitting & inspections
Cost avoidance = $49k / year	high priority / life safety related	Cost savings = $200,000 / year	Cost savings = $254,000 / year
	• **Replace legacy system** (SmartCM) currently used for Fire inspection permit applications & payment	• Possible project: **Replace legacy system for** 311 CRM application	
		Cost savings = $265,000 / year	

Total maintenance savings projected = $768,000 / year

*Interface to PWE's Infor ILMS replacement

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This represents additional savings by <u>eliminating other contracts</u> beyond Infor contract discounts negotiated

Highlights of the proposed NEW contract … by the numbers

- Eliminated dispute of duplicative licenses – resulted in savings of **$2,220,590** over projected 7 year agreement. **18% savings overall**

- Maintenance & support cost escalation limited to **2% per year**. That's 1% below Gartner's estimated lowest percentage, and significantly improved from the 6% PWE is paying today.

- The City's maintenance and support payments for the next 7 years will be less than what we are paying today… from the contract discounts alone. This does not count the additional savings forecasted by eliminating other software contract support maintenance costs.

- **25% discount** of Elite level support costs.

7 year spending comparison
AS-IS vs. New Contract Terms

	Current Contract Master Agreement + PWE/HPD POs			No Contract. Assume 3% annual escalation negotiated			
	Option Year 4		Option Year 5				
AS IS (current contract terms)	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Maintenance	$ 1,403,318.78	$ 1,448,957.98	$ 1,511,851.23	$ 1,577,846.74	$ 1,647,111.50	$ 1,719,821.97	$ 1,796,164.62
Hosting	$ 105,033.70	$ 111,335.73	$ 118,015.87	$ 125,096.82	$ 132,602.63	$ 140,558.79	$ 148,992.32
	$ 1,508,352.49	$ 1,560,293.70	$ 1,629,867.10	$ 1,702,943.56	$ 1,779,714.13	$ 1,860,380.76	$ 1,945,156.94 $ 11,986,708.67
Proposed (new terms)				New Contract			
Maintenance	$ 1,031,658.32	$ 1,166,922.54	$ 1,190,260.99	$ 1,214,066.21	$ 1,238,347.53	$ 1,263,114.48	$ 1,288,376.77
Hosting	$ 101,070.14	$ 103,091.55	$ 105,153.38	$ 107,256.44	$ 109,401.57	$ 111,589.60	$ 113,821.40
XTPremium Support	$ 8,659.17	included	included	included	included	included	included
Incremental increase to ELITE	$ 82,500.00	$ 84,150.00	$ 85,833.00	$ 87,549.66	$ 89,300.65	$ 91,086.67	$ 92,908.40
	$ 1,223,887.63	$ 1,354,164.09	$ 1,381,247.37	$ 1,408,872.31	$ 1,437,049.76	$ 1,465,790.75	$ 1,495,106.57 $ 9,766,118.47
Percent reduction	19%	13%	15%	17%	19%	21%	23%
SAVINGS PER YEAR	$ 284,464.85	$ 206,129.62	$ 248,619.73	$ 294,071.25	$ 342,664.37	$ 394,590.01	$ 450,050.37
CUMULATIVE SAVINGS	$ 2,220,590.20						

Current Contract & PO's 7 year total = $11,908,708.67

Vs.

Proposed new contract 7 year total = $9,766,118.47

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7 year spending authority requested for Infor Software Support, Hosting & Services

INFOR CONTRACT SPENDING AUTHORITY REQUEST

Description	Covering Term	Amount	Sub-Totals	Notes
Settlement Agreement (Current Contract)	5/29/2014 - 5/28/2017	$ 375,000.00	$ 375,000.00	SETTLEMENT
Overdue PWE Payment (PO outside of current contract)	5/29/2016 - 5/28/2017	$ 512,711.62	$ 512,711.62	PAST DUE
Year 1 (New Contract- FY17)	5/29/2017 - 5/28/2018	$ 1,223,887.63		
Year 2 (New Contract-FY18)	5/29/2018 - 5/28/2019	$ 1,354,164.09		
Year 3 (New Contract-FY19)	5/29/2019 - 5/28/2020	$ 1,381,247.37		
Year 4 (New Contract-FY20)	5/29/2020 - 5/28/2021	$ 1,408,872.31		
Year 5 (New Contract-FY21)	5/29/2021 - 5/28/2022	$ 1,437,049.76		
OPTIONAL Year 6 (New Contract-FY22)	5/29/2022 - 5/28/2023	$ 1,465,790.75		
OPTIONAL Year 7 (New Contract-FY23)	5/29/2023 - 5/28/2024	$ 1,495,106.57	$ 9,766,118.47	New Maintenance (7 years)
25% Contingency for new hosting, software modules, and/or professional services		$ 2,441,529.62	$ 2,441,529.62	Contingency
Professional Services for HFD/ARA migration		$ 1,700,000.00	$ 1,700,000.00	Professional Services
Total			**$ 14,795,359.71**	
Separate additional opportunities for potential INFOR professional services				
HAS ITRP implementation of CDR for license/permitting at airports	- ITRP PMSS contract will fund			
PWE migration of ILMS to Infor	- RFP will be issued			

Questions?

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