

WORK ORDER

PURSUANT TO A MASTER AGREEMENT BETWEEN
THE CITY OF FORT COLLINS
AND
CRORY & ASSOCIATES, INC.

WORK ORDER NUMBER: MAX PRGSUP 2019
PROJECT TITLE: Maximo Support and Maintenance
ORIGINAL BID/RFP NUMBER & NAME: 8888 Maximo System Support & Maintenance
MASTER AGREEMENT EFFECTIVE DATE: June 3, 2019
OWNER'S REPRESENTATIVE: Rick Morford
WORK ORDER COMMENCEMENT DATE: June 3, 2019
WORK ORDER COMPLETION DATE: December 31, 2019
MAXIMUM FEE: (time and reimbursable direct costs): \$41,600.00

PROJECT DESCRIPTION/SCOPE OF SERVICES: Crory & Associates is being tasked with providing Maximo Program Support in the form of Maintenance, Enhancements, Configuration / Expanded Functionality, Training & Knowledge Transfer. See attachment A below for details.

Service Provider agrees to perform the services identified above and on the attached forms in accordance with the terms and conditions contained herein and in the Master Agreement between the parties. In the event of a conflict between or ambiguity in the terms of the Master Agreement and this Work Order (including the attached forms) the Master Agreement shall control.

The attached forms consisting of 6 pages are hereby accepted and incorporated herein, by this reference, and Notice to Proceed is hereby given after all parties have signed this document.

SERVICE PROVIDER: **Crory & Associates, Inc.**

By: DocuSigned by:
Rick Crory Date: 6/21/2019
19178BE07D4C483...
Name: Rick Crory Title: Vice President

REVIEWED: DocuSigned by:
Pat Johnson Date: 6/21/2019
5307D8B992B4932...
Pat Johnson, Senior Buyer

ACCEPTANCE: _____ Date: _____
Gerry Paul, Purchasing Director
(if greater than \$60,000)

ACCEPTANCE: DocuSigned by:
Mark Kempton Date: 6/24/2019
7613A4601908...
Mark Kempton, WR&T Acting Deputy Director, Utilities

ACCEPTANCE: DocuSigned by:
Coy Althoff Date: 6/21/2019
674631A26FA42...
Coy Althoff, Utilities Asset Manager

OWNER'S ACCEPTANCE & EXECUTION:

This Work Order and the attached Contract Documents are hereby accepted and incorporated herein by this reference.

ACCEPTANCE: DocuSigned by:
Rick Morford _____ Date: 6/24/2019
Rick Morford, Project Manager

Attachments added here:

Attachment A

Work Order MAX_PRGSUP_2019, WFO Water Distribution Scope of Work

Scope of Work (SOW):

The SOW for Work Order (WO) MAX_PRGSUP_2019 includes but is not limited to the following sub-tasks identified below as included in Exhibit C of the City of Fort Collins (City) Service Agreement 8888 Maximo System Support & Maintenance. The sub-tasks to be performed will be identified under tasks identifying the responsible Department / Division as well as deliverables for Crory & Associates, Inc. (Crory) and City.

Crory will provide the City with a schedule and a labor cost breakdown by sub-task for each resource assigned to a respective task for WO MAX_PRODSUP_2019. Crory will provide assistance in the following areas of program / task support as needed by the City: planning and oversight, maintenance of schedule, and reporting of issues which may include risk management. Crory will provide a consulting team labor / task invoice report broken down by individual resource and time spent per task. The City will provide a lead project management resource as a central point of contact. Crory resources will participate as needed in ad-hoc or scheduled meetings organized by the City. Verbal status reports may be needed during any ad-hoc or scheduled status meetings. In addition to verbal reports, written status reports will be delivered bi-weekly as needed in the City's preferred format.

Sub-Task 01 - Program / Task Support:

- On-going support for Maximo implementations
- On-going service and maintenance for Maximo systems within Utilities operations
- Periodic training for all Utilities staff for best practice Maximo system use, that is service unit specific, Water, Wastewater, Stormwater, Light & Power and, Broadband
- Advise on Asset Management data gathering techniques
- Support and coordinate with Data Scientist / Data Analysts

Sub-Task 02 - Production Environment (PROD) Support/ Enhancement / Configuration:

- Development of Utilities operations maintenance guidelines
- Maximo applications configuration, enhancement, and development
- Maximo Start Center configurations, report enhancements and / or development
- Support Maximo Administrators, Department Subject Matter Experts, and Stakeholders to identify, add enhancements and improve functionality to the current Maximo environment:
 - a. Provide support for Maximo upgrades
 - b. Support task scheduling
 - c. Support task scope development
 - d. Periodic training and training documentation review and/or development
 - e. Utility operations report review and development

- f. Enterprise, department, and division KPI and metrics support and development
- g. Maximo application and / or Start Center changes and/or development in support of Utility operations
- h. Utility Department and / or division maintenance guidelines
- i. Set up Custom Maximo applications
- j. Support of, but not limited to, the following Maximo applications: Administration, Assets, Integration, Inventory, Planning, Preventive Maintenance, Purchasing, Security, Self Service, Service Desk, System Configuration, Task management and Work Order
- k. Create scripts (or utilize tools) for data extraction from City application databases and load the data into Maximo.
- l. Support for integrations with other applications
- m. Write, install, test and implement scripts to enhance and improve common business practices (automation scripts, escalations, actions, communication templates)
- n. Work in conjunction with City of Fort Collins Maximo System Administrators to define and scope tasks

Sub-Task 03 - Software Configuration:

- Maximo applications
- Maximo Integrations
- Documentation of change
- User Acceptance Testing
- Troubleshooting
- Additional features

Sub-Task 04 - Reporting:

- Work performed or labor report
- Work Order / Job Plan / Route / PM reports
- Inspection details
- Key Performance Indicators (KPIs)
- Asset usage, condition, and detail
- Assist with the development of management level reports
- Other custom report development

Sub-Task 05 - Version Upgrade Services:

- Support 7.6.0.9 and future upgrades
- Support Prometheus (DataSplice) mobile upgrades
- Support GeoWorx (GIS) upgrades
- Support BIRT Upgrades

Task 01 - Water Reclamation & Treatment (WRT) Support:

Crory will provide support, as needed, for the Water Production (WPD), Water Reclamation (WRB) and Water Quality Services (WQS) Divisions all of which reside under the Water Resources & Treatment (WRT) Department including but not limited to the following sub-tasks: Program / Task Support and Production Environment (PROD) Support / Enhancement / Configurations. Crory and City deliverables are further defined below based on sub-tasks detailed above in the SOW.

CRORY will provide WRT support for this task through December 31st, 2019. See Task Schedule Figure 1A and Labor Cost Breakdown Figures 1B.

Deliverables Sub-Task 01 - Program / Task Support:

Crory Deliverables for this sub-task:

- Provide assistance / support for steps required to complete all sub-tasks listed in this task
- Maintain communications (email / voice / other)
- Review, edit, or provide feedback following completion of work listed in this task
- Participate in / support ad-hoc or scheduled meetings as needed, which may include teleconferences or online with appropriate staff as needed:
 - When asked develop support meeting agendas
 - As needed, develop support meeting presentations
 - Upon request facilitate meetings
 - Attend bi-weekly division support meetings
- Execute consulting task / sub-tasks and activities as required
- Manage consulting team activities and logistics
- Provide monthly team labor / task invoice report
- Provide bi-weekly written status reports
- Conduct a workshop on use of Maximo knowledge concepts for planning , scheduling and assignment

City Deliverables for this sub-task:

- Provide a City PM as a central point of contact
- Work with City and Crory to complete all work listed in this task
- Participate in / support scheduled meetings, which may include teleconferences or online with appropriate utility personnel as needed:
 - Schedule bi-weekly division support meetings
 - Document / distribute meeting minutes
- Provide administrative / logistics / meeting support as needed
- Maintain communications (email / voice / other)
- Review, edit, or provide feedback as necessary to finalize sub-task deliverables
- Support / Manage City Teams in the performance of, or activities required to complete, sub-tasks listed in this task

Deliverables Sub-Task 02 - Production Environment (PROD) Support/ Enhancement / Configuration:

Crory & Associates Deliverables for this sub-task

- Provide support for the development of WRT operations maintenance guidelines
- Provide support for the development of department and division Performance Indicators (PI) and, Key Performance Indicators - KPIs (i.e. % Critical Assets in Red Zone, PM / CM Ratio, etc.)
- Provide support for implementation of best practice work management (e.g. Initiation, planning/scheduling, assigning, etc.) in Maximo non-production environments aligned with department / division KPIs including but not limited to:
 - Configuration of Maximo application and / or start centers including queries
 - Development of automation scripts, escalations, actions and / or communication templates
 - Configuration and loading of asset, material and / or work data
 - Implementation of new security groups
 - Develop and / or conduct user acceptance testing as required
 - Development or modification of reports
- Provide support for the implementation of approved best practice work management in Maximo production environment including but not limited to Go-Live support
- Provide support for conducting periodic training including review and / or development of training documentation as required

City Deliverables for this sub-task

- Review, edit, or provide feedback as necessary to finalize sub-task deliverables
- Execute assigned tasks and activities as required

The Task 1 and Sub-Tasks Schedule is provided below in Figure 1A. This is an estimated schedule to be adjusted per the City's needs.

Figure 1A Task Schedule

Name	Begin date	End date
Task 01 WRT Support	6/3/19	12/31/19
Sub-Task 01 - Program / Task Support	6/3/19	12/31/19
Bi-Weekly Support Meetings	6/12/19	12/11/19
· Meeting 1	6/12/19	6/12/19
· Meeting 2	6/26/19	6/26/19
· Meeting 3	7/10/19	7/10/19
· Meeting 4	7/24/19	7/24/19
· Meeting 5	8/7/19	8/7/19
· Meeting 6	8/21/19	8/21/19
· Meeting 7	9/4/19	9/4/19
· Meeting 8	9/18/19	9/18/19
· Meeting 9	10/2/19	10/2/19
· Meeting 10	10/16/19	10/16/19
· Meeting 11	10/30/19	10/30/19
· Meeting 12	11/13/19	11/13/19
· Meeting 13	11/27/19	11/27/19
· Meeting 14	12/11/19	12/11/19
· Manage Consulting Team	6/3/19	12/31/19
Bi-Weekly Status Report	6/12/19	12/25/19
· Report 1	6/12/19	6/12/19
· Report 2	6/26/19	6/26/19
· Report 3	7/10/19	7/10/19
· Report 4	7/24/19	7/24/19
· Report 5	8/7/19	8/7/19
· Report 6	8/21/19	8/21/19
· Report 7	9/4/19	9/4/19
· Report 8	9/18/19	9/18/19
· Report 9	10/2/19	10/2/19
· Report 10	10/16/19	10/16/19
· Report 11	10/30/19	10/30/19
· Report 12	11/13/19	11/13/19
· Report 13	11/27/19	11/27/19
· Report 14	12/11/19	12/11/19
· Report 15	12/25/19	12/25/19
Monthly Labor / Task Invoice Report	7/1/19	12/31/19
· Maximo Knowledge Concepts Workshop	7/11/19	7/11/19
Sub-Task 02 - PROD Support / Enhancement / Configuration	6/3/19	12/31/19
· WRT Maintenance Guidelines	6/3/19	12/31/19
· PI / KPI Development	6/3/19	12/31/19
· Work Management Implementation - Development	6/3/19	11/29/19
· Work Management Implementation - Production	6/3/19	12/31/19
· Periodic Training	6/3/19	12/31/19

The Task 1, sub-tasks Labor Costs Breakdown is provided below in Figure 1B. These are estimated costs to be adjusted per the City’s needs.

Figure 1B Labor Costs Breakdown

Task No.	Description	Rick Crory	Andrew Tan	Emmanuel Okekeocha	Total	Cost
		Hours	Hours	Hours	Hours	
		Hourly Rate \$	\$160.00	\$160.00	\$160.00	
01	WRT Support	162	80	18	260	\$ 41,600.00
01.01	Program / Task Support	72	4	2	78	\$ 12,480.00
	Bi-Weekly Support Meetings	32	0	0	32	\$ 5,120.00
	Manage Consulting Team	10	0	0	10	\$ 1,600.00
	Bi-Weekly Status Report	12	0	0	12	\$ 1,920.00
	Monthly Labor / Task Invoice Report	6	4	2	12	\$ 1,920.00
	Maximo Knowledge Concepts Workshop	12	0	0	12	\$ 1,920.00
01.02	PROD Support / Enhancement / Configuration	90	76	16	182	\$ 29,120.00
	PI / KPI Development	30	30	8	68	\$ 10,880.00
	Work Management Implementation - Development	32	30	8	70	\$ 11,200.00
	Work Management Implementation - Production	16	16	0	32	\$ 5,120.00
	Periodic Training	12	0	0	12	\$ 1,920.00

Reimbursable Direct Costs:

a breakdown in Crory & Associates, Inc. reimbursable costs section. Reimbursable direct costs in the form of travel related costs for the period of performance as defined by Work Order MAX_PRGSUP_2019 will be covered by a separate blanket work order – MAX_PRGSUP_TRVL.

Figure 2 Labor Costs breakdown

Labor Costs	Direct Costs	Total Not to Exceed (NTE)
\$41,600.00	\$0.00	\$41,600.00