

**WORK ORDER**

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

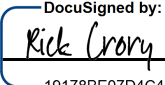
**WORK ORDER NUMBER:** MAX PROJECTS  
**PROJECT TITLE:** Maximo Configuration and Process Development  
**ORIGINAL BID/RFP NUMBER & NAME:** 8888 Maximo System Support & Maintenance  
**MASTER AGREEMENT EFFECTIVE DATE:** June 3, 2019  
**OWNER'S REPRESENTATIVE:** Rick Morford  
**WORK ORDER COMMENCEMENT DATE:** August 1, 2019  
**WORK ORDER COMPLETION DATE:** May 15, 2020  
**MAXIMUM FEE:** (time and reimbursable direct costs): \$195,520.00

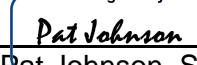
**PROJECT DESCRIPTION/SCOPE OF SERVICES:** Crory & Associates are tasked with developing Maximo configurations consisting of Technical & Business Processes, Maximo / DatasplICE Configuration, UAT, Training, Go-Live & Postproduction Support for WFO's Water Distribution Division.

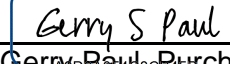
Service Provider agrees to perform the services identified above and on the attached forms in accordance with the terms and conditions contained herein and in the Master Agreement between the parties. In the event of a conflict between or ambiguity in the terms of the Master Agreement and this Work Order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

The attached forms consisting of **8** pages are hereby accepted and incorporated herein, by this reference, and Notice to Proceed is hereby given after all parties have signed this document.

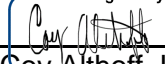
SERVICE PROVIDER: **Crory & Associates, Inc.**

By:  Date: 9/4/2019  
DocuSigned by: Rick Crory  
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Name: Rick Crory Title: Vice President

REVIEWED:  Date: 9/4/2019  
DocuSigned by: Pat Johnson  
Pat Johnson, Senior Buyer

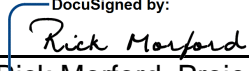
ACCEPTANCE:  Date: 9/4/2019  
DocuSigned by: Gerry S Paul  
Gerry S Paul, Purchasing Director  
(if greater than \$60,000)

ACCEPTANCE:  Date: 9/5/2019  
DocuSigned by: Theresa Connor  
Theresa Connor, Deputy Director, Utilities

ACCEPTANCE:  Date: 9/4/2019  
DocuSigned by: Coy Althoff  
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:  \_\_\_\_\_ Date: 9/5/2019  
Rick Morford, Project Manager

Attachments added here:

**Attachment A**  
**Crory & Associates MAX\_PROJECTS Work Order:**  
**WFO Water Distribution Scope of Work**

**Task 01 – WFO Water Distribution Configuration Task 1 Objective:**

Work Order MAX\_PROJECTS is to cover Crory & Associates work assisting Fort Collins with Water Distribution Maximo Configurations and Business Process Development. Tasks to be covered by this objective are, but not limited to, technical support, mobile viewer configuration support, UAT, end-user training, and go-live / postproduction support. Upon request from the City of Fort Collins this support objective will be executed for the following Maximo configuration sub-tasks.

**Sub-Task 01 – Technical Support**

This task is for Crory & Associates to provide support in the following areas of Sub-Task 01. Assist with migrating and converting Water Utility Management System data to Maximo in support of Water Distribution configuration effort.

**Data Migration**

Crory & Associates will migrate WUMS data into Maximo. The City of Fort Collins will provide support in the execution of this task.

**Data Conversion & Data Load:**

Fort Collins project team will manage data conversion and data loading of WUMS data both into GIS and Maximo. Crory & Associates will provide support in the execution of this task.

**Work History Conversion**

Crory & Associates will convert WUMS work history into Maximo in support of the Water Distribution configuration effort. The City of Fort Collins will provide support in the execution of this task.

Estimated hours for this task and sub-tasks are shown in Attachment C.

*Crory & Associates Deliverables for this task*

- Assist with Migrating, converting, and/or loading Water Distribution data
- Convert and migrate Water Distribution WUMS work history data to Maximo as required
- Maintain communications (email/voice/other)
- If requested review, edit, or provide feedback following data migration or map service development

- Participate in/support scheduled bi-weekly meetings, which may include teleconferences or online with appropriate staff as requested
- Provide report of labor hours spent in support of this task
- Execute consulting tasks and activities as required

*Utility Deliverables for this task*

- Refresh all Maximo environments as needed in support of the Water Distribution Maximo configuration effort
- Crory & Associates, will support Utility Maximo Administrators with Work History conversion
- Participate in support meetings, which may include teleconferences or online with appropriate utility personnel
- Provide administrative/logistics/meeting support for this task
- Maintain communications (email/voice/other)
- Review, edit, or provide feedback as necessary to finalize task deliverables
- Execute utility tasks and activities as needed

**Sub-Task 02 – Maximo / DataSplice Configuration:**

This task is for Crory & Associates to provide support in the following areas of Sub-Task 02. Assist in the development and configuration of Maximo & Datasplice map services, and to participate in Prototype Sessions in support of the Water Distribution Maximo configuration effort.

**Bi-weekly Configuration Reviews:**

The City of Fort Collins will schedule and manage all bi-weekly configuration meetings in support of Maximo / Datasplice configuration work.

**Initial Configuration & Mapping:**

The City of Fort Collins will handle configuration and mapping tasks in support of the Maximo / Datasplice configuration.

**Prototype Sessions:**

The City of Fort Collins will schedule and manage all prototype sessions with the assistance of its mobile vendor in support of the Maximo / Datasplice configuration.

Estimated hours for this task and sub-tasks are shown in Attachment C.

*Crory & Associates Deliverables for this task*

- Support initial configuration and map service development
- Participate in Bi-weekly Configuration meetings which may include teleconferences or online with appropriate Crory & Associates staff
- Participate in Bi-weekly Prototype Sessions
- Provide support for Prototype sessions as required
- Maintain communications (email/voice/other)
- Execute consulting tasks and activities as required

*Utility Deliverables for this task*

- Participate in support meetings, which may include teleconferences or online with appropriate utility personnel
- Participate in Bi-weekly Prototype Sessions
- Provide administrative/logistics/meeting support for this task
- Maintain communications (email/voice/other)
- Record and document all Prototype session and configuration meetings
- Distribute all meeting documentation to the City of Fort Collins Utilities staff and Crory & Associates team members participating in configuration review meetings

### **Sub-Task 03 – UAT – User Acceptance Testing**

This task is for Crory & Associates to provide support in the following areas of Sub-Task 03. User Acceptance Testing and Maximo configuration changes based on UAT feedback, and/or training documentation changes as a result of UAT feedback.

#### **User Acceptance Testing:**

Crory & Associates will make configuration changes to Maximo as determined by UAT feedback.

#### **Configuration Feedback:**

The City of Fort Collins will manage or approve any and all configuration changes identified during UAT.

#### **Documentation Feedback:**

The City of Fort Collins will manage or approve any and all changes to documentation, training or otherwise, identified during UAT.

Estimated hours for this task and sub-tasks are shown in Attachment C.

#### *Crory & Associates Deliverables for this task*

- Provide support for final configuration changes following UAT
- Participate in Bi-weekly Configuration meetings which may include teleconferences or online with appropriate Crory & Associates staff
- Support User Acceptance Testing (UAT) as required
- Maintain communications (email/voice/other)
- Execute consulting tasks and activities as required

#### *Utility Deliverables for this task*

- Refresh all Maximo environments as needed in support of the Water Distribution Maximo configuration effort
- Participate in User Acceptance Testing (UAT), which may include teleconferences or online with appropriate utility personnel
- Provide administrative/logistics/meeting support for this task
- Maintain communications (email/voice/other)
- Record and document all support meetings
- Distribute all meeting documentation to the City of Fort Collins Utilities staff and Crory & Associates team members participating in UAT reviews
- Distribute all meeting documentation to the City of Fort Collins Utilities staff and Crory &

Associates team members

**Sub-Task 04 – Training:**

This task is for Crory & Associates to provide support in the following areas of Sub-Task 04. Develop Maximo end-user training documentation and conduct end-user training in support of the Water Distribution Maximo configuration effort.

**DatasplICE mobile viewer Training Documentation:**

Crory & Associates may be periodically asked to collaborate with the City of Fort Collins mobile vendor to develop end-user training documentation for the DatasplICE mobile viewer. This development task will be conducted with oversight by the City of Fort Collins.

**End-User Training:**

The City of Fort Collins will schedule, conduct or manage all end-user training for the DatasplICE mobile viewer with the assistance of the City's mobile vendor. Crory & Associates will develop all Maximo end-user training documentation and conduct all Maximo end-user training. The City of Fort Collins in collaboration with Crory & Associates will schedule and manage all Maximo end-user training sessions.

Estimated hours for this task and sub-tasks are shown in Attachment C.

*Crory & Associates Deliverables for this task*

- In collaboration with the city's mobile vendor develop end-user training documentation for the DatasplICE mobile viewer.
- Develop Maximo end-user training documentation
- Conduct Maximo end-user training
- Participate in Bi-weekly Configuration meetings which may include teleconferences or online with appropriate Crory & Associates staff
- Aid/support training sessions
- Maintain communications (email/voice/other)
- Execute consulting tasks and activities as required

*Utility Deliverables for this task*

- Refresh all Maximo environments as needed in support of the Water Distribution Maximo end-user training
- Schedule and manage all DatasplICE mobile viewer training sessions.
- Schedule and manage all Maximo end-user training sessions.
- Participate in support meetings, which may include teleconferences or online with appropriate utility personnel
- Provide administrative/logistics/meeting support for this task
- Maintain communications (email/voice/other)
- Record and document all support meetings

**Sub-Task 05 – Go-Live / Post Production:**

This task is for Crory & Associates provide support in the following areas of Sub-Task 05. Migrate

the final WUMS work order history into Maximo and assist with staging the Water Go-Live.

**Final Work History Conversion:**

Crory & Associates will do the final WUMS work history conversion into Maximo in support of the Water Distribution configuration effort. The City of Fort Collins will provide support in the execution of this task.

**Go-Live:**

The City of Fort Collins will stage and schedule any & all ride-alongs as needed for this task during the Go-Live week.

**Post Production:**

The City of Fort Collins will schedule and manage all postproduction activities.

Estimated hours for this task and sub-tasks are shown in Attachment C.

*Crory & Associates Deliverables for this task*

- Provide aid/support for Go-Live as required
- Perform Final migration of Water Distribution WUMS work history data to Maximo as required
- Maintain communications (email/voice/other)
- If requested review, edit, or provide feedback following final conversion and migration of WUMS work history data
- Participate in/support scheduled bi-weekly meetings, which may include teleconferences or online with appropriate staff as requested
- Execute consulting tasks and activities as required

*Utility Deliverables for this task*

- Assist Crory & Associates as needed with Water Distribution work order history conversion and migration
- Stage and schedule Go-Live together with Ride-along
- Coordinate with City of Fort Collins HelpDesk to setup support
- Participate in support meetings, which may include teleconferences or online with appropriate utility personnel
- Provide administrative/logistics/meeting support for this task
- Maintain communications (email/voice/other)
- Record and document all support meetings
- Distribute all meeting documentation to the City of Fort Collins Utilities staff and Crory & Associates team members

**Sub-Task 06 – Project Implementation Support:**

This task is for Crory & Associates provide support in the following areas of Sub-Task 06. Provide Task Support and Project Closure / Acceptance.

*Crory & Associates Deliverables for this task*

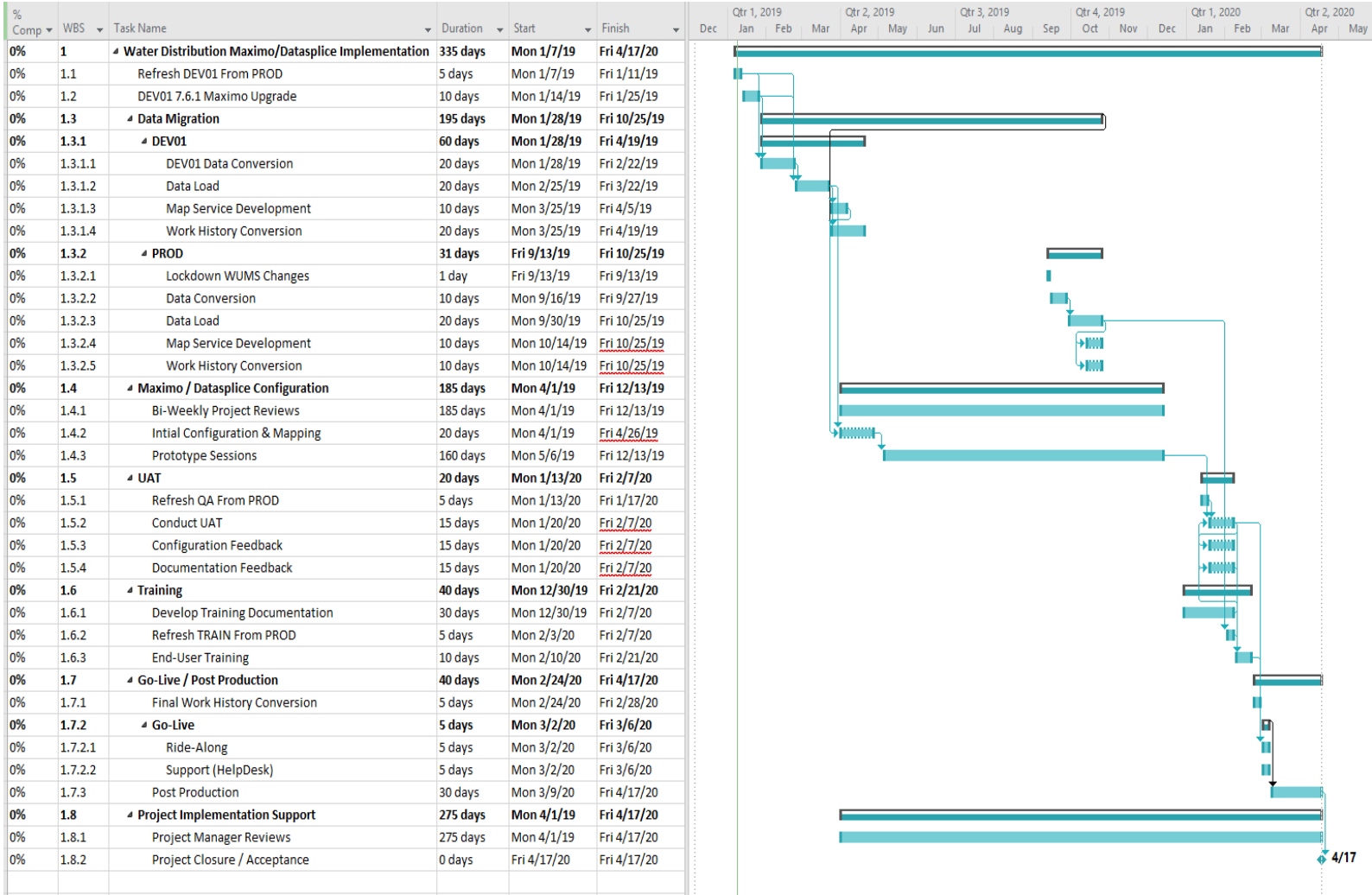
- Provide assistance / support for steps required to complete all tasks
- Maintain communications (email / voice / other)
- Review, edit, or provide feedback following completion of work listed in this task
- Participate in / support ad-hoc or scheduled meetings as needed, which may include teleconferences or online with appropriate staff as needed:
  - When asked develop support meeting agendas
  - As needed, develop support meeting presentations
  - Upon request facilitate meetings
- 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 Project Closure / Acceptance meeting

*Utility Deliverables for this 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:
  - 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

## Attachment B

# Croy & Associates MAX\_PROJECTS Work Order: WFO Water Distribution Scope of Work Schedule



## ATTACHMENT C

# Croy & Associates MAX\_PROJECTS Work Order: WFO Water Distribution configuration Price

**Compensation:** Labor rates are determined by the Professional Services Agreement – 8888 Maximo System Support & Maintenance. Contractual rates in the PSA are shown below.

Croy Team Resource	2019	2020	2021	2022	2023
	Rate	Rate	Rate	Rate	Rate
Project Manager	\$160.00	\$160.00	\$165.00	\$170.00	\$175.00
Principal Consultant	\$160.00	\$160.00	\$165.00	\$170.00	\$175.00
Senior Consultant	\$140.00	\$140.00	\$144.00	\$148.00	\$152.00
Consultant	\$120.00	\$120.00	\$123.00	\$126.00	\$129.00



## Task Labor Costs breakdown:

Labor costs by role, name, and job title are shown in the table below.

Task No.	Description	Rick Croy	Andrew Tan	Emmanuel Okekeocha	Total	Cost
		Hours	Hours	Hours	Hours	
	Hourly Rate \$	\$160.00	\$160.00	\$160.00		
<b>01</b>	<b>WFO Water Distribution Support</b>	<b>644</b>	<b>346</b>	<b>232</b>	<b>1222</b>	<b>\$195,520.00</b>
<b>01.01</b>	<b>Technical Support</b>	<b>40</b>	<b>160</b>	<b>200</b>	<b>400</b>	<b>\$ 64,000.00</b>
	Data Migration	8	12	0	20	\$ 3,200.00
	Data Conversion & Data Load	8	8	0	16	\$ 2,560.00
	Work History Conversion	24	140	200	364	\$ 58,240.00
<b>01.02</b>	<b>Maximo / DataSplice Configuration</b>	<b>260</b>	<b>50</b>	<b>0</b>	<b>310</b>	<b>\$ 49,600.00</b>
	Bi-Weekly Configuration Reviews	200	50	0	250	\$ 40,000.00
	Initial Configuration & Mapping	20	0	0	20	\$ 3,200.00
	Prototype Sessions	40	0	0	40	\$ 6,400.00
<b>01.03</b>	<b>User Acceptance Testing</b>	<b>60</b>	<b>20</b>	<b>0</b>	<b>80</b>	<b>\$ 12,800.00</b>
	User Acceptance Testing	16	0	0	16	\$ 2,560.00
	Configuration Feedback	16	20	0	36	\$ 5,760.00
	Documentation Feedback	28	0	0	28	\$ 4,480.00
<b>01.04</b>	<b>Training</b>	<b>90</b>	<b>0</b>	<b>0</b>	<b>90</b>	<b>\$ 14,400.00</b>
	DataSplice Mobile Viewer Training Documentation	50	0	0	50	\$ 8,000.00
	End-User Training	40	0	0	40	\$ 6,400.00
<b>01.05</b>	<b>Go-Live / Post Production</b>	<b>130</b>	<b>100</b>	<b>20</b>	<b>250</b>	<b>\$ 40,000.00</b>
	Final Work History Conversion	10	40	20	70	\$ 11,200.00
	Go-Live	40	20	0	60	\$ 9,600.00
	Post Production	80	40	0	120	\$ 19,200.00
<b>01.06</b>	<b>Project Implementation Support</b>	<b>64</b>	<b>16</b>	<b>12</b>	<b>92</b>	<b>\$ 14,720.00</b>
	Task Support	63	16	12	91	\$ 14,560.00
	Project Closure / Acceptance	1	0	0	1	\$ 160.00

### Reimbursable Direct Costs:

A breakdown in Croy & Associates reimbursable costs section.

Reimbursable direct costs take the form of travel related costs. Total travel costs (Reimbursable Expenses) for the period of performance identified by Attachments A, work order scope, and B, work order schedule, will be charged against a travel blanket work order MAX\_PRGSUP\_TRVL.

### *Reimbursable & Direct Costs*

Labor	Direct Costs	Total Not to Exceed (NTE)
\$195,520.00	\$0.00	\$195,520.00