



## Legislation Text

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**File #:** K-1718-81 AMD1, **Version:** 3

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CONSIDERATION OF APPROVAL, REJECTION, AMENDMENT, AND/OR POSTPONEMENT OF AMENDMENT NO. ONE TO CONTRACT K-1718-81 BY AND BETWEEN THE CITY OF NORMAN, OKLAHOMA, AND INTELLITIME SYSTEMS CORPORATION INCREASING THE CONTRACT AMOUNT BY \$34,300 FOR A REVISED CONTRACT AMOUNT OF \$284,475 TO PROVIDE ADDITIONAL MIGRATION SERVICES AND CONSULTING IMPLEMENTATION OF THE TIME & ATTENDANCE SYSTEM, PROVIDE AN IMPORT TO UPDATE EMPLOYEE ACCRUALS, AND ADDING AN INTEGRATED VOICE RESPONSE SYSTEM TO BE USED BY THE FIRE DEPARTMENT TO FILL VACANCIES IN SHIFTS.

**BACKGROUND:** On December 19, 2017 Contract K-1718-81 with IntelliTime Systems Corporation for Time & Attendance software was approved in the amount of \$250,175.

**DISCUSSION:** Information Technology Department staff (IT) continues to work on the deployments of the Enterprise Resource Planning (ERP) solutions for the City. Delays in these projects have been experienced for varying reasons. The utility billing project was delayed significantly following the COVID-19 pandemic and shut down of all travel. That was then followed by issues on rates and calculations the vendor experienced and the remote working sessions proved to make working on such complex technicalities more difficult than anticipated. The City also experienced turnover among key systems users that are required to configure and deploy such complex projects. Finally, IT has (2) Business Systems Analysts and they were attempting to cover six projects in varying stages as well as support existing infrastructure. As projects delay, it causes them to collide and strain resources to the point we had to pause progress.

The delay to this project was at the request of the City and IntelliTime is billing for the additional time to extend the project, we requested adding the ability to charge hours to projects and transferring it to our Financial system, employee accruals needed further work, and the Fire Department requested the ability to configure and use an Integrated Voice Response (IVR) system. That system can be configured to auto call employees as a vacancy occurs due to call-in situations. The extension of the project, additional work for employee data to an import process, and the IVR will increase the contract by \$34,300 for a total contract price of \$284,475. Funds are available for this amendment in Computer System Improvements, Design (Project BG0070; Account 50195529-46201).

**RECOMMENDATION:** Staff recommends the City of Norman approve Amendment No. 1 to Contract K-1718-81 with IntelliTime Systems Corporation for \$34,300.