



## CITY OF NORMAN, OK STAFF REPORT

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**MEETING DATE:** 04/25/2023

**REQUESTER:** Kari Madden

**PRESENTER:** Kari Madden, IT Manager – Business Systems & Development

**ITEM TITLE:** CONSIDERATION OF APPROVAL, REJECTION, AMENDMENT, AND/OR POSTPONEMENT OF AMENDMENT NO. ONE TO CONTRACT K-1718-78: BY AND BETWEEN THE CITY OF NORMAN, OKLAHOMA, AND CITYVIEW, A DIVISION OF HARRIS CORPORATION, INCREASING THE CONTRACT AMOUNT BY \$20,918 FOR A REVISED CONTRACT AMOUNT OF \$704,869 TO PROVIDE ADDITIONAL SOFTWARE INTEGRATION FOR OVER-THE-COUNTER PAYMENTS AND ADDITIONAL PROGRAMMING AND CONFIGURATION COSTS IDENTIFIED DURING SCOPING OF THE PROJECT.

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### **BACKGROUND:**

In fiscal year 2017-2018 (FYE2018), Council approved an appropriation of \$683,951 into the Capital Fund, ERP Replacement Project, Design (account 50195529-46201; project BG0070) for the replacement project of the present CentralSquare software for Planning, Community Development, Public Works, Permitting, Inspections, and Code Enforcement.

### **DISCUSSION:**

The project plan for all of the vendor's implementations within the ERP Replacement Project spanned over multiple years. Several of the software implementations could take a year or more alone. With staffing limitations, the City had to spread these out to make them attainable and successful while maintaining daily work as well. CityView software implementation is the last of the implementations, which began in late May 2021.

Discovery sessions are a part of software projects whereby vendors learn about present processes and ways in which daily business is done, to support its residents or clientele that will be interacting with their proposed software. During these sessions, granular details of processes are gathered, sample documents used and reports so they can determine in accurate detail the work effort it will take to migrate existing data and processes into their system solution.

During these discovery sessions, we were informed that the CityView software now had a software integration to support over-the-counter payments, with the selected payment processor for credit/debit card payments. This feature is needed to support in-person payments without directing persons to a Kiosk. CityView presented a Scoping Document that we worked closely

together with them on to ensure we had captured the details as accurately as we could. This led to a Budget Reconciliation process. CityView is presenting the costs to complete the required changes in scope as identified by staff and CityView. These changes were identified by CityView to the initial scope of the project. These modifications will help us ensure Norman is able to support our residents and clients that need our services that will be provided or supported for Planning, Public Works, Permitting, Code Enforcement, Licensing, and other related activities related to community development and support.

**RECOMMENDATION:**

Staff recommends the approval of Amendment #1 to K-1718-78 with CityView, a division of Harris Corporation and the City of Norman, OK in the amount of \$10,640 and the change order in the amount of \$10,278 for a total of \$20,918. Funds are available in Capital Fund, ERP Replacement Project, Design (account 50195529-46201; project BG0070) to provide the necessary integration for the over-the-counter payments and additional programming and configuration costs identified during scoping session for the project.