CITY OF CHICAGO
DEPARTMENT OF PROCUREMENT SERVICES
ROOM 403, CITY HALL, 121 N. LASALLE STREET

JNCP Form Rev .

07 NOV -9 PM 12: 44

JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT

COMPLETE THIS SECTION IF NEW CONTRACT

For contract(s) in this request, answer applicable questions in each of the 4 major subject areas below in accordance with the <u>Instructions for Preparation of Non-Competitive Procurement Form</u> on the reverse side.

Request that negotiations be conducted only with __Hansen Information Technologies, Inc. (Infor Inc.)__ for the product and/or services described herein.   (Name of Person or Firm)

This is a request for ___ (One-Time Contractor Requisition # __35873__, copy attached) or _____ Term Agreement or

_____ Delegate Agency (Check one). If Delegate Agency, this request is for "blanket approval" for all contracts within the

_____ (Attach List)   Pre-Assigned Specification No. _____
(Program Name)

Pre-Assigned Contract No. _____

COMPLETE THIS SECTION IF AMENDMENT OR MODIFICATION TO CONTRACT

Describe in detail the change in terms of dollars, time period, scope of services, etc., its relationship to the original contract and the specific reasons for the change. Indicate both the original and the adjusted contract amount and/or expiration date with this change, as applicable. Attach copy of all supporting documents. Request approval for a contract amendment or modification to the following:

Contract #: __T9-92034-26-01__   Company or Agency Name: _____
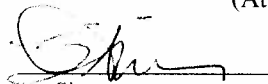
                                   Contract or Program Description: _____

Specification # __B9-92045-26__

Modification #: ___T281911___   (Attach List, if multiple)

__Judith Mims__	__742-1817__		__Business & Information Systems__	__11/07/2007__
Originator Name	Telephone	Signature	Department	Date
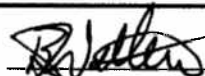
Indicate **SEE ATTACHED** in each box below if additional space needed:

☒ **PROCUREMENT HISTORY**   **SEE ATTACHMENT**

☒ **ESTIMATED COST**
 	
   SEE ATTACHMENT   **S. S. R. B.**
                   DATE 11/15/07   4-0

☒ **SCHEDULE REQUIREMENTS**   **SEE ATTACHMENT**   RETURN T
☒ **EXCLUSIVE OR UNIQUE CAPABILITY**   **DISAPPROVED....**   **SEE ATTACHMENT**
☐ **OTHER**

APPROVED BY:		11/9/07		11/15/7
Department Head or Designee		Date	Board Chairperson	Date

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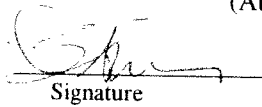
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(Attach List, if multiple)

Judith Mims	_742-1817_		_Business & Information Systems_	_11/07/2007_
Originator Name	Telephone	Signature	Department	Date

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☒ PROCUREMENT HISTORY
SEE ATTACHMENT

☒ ESTIMATED COST
SEE ATTACHMENT

☒ SCHEDULE REQUIREMENTS
SEE ATTACHMENT

☒ EXCLUSIVE OR UNIQUE CAPABILITY
SEE ATTACHMENT

❏ OTHER

(stamp) DATE _____
APPROVED _____
CONDITIONALLY APPROVED _____
RETURN TO DEPT _____
DISAPPROVED _____

APPROVED BY: _____   _____
Department Head or Designee   Date

_____   _____
Board Chairperson   Date

INSTRUCTIONS FOR PREPARATION OF NON-COMPETITIVE PROCUREMENT FORM (Rev. 8/14)

If a City Department has determined that the purchase of supplies, equipment, work and/or services can not be done on a competitive basis, a sole source justification must be prepared on this "Justification for Non-Competitive Procurement Form" in which procurement is requested on a non-bid or non-competitive basis in accordance with 65 ILCS 5/8-10-4 of the Illinois Compiled Statutes. All applicable questions in each Subject Area below must be answered. The information provided must be complete and in sufficient detail to allow for a decision to be made by the Non-Competitive Procurement Review Board. Also attached a complete CPAC Project Checklist, and any other required forms (see **Other** #1, below). The Board will not consider justification with incomplete information documentation.

PROCUREMENT HISTORY (INCLUDING FUTURE PROCUREMENT OBJECTIVES)

1. Describe the requirement and how it evolved from initial planning to its present status.
2. Is this a first time requirement or a continuation of previous procurement from the same source? If so, explain the procurement history.
3. Explain attempts made to competitively bid the requirement. (Attach copy of notices and list of sources contacted)
4. Describe all research done to find other sources. (List other cities contacted, companies in the industry contacted, professional organizations, periodicals and other publications used).
5. Explain future procurement objectives. Is this a one-time request or will future requests be made for doing business with the same source?
6. Explain whether or not future competitive bidding is possible. If not, why not?

ESTIMATED COST

1. What is the estimated cost for this requirement (or for each contract, if multiple awards contemplated)? What is the funding source?
2. What is the estimated cost by fiscal year, if the job project or program covers multiple years?
3. Explain the basis for estimating the cost and what assumptions were made and/or data used (i.e., budgeted amount, previous contract price, current catalog or cost proposal from firms solicited, engineering or in-house estimate, etc.)
4. Explain whether the proposed Contractor or the City has a substantial dollar investment in original design, tooling or other factors which would be duplicated at City expense if another source was considered. Describe cost savings or other measurable benefits to the City which may be achieved.
5. Explain what negotiation of price has occurred or will occur. Detail why the estimated cost is deemed reasonable.

SCHEDULE REQUIREMENTS

1. Explain how the schedule was developed and at what point the specific dates were known.
2. Is lack of drawings and/or specifications a constraining factor to competitive bidding? If so, why is the proposed Contractor the only person or firm able to perform under these circumstances? Why are the drawings and specifications lacking? What is the lead time required to get drawings and specifications suitable for competition? If lack of drawings and specifications is not a constraining factor to competitive bidding, explain why only one person or firm can meet the required schedule.
3. Outline the required schedule by delivery or completion dates and explain the reasons why the schedule is critical.
4. Describe in detail what impact delays for competitive bidding would have on City operations, programs, costs and budgeted funds.

EXCLUSIVE OR UNIQUE CAPABILITY

1. If contemplating hiring a person or firm as a Professional Service Consultant, explain in detail what professional skills, expertise, qualifications, other factors make this person or firm exclusively or uniquely qualified for the project. Attach copy of cost proposal and scope of services.
2. Does the proposed firm have personnel considered unquestionably predominant in the particular field?
3. What prior experience of a highly specialized nature does the person or firm exclusively posses that is vital to the job, project or program?
4. What technical facilities or test equipment does the person or firm exclusively posses of a highly specialized nature which is vital to the job?
5. What other capabilities and/or capacity does the proposed firm posses which is necessary for the specific job, project or program which makes them the only source who can perform the work within the required time schedule without unreasonable costs to the City?
6. If procuring products or equipment, describe the intended use and explain any exclusive or unique capabilities, features and/or functions the items have which no other brands or models, etc. possess. Is compatibility with existing equipment critical from an operational standpoint? Explain why?
7. Is competition precluded because of the existence of patent rights, copyrights, trade secrets, technical data, or other proprietary data? Attach documentation verifying such.
8. If procuring replacement parts and/or maintenance services, explain whether or not replacement parts and/or services can be obtained from any other sources? If not, is the proposed firm the only authorized or exclusive dealer/distributor and/or service center? If so, attach letter from manufacturer.

MBE/WBE COMPLIANCE PLAN

1. All submissions must contained detailed information about how the proposed firm will comply with the requirements of the City's Minority and Women Owned Business program. All submissions must include a complete C-1 and D-1 form, which is available on the Procurement Services page on the City's intranet site.

OTHER

1. Explain other related considerations and attach all applicable supporting documents (an approved information Technology Strategy Committee (ITSC) form, an approved Request for Individual Contract Services form, etc.)

REVIEW AND APPROVAL

This form must be signed by both Originator of the request and approved by the Department Head or authorized designee. After review and final disposition from the Board, this form will be stamped to indicate the final disposition and signed by the Chairperson of the Board of authorized designee. This form must be signed by both the Originator of the request and approved by the Department Head or authorized designee. After review and final disposition from the Board, this form will be stamped to indicate the final disposition and signed by the Chairperson of the Board of authorized designee.

JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT

PROCUREMENT HISTORY

In 1999, BIS released a Request for Information (RFI) with detailed requirements attached, and solicited feedback from the marketplace regarding whether COTS applications existed to meet the City's needs. Based on the responses received and follow-up demos with the vendors, it was clear that Hansen was the only company at the time (fall 1999) that had both the product flexibility and the corporate strength to be a long-term partner with the City. The purchase and implementation of Hansen was approved by the City's Sole Source Board in 1999.

ESTIMATED COST

Based on a 5 year contract, the estimated cost is $ 20,000,000 (See attached).

SCHEDULED REQUIREMENTS

The current contract expires **5/31/2008**. The new contract, if approved, needs to be in place prior to 5/31/2008 in order for the City of Chicago to received continued application support and version upgrades from Hansen Information Technologies, Inc.

EXCUSLIVE OR UNIQUE CAPABILITY

1. The Hansen Software supports a business process that is complex and, therefore, the software is complex. The City of Chicago has a Hansen onsite team to support the departments' use of the software. The learning curve to of each team member to become a productive, knowledgeable support person is long. It takes about six (6) months for a support person to become familiar enough in the business process and the interdependent complexities on the application to perform the easier fixes and enhancements. By nine (9) months, we can tell if a support person is capable of moving into the more complex projects. It is not in the best interests of the City to lose that team and its knowledge when the contract expires. The City should continue its investment in this software product and the support team.

The Hansen application software used by the Department of Construction and Permits, Department of Buildings, Fire Protection Bureau, Health's Food Protection Bureau, and the Law Department supports a long and complex business process. The business process starts with application, review and issuance of building permits, from a very small change to an existing building to the construction of a skyscraper. The contractors and trades that do construction must be licensed and tracked; trade licenses must be valid in order to obtain a building permit. The next major step in the inspection of buildings as they are constructed and the existing buildings. The inspection can result from a permit, a complaint, a business license application or a required annual inspection. The software tracks these inspection types for all nine bureaus in Buildings, to food establishments for health inspections. Any inspection can result in a violation(s) that must be tracked. Inspections with violations are tracked through the Administrative Hearing or Circuit Court process. Re-inspections result to determine compliance following an AH or court case. The business process is complex and the software application to support the business process is complex.

2. The Mayor's Office did provide direction last December to move forward with the upgrade to the latest Hansen software version: Hansen 8. This project will be a multi-year project. Initially, we will migrate that do not currently use Hansen 7.7 onto Hansen 8: Department of Environment and Department of Planning & Development. Later, the Hansen 7.7 users will migrate to Hansen 8: Department of and Permits, Department of Buildings, Fire Protection Bureau, and Health 's Food Protection Bureau. The Department of Law will move to its own new application software system.

OTHER

N/A

Statement of Work
Preliminary
City of Chicago

HANSEN®
People. Government. Solutions.

July 16, 2007

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Document Information

Document Abstract

This document contains a draft scope, based on information communicated by the CITY OF CHICAGO to Hansen Information Technologies Inc.

Document History

All revisions made to this document are listed here in chronological order.

Version	Date	Description
1.0	7-5-07	Preliminary draft
1.1	7-16-07	Added section re: application support

Copyright

HANSEN

TABLE OF CONTENTS

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Project Introduction

1.1. Overview Hansen 8 additions and upgrade

Hansen Information Technologies has been contracted by the City of CITY OF CHICAGO to provide the application software and associated professional services for deployment and support of Hansen's permitting, review, inspection services, fee payments, Dynamic Portal, and mobile solutions (CDR).

The functional templates that will be used in the Hansen 8 CDR Module include the following:

- Building Permits (also Use permits if needed)
- Planning
- Projects
- Code Enforcement/ Case Management
- Customer Services / Complaint Management
- Buildings/Equipment
- Dynamic Portal
- Hansen Mobile solutions

Optional Software (services not designated or included in current annual license fee)

- Asset Management (Streets, Water, Sewer, Facilities, etc.)
- Work Management
- Utility Billing
- Common Billing
- Human Capital Management
- Property Management
- GIS Tools

Participating City Departments

- Environment   (new)
- Buildings   (migration)
- DCAP   (migration)
- Health   (migration)
- Fire   (migration)
- Planning   (new)
- Zoning   (new)

Other or additional City Departments may participate as needed or required.

The intent of this document is to provide a thorough and accurate description of:
- **What** products and services will be delivered?
- **How** the products and services will be delivered?
- **Who** will deliver which products and services?
- **When** the products and services will be delivered?
- **Where** the products will be delivered and the services will be performed?

The project will commence as noted in the Agreement and a detailed project timeline will be provided as an early deliverable for each City or phase. Software & Professional Services to be provided are listed below.

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1.1.1. *Software to be provided by Hansen*

- Hansen 8 Core application
- Hansen 8 Building and Permitting module (includes Project, Use, and Planning)
- Hansen 8 Code Enforcement module
- Hansen 8 Customer Service module
- Hansen 8 Buildings/Equipment
- Hansen 8 Dynamic Portal
- Hansen 8 HMS

1.1.2. *Professional services to be provided by Hansen*

- Project Management
- Software set-up and installation for Hansen 8
- Analysis, Configuration, Testing of back office software
- Data Conversion Analysis
- Interface Analysis
- GIS integration
- Analysis/deployment of Dynamic Portal for permits
- Analysis/deployment of Hansen HMS (may require additional development)
- Hansen 8 onsite training
- System support
- Reporting

1.2. Implementation Methodology

1.2.1. Project Planning

Hansen will develop a timeline and activities plan for each of the application implementations by outlining each milestone and deliverable required for implementing the Hansen Software. This plan will outline and schedule all required project tasks, milestones and deliverables for all activity processes that are listed in section 2 of this document. The project plan will be the first project deliverable.

The City's project management team will track the progress of each activity against the project plan. All project teams will document and coordinate their activities to the plan. Progress will be reported to the project manager and evaluated on a weekly basis.

The implementation of the Hansen solution will involve the following types of activities performed by Hansen. Within each activity will be a series of sub-tasks detailed in the Project Plan.

- Business Process Analysis
- System Configuration
- Training Development and Execution
- System Interface Development
- Data Conversion
- Testing
- Training

HANSEN

1.2.2. Business Process Review and Configuration

Hansen will evaluate all appropriate processes, determining cross-functional process linkages and translating these processes into the suitable Hansen application type. The key milestones in each process will be configured into the Hansen software to create the City's process workflow using the following seven-step approach:

- Business Process Analysis (if for migration, existing process will be reviewed and interCityal dependencies documented)
- Diagramming Conceptual Design Processes
- Process Design Documentation & Sign Off
- Configuration of Design
- Application Testing
- Configuration Acceptance & Sign Off

1.2.3. Training Plan

Hansen will design and develop training curriculums for each functional group, develop a training plan and provide standard training to the City's project teams and end users. Hansen instructors will incorporate appropriate training sessions into the project plan and classes will be scheduled by the Hansen and City project managers to meet project deadlines.

The City's Implementation Team will be responsible for the review and approval of all training programs for the respective user communities prior to delivery. The City will provide a student list for each scheduled training session and obtain supervisor permission for mandatory attendance of training sessions. Division managers should anticipate these training sessions and reallocate resources to cover each student's regular tasks.

The training plan developed by Hansen will address the instructional requirements of the end user and support staff for the deployment of all Hansen applications. In the event that this estimate of instructional demand increases significantly, the City will be responsible for procuring supplemental training sessions from Hansen or utilizing the "train-the-trainer" approach.

1.2.4. Interface Plan

Hansen will plan, analyze, design, develop, test and install the interfaces. The interface development process will be done in two parts. The first is to analyze the existing system and provide a System Interface Control Document. This Document will detail the operation of the interface, how it will work, and data flow. The second part of the development process is to for Hansen to code the interface according to these requirements.

Hansen's responsibilities start with the preparation of an Interface Control Document for each interface. This document will consist of:

- A data structure design web services to be used for the import and export of data.
- A map of the placement of incoming data from the necessary services into the Hansen 8 data model.
- A map of the placement of outgoing data from the Hansen 8 data model into 3rd party services or bus.
- A description of the frequency of import and export tasks to support each interface.
- A description of the processing that is to take place upon receipt of imported data, including data validation, exception processing and reporting.

The City's Legacy Application Support personnel will provide technical support in the planning, analysis, design, testing and installation tasks. Additionally, the City will provide subject matter personnel who will be responsible for coordinating the information exchange with legacy and other third party solutions that have been deployed in the City. The City's Legacy Application Support personnel will be responsible for providing services and information related to importing data to the legacy system or exporting data from the legacy system as agreed upon in the Interface Control Document. These tasks may include:

- A map of the placement of incoming data from the intermediate tables into the third party or legacy application data model.
- A map of the placement of outgoing data from the third party or legacy application data model into the intermediate tables.
- A description of the frequency of import and export tasks to support each interface within the third party or legacy application.
- A description of the processing that is to take place upon receipt of imported data by the third party or legacy application, including data validation, exception processing and reporting
- Producing output files from the legacy system and incorporation of any output files from Hansen into the legacy system.

1.2.5. Data Conversion Plan

Hansen is responsible for planning, analysis, design, development, testing and implementation of the data conversion efforts defined in section 3.5 Data Conversion. The first step in the data conversion process will be to analyze the raw data, create a data map, and describe exactly how the data will flow into Hansen. All information in this first step will be provided to the City as a Data Conversion Standards Document. Once this document is agreed upon and signed by the City Project Manager, the second step will be for Hansen to convert the data. Hansen in accordance with the Conversion Standards Document will perform all conversion work. At the City's direction, active source data will be converted to the live Hansen 8 environment, while inactive data can appear in a converted data format that may not necessarily meet this requirement. However, in some cases converted data codes may differ from Hansen 8 codes if translation cannot be made directly.

The Conversion Control Document (for each data source to be converted) will consist of:
A data element dictionary for the legacy system (provided by the City)

- A map of the placement of legacy data into the Hansen 8 data model.
- An identification of any legacy data that may not be converted into Hansen 8 with a description of the cause, such as, no obvious fields in target database.
- A description of any translations or transformations that must take place to allow the legacy data to be represented in the Hansen data model.
- A description of the data conversion process with clear identification of tasks and responsibilities.

The City's Legacy Application Support personnel and User Business Analysts will need to provide a substantial amount of legacy application and data knowledge in the planning, data analysis, conversion design, testing and implementation tasks. Early in the specification process, the City's Legacy Application Support personnel will provide sample data from each of the legacy data sources specified.

1.3. Hansen Project Roles

Note: For a current organization chart, please refer to Appendix A.

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1.3.1. Project Director (if required)

Primary responsibility will be to assist project team when needed and provide issue resolution when necessary

Responsibilities include:

- Conduct initial project startup meeting with the City's Project Manager.
- Coordinate resources for Hansen's activities.
- Senior Management contact from Hansen for the duration of the project.
- Provide issue resolution as needed
- Participate in project reviews, with the Hansen project team

1.3.2. Project Manager (per project or concurrent phase)

Primary responsibility will be to manage the project resources, timeline, status reports and billings

Responsibilities include:
- Conduct initial project startup meeting with the City's Project Manager.
- Coordinate Hansen's activities with the City's Project Manager during the project duration.
- Primary contact from Hansen for the duration of the project.
- Coordinates the project's interaction with Hansen's subcontractors and service providers.
- Participate in project reviews, as requested by City's Project Manager
- Develop and manage the project plan for Hansen
- Ensure compliance with contract terms and deliverables

1.3.3. Business Process Analyst/Configuration Specialist Staff

Primary responsibility will be to oversee the business process review for all identified departments. The Business Process Analyst will be available to the project on an as needed basis.

Responsibilities include:
- Review and analyze the "as-is" business process documents produced by the City's Implementation Teams.
- Formulate and document "to-be" business processes.
- Configuration of system prototyping activities based on detailed process documentation submitted by project Team
- Create table code lists according to City's requirements with the City's assistance
- Create custom page items according to design with the City's assistance
- Create Oracle tables for custom page items with the City's assistance
- Input, inspect, review, and test customized code with the City's assistance
- Manage prototype testing
- Manage modification of system prototype according to Implementation Team recommendations
- Manage finalizing system prototype through reiteration of system design and testing
- Transfer application set up and operating knowledge to City project staff

1.3.4. System Instructor

System instructors will be assigned to the project for the purpose of developing customized training curriculums, developing a training plan, and providing project team end-user training. Responsibilities include:

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- Organize required meetings with the City's Project Manager to determine the City's training needs.
- Develop a training plan
- Develop customized training curriculum based on results of process review and the City's training needs.
- Conduct Hansen training sessions according to established schedule
- Develop training materials in electronic format with the ability to reproduce them.

1.3.5. *Conversion Specialists*

Conversion Specialist will be assigned for the purpose of conducting data conversion. Responsibilities include:

- Advise City staff with recommendations for data scrubbing and cleanup.
- Evaluate sample database (s) and metadata files submitted for Hansen conversion
- Provide recommendations on conversion approach
- Identify conversion issues
- Create data conversion control documentation
- Conduct test data conversion from legacy system into Test environment
- Deliver conversion code and migration plan

1.3.6. *Interface specialists*

Interface Specialist will be assigned for the purpose of creating system interfaces. Responsibilities include:

- Evaluate sample data and external systems
- Provide recommendations on interface approach
- Identify interface issues
- Create interface control documentation and revise according to City review comments
- Develop interface programs according to final interface control document
- Test interfaces in test environment
- Deliver Interface code and migration plan

1.3.7. *IT Support*

IT Support will be available for the software setup and configuration. This person will also be the main contact for the City in defining the hardware/software requirements for the lab testing portions of the project.

Additional Hansen staffing resources may be acquired by the Client to provide project support upon availability and Hansen's standard rates.

1.4. City Staffing Assumptions for Implementation

Upon project commencement, roles and responsibilities for each City team lead will be assigned.

HANSEN

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                    ┌─────────────────────┐
                    │ Steering Committee  │
                    └──────────┬──────────┘
                         ┌──────┴──────────┐
                         │ Project Manager │
                         └────────┬────────┘
                  ┌───────────────┴───────────────┐
                  │          Core Team            │
                  └───────────────┬───────────────┘
           ┌──────────────────────┴──────────────────────┐
    ┌──────────────┐                            ┌──────────────────┐
    │Subject matter│                            │Technical Support │
    │   experts    │                            │                  │
    └──────────────┘                            └──────────────────┘
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Proprietary and Confidential
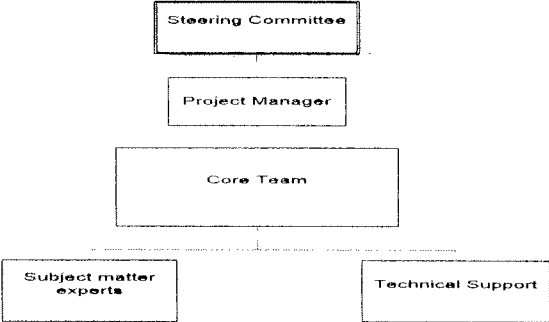
HANSEN

1.4.1. Project Administrator (if needed)

It is expected that the City will appoint one person to fulfill the role of primary contact for Hansen with regard to contractual topics.
- Finalize and negotiate contract
- Final approval of invoices
- Final approval of implementation schedule
- Sign off on Hansen's Conversion Control Document and Interface Control Document
- Serve as coordinator of the project's steering committee
- Communicate and report project status to top levels of City management
- Conduct senior management briefings
- Approve project plan changes
- Approve project scope changes
- Work closely with the City's project manager
- Develop Staffing Plan
- Provide oral status reports and presentations to the Steering Committee
- Approve all project expenses

1.4.2. Executive Steering Committee

It is expected that the City will appoint a steering committee to provide oversight to the entire project. The committee should consist of a member of senior management from each of the service organizations that will be implementing the Hansen application, senior member(s) from BIS, executive representation from Hansen, Mayor's office, and any additional vested parties. The primary responsibility of the Steering Committee is to review and approve:

- Changes to Scope of work
- Project budget
- Change orders
- Public announcements
- Recommendations on issues, which might affect the project's success.

The Steering Committee should meet at least monthly during the implementation to review project development progress and issues and more frequently as the need arises. The activities of the Steering Committee will be coordinated by the City's Chief Information Officer. The Hansen Project Manager may be requested to attend certain meetings of the Steering Committee, dependent on the topics to be reviewed.

1.4.3. Core Implementation Team

It is expected the City will appoint an Implementation Team for each application project to be headed by a Project Manager. The purpose of each team is to provide necessary business knowledge and day-to-day leadership functions required for successful implementation of a particular application. The team should consist of subject matter experts from each of the service organizations involved in the project. It is expected that these appointments will be full-time for the duration of the project. Also, participating in the effort on a part-time basis should be an application support administrator from BIS. The Implementation Team will work closely with the Hansen Team to facilitate the implementation of Hansen and third party software for each application.

HANSEN

1.4.4. Project Manager

This is a full-time position for the duration of the project. In general, this person is responsible for the day-to-day oversight of the project and reports to the Steering Committee. Specifically, the responsibilities of this position are:

- Create the master project plan and time line with assistance from Hansen PM.
- Prepare modification requests and change orders, as required.
- Prepare project resource plan.
- Coordinate project team resources.
- Prepares and submits purchase requisitions
- Participate in daily project activities.
- Schedule and coordinate project tasks.
- Track progress on project tasks.
- Track and mitigate all project issues.
- Track all project expenses.
- Provide periodic, written project status reports to interested parties.
- Project Schedule
- Develop Staff training plans
- Develop roll out and transition plans

1.4.5. Business Analyst/Subject Matter Experts/Project Leaders

These are anticipated to be primary job assignments up to full-time for the duration of the subproject to which the person is assigned. In general, this person is responsible for guiding their organization through the transition from the City's legacy system to the Hansen application. The position reports to the Project Manager for day-to-day project direction. Specifically, the responsibilities of this position are:

- Participate in implementation team tasks
- Provide input to the project plan, representing their organization's requirements
- Review and approve the project plan for their application and organization
- Document the "as-is" business processes for their organization
- Assist the Hansen business analyst to develop the "to-be" business processes for their organization
- Assist the Hansen application set up personnel with answers to configuration questions for their organization
- Provide periodic project progress reports to their respective service organizations
- Facilitate issue resolution within their service organizations
- Coordinate implementation tasks within their service organizations, such as, manual data conversion from the legacy application to the Hansen application
- Coordinate the data conversion process within their area of application expertise
- Assist users in the data scrubbing and clean up tasks prior to conversion
- Prepare application-specific acceptance test criteria and test cases
- Conduct application-specific acceptance tests
- Assist the Hansen training specialist to develop the training plan for their organization
- Customize Hansen's standard reports to adhere to their organization's requirements

Note: Implementation team members will be expected to dedicate a significant amount of time to the project implementation. It may be necessary to reallocate staff to cover the team member's regular work assignments.

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1.4.6. System Administrator

This should be considered a part-time project position. The person assigned this role will be responsible for the providing on-going technical support to the user community upon completion of the project. Specifically, the responsibilities of this position are:

- Creates and maintains the technical task schedule for the project.
- Conducts laboratory testing of Hansen's client-based software for compatibility with the City's application portfolio prior to its distribution to production environment.
- Prepares all purchase specifications for supplemental computer equipment and services.
- Coordinates the City's technical support activities for the project.
- Assists the Hansen application set up specialist with the initial installation and configuration of all of the software and hardware components of the servers and workstations.
- Prepares and maintains a list of workstations to be loaded with Hansen client software.
- Establishes and administers application security profiles for the user community.
- Assists user community utilize Hansen's application configuration tools, such as, Menu Editor, Tab Editor to implement custom screens, tabs and data variables.
- Assists user community utilize Hansen's library of canned reports or native Crystal Reports to create custom reports for their organization.
- Collect reports and tracks the status of Hansen software trouble reports.
- Coordinates the testing and installation of Hansen software upgrades.
- Monitors the performance of the applications and investigates performance problems.

1.4.7. Database Analyst

This is a part-time, as needed position.

- Assists Hansen data conversion specialist in the data conversion process by providing information about the City's legacy databases.
- Assists the Hansen application set up specialists in the creation of Oracle tables for test, training and production instances, implementing data access security
- Assists in troubleshooting data-related problems.
- Assists the City's application specialists in development of data conversion programs for components of the legacy systems that Hansen has not been contracted to convert.
- Monitors the performance of the Hansen database, optimizes data distribution and indices and investigates performance problems.
- Establishes and implements data back up processes.

1.4.8. Geographic Information System Analyst (future phase, not included in this scope)

This is a part-time, as needed position and expected to occur in a future phase.

- Assists Hansen data conversion specialist in the data conversion process by providing information about the City's legacy GIS databases.
- Assists the Hansen application set up specialists in the installation, testing and deployment of Hansen's Map Drawer
- Assists the Hansen application set up specialists and users in the integration of GIS data with the corresponding asset types within the Hansen database.
- Assists in troubleshooting GIS data-related problems.

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1.4.9. Technical Services Support

- Assist the Hansen application set up specialists in the installation, configuration, testing and deployment of Hansen's server-based software within the City's servers.
- This is a part-time, as needed position

1.4.10. Legacy System Application Support

These are part-time, as needed positions. The phrase "legacy systems" is used to identify all computer systems that are in existence prior to the deployment of Hansen software, not just mainframe application systems.

- Assists the City's subject matter experts in preparing documentation about the "as-is" business processes for the legacy application to be replaced by Hansen software.
- Assists the Hansen application set up specialist in preparing documentation about the "to-be" business processes for the legacy application to be replaced by Hansen software.
- Assists the Hansen application set up specialist in preparation and execution of an acceptance test plan for the Hansen software that replaces a legacy application.
- Assists Hansen data conversion specialist in the data conversion process for the legacy application to be replaced by Hansen software by providing information about the City's legacy application logic, database structure.
- Creates and executes data extraction routines for the data conversion tasks.
- Assist Hansen data conversion specialist in the validation of the data conversion processes for the legacy application to be replaced by Hansen software
- Assists the Hansen interface specialist in the preparation of the interface control document for their application interface.
- Coordinates the interaction between Hansen interface specialist and the City's third party solution providers/consultant for design, development, testing and implementation of each interface between Hansen and the third party system.
- Assists the Hansen interface specialist in preparation and execution of an acceptance test plan for the Hansen software, which interacts with legacy applications.
- Assists the Hansen training specialist, attends user training sessions and assists in the training of the user community, as requested.
- Designs, develops, tests and installs custom reports in the event that no standard report in the Hansen library satisfies the user's reporting requirements.
- Transition from legacy application system support to Hansen application support, as required by Information Systems management.

1.4.11. Desktop Systems Support (optional)

- Replace existing workstations that fall below the Hansen standards for operating their client software.
- Ensure network connectivity to all necessary Hansen 8 web pages and applications
- Ensure all necessary third party software is available on all workstations running Hansen 8. See section 1.10 for more details about hardware requirements

1.5. Project Staffing

Project Staffing assumptions for positions and time commitment are listed below:

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Hansen Information Technologies	Time Commitment	CITY OF CHICAGO	Time Commitment
Project Manager	Part Time for duration of project	Exec Steering Committee (Optional)	Limited time as needed
Business Process Analyst	Part Time for defined periods then as needed	Project Manager	Full time for duration of project
Configuration Specialist	Part Time for defined periods as needed	Design Team	Part time during design phase of the project
System Trainer	As needed	Configuration Team	Part time during configuration and testing phases of the project
Integration Specialist	As needed	Data Specialist	Part time as needed for each data set
Conversion Specialist	As needed	Integration Specialist	Part time as needed for each integration component
IT Support	As needed	Test Team	Part time during testing phase of the project

1.6. Change Management

Change management is necessary to control the project scope, schedule and costs as defined by this document and the project contract. Change management will also be used to manage scope changes to individual deliverables that have already received approval such as design documentation, setups, interfaces, data conversion, etc.

1.6.1. Intake

- A change request will be submitted on a form provided by project management
- A written description of the business need to justify the change must be provided with each change request submittal

1.6.2. Evaluation

- All requests will be tracked in a spreadsheet or change request log
- At the time of entry, the request will be assigned an initial Priority and Severity
- For those requests where both the business and the project see likely benefit, further analysis as to costs, benefits, impacts, and options will be conducted.
- Upon completion of this further analysis, enhancement requests will be assigned a high, medium, or low development priority.
- Once the recommendation has been reviewed in this context, the recommendation may be presented to project management for final prioritization and authorization to proceed.

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- Changes that are accepted may require additional project funding or may require that the project schedule change.

1.6.3. Prioritization

- Enhancement requests with significant cost and schedule impacts will be presented to the Steering Committee or business sponsors for prioritization and authorization. Additional funding may also be requested to support the change.
- The Steering Committee will also be involved whenever an escalation process is needed

1.6.4. Deployment

- Change requests that are accepted will be worked into the overall project plan and will undergo the same level of planning
- Upon completion of planning and design work, the change will be deployed

1.7. Communication Plans

Periodic communication to project staff, City staff, management and the Steering Committee is necessary to keep all vested parties informed of progress. At a minimum, the following communications will be delivered throughout the duration of the project:

- The Hansen project manager will submit a monthly status report to the City Project manager.
- The City Project Manager will organize bimonthly meetings to update the Project Administrator and Steering Committee on the project status.
- The City Project Manager will deliver bimonthly status updates to City staff and management on the progress of the project.

1.8. Facility Requirements

The City will provide the following facilities and accommodations for the dedicated and transient members of the Hansen Project Team:

- Project Team Work Space – The City will provide a work space that will allow the Hansen Project Team to facilitate interaction with the City's Implementation Teams for the duration of the project. The workspace must provide cubicle offices, a chair, phone and network connection for at least three Hansen employees. The City must also provide access to a printer, copier, and fax.
- Conference Rooms – The City will provide access to conference rooms that can be reserved for project activities throughout the duration of the project as needed. Break out workspace must also be available for both planned meetings and spontaneous group discussions.

In addition to these on-site requirements, it is highly recommended that the City provide remote access to key Hansen personnel during the life of the project. Providing remote access will allow for much faster resolution of technical issues when offsite input is required from Hansen developers, system integrators, etc.

1.9. Hardware/Software requirements

TBD based on final user count and network architecture.

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2. Software Configuration (see back office deployment process in section 3)

- Hansen will work with the appropriate DPS team members to analyze and document the desired business processes.
- Hansen will configure four (4) major process types, reflecting the primary business processes at the City.
- Hansen will train DPS personnel on the use and configuration of the system.

2.1. Address information

Addresses are a central part of the Hansen system. Addresses for processing of licenses, permits, inspections and case management will be added to the system. Hansen will load address information from the Division's source databases. Any data element that the City of Chicago would like to capture as part of the address can be added to the address profile through the Content Manager.

- The ability to add and update address in the Hansen system
- Adding custom fields for the capture of data specific to the City
- Ability to track additional information about the address location (district, zoning, associated parcels, etc.)
- Ability to utilize the property browser.

2.2. GIS

Hansen's Map Drawer™ integrates GIS and mapping functionality within the Hansen 8 application. Map Drawer utilizes standard Internet mapping technology from leading GIS vendors (such as ESRI and Intergraph), and embeds maps, spatial queries and commands into the Hansen 8 workflows. Map Drawer is flexible and can be agency configurable to perform many functions not included off-the-shelf. Map Drawer implementations include:

- Business process and data analysis
- Document any requirements (if needed), get sign off by customer
- Create map project file(s)
- Configure the Map Drawer configuration files
- Test and QA (client involvement)

2.3. Dynamic Portal

DynamicPORTAL™ is Hansen's solution for e-permitting. DynamicPORTAL provides citizens web access for permit applicaitons, and scheduling inspections. DynamicPORTAL for Permits Web-enables the process of submitting applications and inspection requests, performing status checks, making payments, and receiving basic (non-review) building permits using Hansen 8 and the Internet. Since most building permit activity is focused on the simple permitting process, DynamicPORTAL can have a significant impact by automating the permitting function for citizens and contractors.

2.4. HMS

Hansen Mobile Solutions (HMS) enhances the capabilities of Hansen's enterprise applications to provide scalable, efficient, and cost effective solutions for improving business processes in the field. The HMS intention-specific solutions are tailored to match business processes so that this tool streamlines work completed in the field. With the flexibility of Hansen's field

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solutions, working remotely, without interruption, is possible even when roaming in and out of service range. By using wireless data services, your field workers are ready to deploy HMS to realize cost savings and productivity generating benefits including:
- Field crews and inspectors can receive daily assignments without visiting the office – often resulting in additional daily inspections
- Field crews can directly access supporting information from their Hansen database
- Completed activities can be transmitted directly back to the database
- New assignments can be immediately dispatched to the field for completion
- Supervisors can adjust schedules immediately if problems arise

3. Professional Services

3.1. Solution Configuration

See below for specific roles and methodologies for deployment.

3.2. Project Implementation and Management

The services in this category are provided by Hansen for the project director, project management, design, configuration, setup and testing.

3.3. Business Process Review and Configuration

Hansen shall establish all appropriate processes, determining cross-functional process linkages and translating the processes into the suitable Hansen application types is the critical first step in the project. If this stage is done hastily or without proper consideration for all linkages and business needs, the design of the system and the final outcome of the project could be at risk.

Hansen will utilize a seven-step approach to defining and implementing the City's business processes. From initial discussions between City and Hansen the following assumptions were identified which helped to determine this approach. The first assumption is that many of the existing processes are not documented in a manner that could be used for process setup into the Hansen system. The second assumption is that the City has intentions to re-engineer its processes for efficiency purposes as much as possible. A third assumption is that the City's Implementation Team will be empowered to guide their respective organizations through the implementation process. Hansen will work closely with this group throughout the process review and setup. Given those assumptions each step is defined below.

Hansen will evaluate all appropriate processes, determining cross-functional process linkages and translating these processes into the suitable Hansen application type. The key milestones in each process will be configured into the Hansen software to recreate the City's process workflow using the following seven-step approach:

3.3.1. Step 1   Business Process Definition

The City's Implementation Team or its consultant will provide Hansen with all current process documentation. The information in the current process and conceptual designed documents should contain, at a minimum, the following:

- Name of the Business Process
- Purpose of the Business Process
- Description of the Business Process by Identifying:
- Information and Operational Processing Flow
- Functional Requirements and Business Process Inter-relationships
- Description of Required and Optional Input Information Data
- Identification of Computed Data and Description of Computational Processes
- Details of each review, fee, inspection, check point, condition, bill, asset, activity etc.
- Required reports and outputs

3.3.2. Step 2   Diagramming Conceptual Design Processes

This step includes a complete analysis of the current business processes for each of the applications as defined by the City in Step 1. Processes are reviewed, consolidated where possible, and refined. This step takes into consideration the conditions, fees, reviews, inspections and data requirements for each business process, as well as points of interaction across application types. This information is documented in a high-level 'To Be' map, creating the baseline for the system configuration, testing and end user training material. Hansen will present the documented 'To Be' processes to the appropriate agencies for approval and sign-off.

3.3.3. Step 3   Process Design Documentation & Sign Off

The purpose of the process design and sign-off step is to give City management the opportunity to review each design document to ensure that the requirements have been accurately documented for each process. Management may opt to have other staff review the documentation and provide input as well; however, the City Project Administrator and Manager will be expected to provide their own signatures of approval. Once sign-off is obtained, the project will progress to the next step of configuration.

3.3.4. Step 4   Configuration of Conceptual Designed Processes (Prototypes)

The Hansen and City implementation team will utilize the design documentation created in Step 3 to configure application types for each City business process. This will require that a Development database instance be created for configuration activities. The City will provide the required hardware and software to support the database, while Hansen will complete the Hansen software installation and creation of the appropriate database instances. The Development instance will be protected from non-implementation team members and backed up in accordance with the normal IT procedures defined by the City.

Hansen and the City will form a joint configuration team to complete the setup of each process. Hansen application set up specialists will train the implementation team on the proper use and set up of standard templates, stages, conditions, reviews, workflow manager, custom tables, fields and menus. Conditions, Reviews, Inspections, Fees, license checks and data requirements will be configured into the Hansen software in such a way as to recreate the City's business workflow. With guidance from Hansen, the City's implementation team will be responsible for developing naming, numbering and coding conventions to support the various user-defined pick-lists provided in the software.

Based on the final approved design specification for the application types from Step 3, Hansen and the City staff will be responsible for reviewing each process configuration as it is being configured. Once a few setups have been created as a joint effort, the City configuration team will complete the remaining setups, while Hansen staff will continue to provide guidance and review of this work.

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3.3.5. Step 5   Application Testing

Application testing will consist of two stages: Unit testing and Integration testing.
Unit testing is intended to validate that each component of the overall project is functioning as specified in the associated design document. Each configured setup, converted data, interface, trigger and procedure will be tested individually to ensure that they meet the specified requirements. Items that are identified in the design document, but are not reflected correctly in the configuration, will be identified as a bug, corrected, and retested. Additional requirements or changes to the existing design documentation will be identified as change requests. Each change request will be presented to the Hansen project manager and City project manager. The project managers will consider scope, schedule and cost impacts to determine if the change will be included in the configuration. Those change requests that are accepted will be prioritized, the design documentation will be updated, the change will be configured and unit tested. Those changes that are rejected may be considered at a later project phase. The City Project Administrator and Manager will be provided with a signoff sheet to confirm that the configured setups, converted data, interfaces, triggers and procedures match their respective design documents. Integration testing takes place after unit testing is complete and is intended to validate that the system as a whole is functioning as designed. Selected City end user staff will perform integration testing with assistance from Hansen. This test will validate that the application setups, converted data, interfaces, and triggers and procedures all function together as specified in a database environment. Changes identified during this testing will be documented and presented to the City Implementation Committee and Hansen project team. Bugs will be documented and fixed while new requirements or changes to approved requirements will follow the change request process as described above.

3.3.6. Step 6   Final Process Documentation

Hansen will present to the City Project Manager with completed 'As Built' process documentation of the final business process and application design.

3.3.7. Step 7   Final Process Acceptance & Sign Off

The Citys's Project Administrator and Manager will review the final process documentation and provide approval and sign-off.

3.4. Data and Interface process steps

3.4.1. Requirements

The Requirements document is a critical deliverable that details the rules for the interface in terms of what the requirements will be to match data and who will be responsible for completing the requirements during the development process. Before Hansen development commences, the City's Project Manager must approve the Requirements Document for the specified interface. Final approval is considered obtained once the City Project Manager has signed the document.

3.4.2. Design

The Interface Control document is a critical deliverable that details the design of the interface in terms of where the data will be mapped into Hansen, what format data will be extracted from Hansen, frequency of updates, etc. Before Hansen interface development commences, the City's Project Manager must approve the Interface Control Document for the specified interface. It is the responsibility of the Implementation Team to address and resolve any interface issues identified by the Hansen interface specialists. Because of the complexity of the subject, it is expected that each Interface Control Document

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will cycle through multiple iterations before final approval is achieved. Final approval is considered obtained once the City Project Manager has signed the document.

3.4.3. Development

The Hansen interface developers will be responsible for developing the Hansen side of each interface according to the specifications in the Interface Control Document and adhering to the delivery dates specified in the project plan. Likewise, the City's interface developers (in-house or third party) will be responsible for developing the other side of each interface according to the specifications in the Interface Control Document and adhering to the delivery dates specified in the project plan.

3.4.4. Test Plan

Upon completion of the interface development tasks, Hansen interface specialists will be responsible for the development of an Interface Test Plan for each interface. The City's Legacy Application Support personnel will be responsible for developing test scripts and conducting testing for data extraction from the legacy system or data incorporation to the legacy system form data provided by Hansen. The City is also responsible for signing off on each interface. Hansen is responsible for developing test scripts and conducting testing for data extraction from the Hansen system.

3.4.5. Implementation

Hansen agrees to implement the final Interface during the City's non-operational hours as agreed upon by both Hansen and City staff. That is, the City expects to be fully operational on the next business day after the Interface is started and expects to be able to access all data previously entered into the legacy system as specified in the Interface Document. Hansen agrees to a "no operational down time" approach to transition from the legacy application where the Interface is involved.

3.4.6. Acceptance

Once all requirements are met and the Interface is acceptable to the City, the City will sign off on the Interface completed.

3.5. Data Conversion

The data conversion and its acceptance are critical for implementation of the new system. The data from existing systems must be analyzed and 'mapped' to data stored in the Hansen system. Data sources for conversion will have to be identified early in the deployment process and appropriate analysis conducted for actual conversion.

3.6. Interfaces

The City may require data exchange from Hansen database to/from the City and other third-party databases in order to utilize common data fields found in both databases, but only with one originating database. There are three major components of any interface: the City and/or third-party database, the Hansen database, and an interface table.

- The interfaces development and its acceptance are critical for implementation of the new system. The data from existing systems must be analyzed and 'mapped' in the Hansen and the City of

Chicago's system. The business process will need to include an analysis of interface requirements, and the Cityal needs for integration points.

3.6.1. *Custom Report and Procedure Development*

The Hansen system shall provide standard interface for setup and configuration within the application. There are some cases where procedures shall be developed during the implementation to create additional system constraints or functionality. Procedures necessary to meet the business objectives that are met in the current data system will be considered as part of the provided configuration services. Any procedures that provide business objectives over and above the current data system will need to go through the change management process and be priced over and above the provided configuration services indicated in this Statement of Work.

Additionally, the Hansen 8 system contains several pre-defined simple reports. Any additional reporting needs will need to be defined via analysis and scoped accordingly. In the event that the City would like Hansen Professional Services to assist in the creation of customized reports, the request will need to go through the change management process and be approved by both parties.

3.6.2. *Customized Training and Procedures Manuals*

The Hansen system comes complete with standard online help files. System instructors follow a standard curriculum and use the configured system during training

- The development of customized training materials that document the City's specific business processes and procedures for each group of trainees will be the responsibility of the City

- Hansen will work with the City to determine manual style and format as desired by the City

3.6.3. *Onsite Hansen 8 Instruction*

Hansen will provide the City with onsite instructional classes of Hansen 8 throughout the project in the City. Training provided by Hansen is an integral part of this project for project teams, end users, database administrators and system managers. Hansen will provide formal Hansen 8 instruction to the project teams in the first few weeks of the project. End user training will be scheduled as part of the project plan and shall be provided by Hansen as required throughout the project.
In order to implement the City's end-user training, the following requirements will be met:

- End user training will be performed in an environment where the screens include the City's converted data. It is understood that in order to meet this requirement end-user training cannot take place until the data conversion is completed, which may result in project delays.
- Customized training materials are desired, but not a priority and will primarily be the responsibility of the City.

3.6.3.1. *Training Facilities*

It is the City's responsibility to provide adequate training facilities at a convenient location throughout the duration of the project. The maximum effective class size will be 12 students. The Hansen trainer must be notified ahead of time of classes exceeding this number, and it will be left to the trainer's discretion if this is acceptable. An early milestone in the project will be the training of the City implementation team, so the training facility needs to be set up shortly after the project start date. The facility should contain student workstations connected to the City's network, a printer, white board and projector. The facility must be made available to the Hansen trainer at least 2 days in advance of the scheduled training session for application set up and testing.

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Training rooms will need to have 1 IBM compatible PC per student. To optimize the training experience, we do not recommend sharing computers. Twelve students is the ideal class size for one instructor however no more that 15 students will be permitted.

Each computer must meet the following specifications:

Specification	Version 8.x
Operating System	Windows 2000 Windows XP
Processor Recommended	Pentium III 1200 (minimum)
ODBC Support	4.0 +
RAM Required	128 MB
Disk Space Required	200 MB
Data Source	Network connectivity to the web server

3.6.3.2. Reference Manuals
Hansen will deliver electronic help files with the software for on-line user reference. Custom training documents will be the responsibility of the client.

3.6.3.3. Basic Computer Training
An understanding of basic computer concepts and mechanics is essential for the successful operation of any modern computerized application. In recognition of the fact that a portion of the City's personnel to be introduced to Hansen software are not computer literate, Hansen recommends supplemental training in advance of any application training performed by Hansen. The City should make a basic computer familiarization course a mandatory requirement of the job for those personnel who are unfamiliar with personal computers or personal data assistants.

3.6.3.4. Training Roles and Responsibilities

Function	Responsibility		Comments
	CITY OF CHICAGO	Hansen	
Provide Training Site/Equipment for City Employees	√		Implementation Team
Set-up Training Computers	√		
Review Training Material	√	√	Project Manager/Training Coordinator
Customize Training Material	√		CITY OF CHICAGO
Provide Training Material	√		CITY OF CHICAGO
Prepare Site (daily)	√	√	Hansen, with assistance from the City of Chicago
Deliver Training		√	Hansen
Attend Training	√		According to Schedule
Schedule Staff	√		Training Coordinator and Employee Supervisors
Review Training	√	√	Implementation Team

3.6.3.5. Training Participation
Attendance at training by City staff at the time and dates specified is imperative for successful implementation of the system. A training coordinator should be assigned by the City to assist those in attending their courses when scheduled, and to identify which persons do not attend the courses. This training coordinator may be a member of the Implementation Committee.

The training coordinator will work with Hansen to finalize the course list and attendance schedules as required for success.

In addition, training in the basic use of the Windows environment may be required for some users. The exact needs in this area will be determined and addressed as required by the project team.

4. System Testing

The information below outlines the acceptance test plan for the Hansen system, and addresses the work within the project scope necessary to achieve business testing of the system.

4.1. Objective

The objective of the testing for the City project is to ensure that the Hansen software, populated with the City's data and with formulas and processes as specified by the City, meets the agreed criteria so that the City is satisfied that improvements to the management of corporate business can be realized.
In order to implement the City's testing requirements, the following will be provided:
- The City will submit their specific test requirements in a mutually agreed upon Test Plan prior to system acceptance. This Test Plan will specify a parallel test for a mutually agreed upon period of time prior to 'go-live' to ensure that all functions, including reports, queries, etc. are fully functional.

4.2. Scope

Because the selected software is a package solution, the testing is not focused on the functionality of the package; the City in the purchase of the product in essence accepted this. In this case, the acceptance testing concentrates on the implementation of the Hansen Software in the City's environment, with City data and to meet City's business requirements. To this end, the scope of the acceptance testing includes:
- Ensuring that the integrity and context of the data loaded into the new system has been maintained
- Testing process setups configured for the City meet requirements as specified in the conceptual design processes

4.3. Strategy

The strategy adopted by the implementation team is as follows:
- The City staff works with the Hansen Team after the loading of data to ensure that data integrity and accuracy is achieved
- Separate testing is completed at each site following the training to complete the other tests (as specified in the scope)
- The Implementation Committee signs off testing, after testing is completed at each site in that group before being formally agreed upon by the Committee.

4.4. Testing Approach

In all cases, the nature of the testing is to ensure the successful operation of the solution in the context of City business requirements. Testing is not concerned with the internal processing or logic in the programs; this type of system testing is completed by Hansen Information Technologies.

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Selected staff will be identified to test the system according to the agreed criteria to ensure that the system's implementation at their site is successful. The staff will address the areas of the Hansen software, which are relevant to their business. The solution will be tested under normal / usual conditions of operation, as well as some exceptions that may occur in the business process. This will ensure that any problems are identified during the testing and an appropriate solution is found while the project team is still deployed in the City of Chicago to address such issues. Early detection of problems will also lower the tendency for people in various areas to find their own workarounds, thereby eroding the benefits of a consistent approach to permit management and associated benefits.

To render the testing exercise manageable, two categories of users will be identified to participate in the acceptance testing:

- Full testers - these users will perform all tests from the agreed criteria lists relevant to their business group
- Installation testers - these users will perform only those tests necessary to ensure operation of the application at each site (i.e. it works).

4.5. Roles and Responsibilities

The table below sets out the responsibilities for the testing of the new system:

Action	Responsibility
Agree to Acceptance Criteria	CITY OF CHICAGO, Hansen
Set-up Acceptance Test Environment	CITY OF CHICAGO
Perform Acceptance Tests	CITY OF CHICAGO
Review Results	CITY OF CHICAGO, Hansen
Make Modifications as Required	Hansen
Accept on behalf of site	CITY OF CHICAGO
Accept on behalf of Business Group	CITY OF CHICAGO Specific Managers

5. Application Support – Hansen 7 and Hansen 8

5.1 Introduction and Scope

The City is seeking expert assistance from Hansen in providing post implementation support for their deployed Hansen 7 system as well as implementation services for additional implementation requirements. The benefits of the onsite support team will reduce travel and expense cost of Hansen consultants that do not live in Chicago.

Specifically, the City requests support for the following services in addition to standard Hansen SMA support:

- Project management
- Business process analysis and consulting
- Break/Fix services to fix bugs in any production functionality
- End user support and documentation
- Business Objects universe and report development
- Crystal report development
- Oracle development and configuration for enhancements
- Hansen 8 Migration planning

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Application support of the Hansen 7 functionality implemented in the City needs to cover the following:

- Hansen desktop software for planning, projects, permits, code enforcement, case management, customer services, buildings/equipment
- Dynamic Portal (Chicago version)
- Hansen Mobile Solution (HMS)
- Front end VB.net screens for Trade Licensing

5.2 Timeline

The City requires application support for all Hansen production systems throughout the term of the Hansen contract. Currently, production support services need to cover the functionality used in version Hansen 7.7x. At some point in time to be determined by the Inspections and Permitting Steering Committee (IPI Steering Committee) and allocated funding, the City will migrate to software version Hansen 8. At that time, application support required for version 7 will discontinue and application support for version 8 will commence.

Because the implementation to Hansen 8 will occur in phases, there will be a period of time when application support for both versions will need to be provided at the same time. Hansen 7 application support will gradually decrease, and Hansen 8 application support will gradually increase.

5.3 SMA Support Services

The current post-production SMA agreement will be replaced to include the following post-production services.

1. New Hansen product releases that include ongoing product enhancements to Version 7.x and Hansen 8.
2. Product support for technical issues relating to the installation and use of the licensed software Monday through Friday between the hours of 4 a.m. – 5 p.m. Pacific Time available by using:
   a. Hansen's Toll-Free Technical product phone support line (800) 8-HANSEN
   b. Hansen's *Dynamic*PORTAL™ at www.hansen.com/Member
   c. Hansen's product support E-mail at helpdesk@hansen.com
3. Hansen product updates to correct application software malfunctions or logic problems that have been identified and corrected in Hansen software products.
4. Participation in Product Advisory Councils – a forum to provide direct input for specific product enhancements and improvements.
5. Registration to Hansen's annual international user conference.
6. The City will have access to Member Resources through the Hansen web site at www.hansen.com/Member. Member resources include items such as white papers, new product and product change information, product installation documentation, support topics and frequently asked questions. HANSEN will be continually augmenting and enhancing the Member resource offerings.
7. Designated Helpdesk Business Analyst - Located in Rancho Cordova, California
   a. Understands the City's strategic, business, technical and operations environment
   b. Is the key contact for the Chicago-based End User Support Specialist for technical product support and business work flow support

c. Is the key internal contact for Hansen staff (i.e. sales, projects, etc.) related to support requirements for the City

The yearly SMA rate for the City is determined based on the price of software purchased by the city. Using the current SMA rate of 20% * $4,362,500 the yearly SMA will be adjusted to $872,500 per year.

	6/1/2005-12/31/2005	1/1/2006-12/31/2006	1/1/2007-5/31/2007	TOTAL
Wexcel	$ 203,258.78	$ 477,877.90	$ 102,425.00	$ 783,561.68
Optima	$ -	$ -	$ -	$ -
Blackwell	$ -	$ -	$ 90,687.50	$ 90,687.50
CityTech	$ -	$ 202,048.37	$ 370,525.00	$ 572,573.37
LaborTemps	$ 33,360.00	$ 685,675.00	$ 177,490.00	$ 896,525.00
Sofbang	$ -	$ -	$ -	$ -
TOTAL	$ 236,618.78	$ 1,365,601.27	$ 741,127.50	$ 2,343,347.55

Dear Ms. O'Brien,

At Deborah Jones request, I am writing to confirm for you that Infor's acquisition of the stock of Hansen Information Technologies (and its affiliated companies)was accomplished through a reverse merger with an Infor acquisition subsidiary, with Hansen Information Technologies the surviving corporation.

If you have questions or need additional information, please contact me.

J. Patrick Ovington | Associate General Counsel | Infor | office: 864-236-2372 | fax: 864-422-5000 | 50 Datastream Plaza, Greenville, SC 29605 | pat.ovington@infor.com <mailto:pat.ovington@infor.com>

CC: "Deborah Jones" <Deborah.Jones@infor.com>

CITY OF CHICAGO
PURCHASE REQUISITION

Copy (Department)

DELIVER TO:	REQUISITION: 35873
006-2005 MAIN OFF 50 W. WASHINGTON ROOM 2700 Chicago, IL 60602	PAGE: 1 DEPARTMENT: 06 - DEPT OF BUSINESS & INFORMATION S PREPARER: Judith A Mims NEEDED: APPROVED: 11/7/2007

REQUISITION DESCRIPTION

Sole Source Request for Infor Inc. (fka Hansen)
SPECIFICATION NUMBER: 61521

COMMODITY INFORMATION

LINE	ITEM	QUANTITY	UOM	UNIT COST	TOTAL COST
1	92045 software maintenance/support	1.00	Lump Sum	0.00	0.00

SUGGESTED VENDOR: HANSEN INFORMATION TECH.   REQUESTED BY: Judith A Mims

DIST	BFY	FUND	COST CTR	APPR	ACCNT	ACTV	PROJECT	RPT CAT	GENRL	FUTR	Dist. Amt.
1	007	0100	0062005	0149	220149	0000	00000000	000000	00000	0000	0.00

LINE TOTAL: 0.00

REQUISITION TOTAL: 0.00