

CONSENT ITEM

RE: Acquisition of Work Order Module for New World software

DEPARTMENT: Administration

PROGRAM: Finance

RECOMMENDATION: Staff recommends the purchase of the Work Order module.

EXPLANATION: Work Order will give residents the ability to submit their requests for services such as pothole repairs, sidewalk trippers, damaged signs and dead animals to the city electronically from their home or place of work. They receive a tracking number that enables them to check the status of their requests at a later date. Because of the integration with New World, staff can use the software to track the cost of materials and labor used to complete the jobs. In the Public Works department, work orders are currently being tracked through an excel spreadsheet.

Work Order can also be used by the public for tree and park maintenance requests, and can be used internally by staff for building systems and IT service requests.

The total one-time cost for the module including remote set-up and training is \$8,880. Annual maintenance fees on this module will cost \$792. Savings achieved from a staff reduction created through the attrition of a Public Works clerk will be used to fund this purchase.

SUBMITTED BY: Denise Keller

DATE: May 4, 2016



CITY OF BALLWIN, MO

Investment Summary

April 22, 2016

A. STANDARD APPLICATION SOFTWARE ^{1,2,3}		
ITEM	DESCRIPTION	INVESTMENT

FINANCIAL MANAGEMENT

1.	New World Additional Financial Management Software	
	- Work Orders	4,400

	NEW WORLD STANDARD SOFTWARE LICENSE FEE	\$4,400
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	TOTAL SOFTWARE LICENSE FEE ^{4,5}	<u>\$4,400</u>
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B. IMPLEMENTATION SERVICES ⁶		
ITEM	DESCRIPTION	INVESTMENT

IMPLEMENTATION

1.	Up to 4 days of Implementation and Training Services are included for:	4,480
	- Software Tailoring and Set Up	
	- User Education and Training	
	- Other Technical Support	
	* Assumes train-the-trainer approach	

	TOTAL IMPLEMENTATION SERVICES	<u>\$4,480</u>
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	TOTAL ONE TIME COSTS	<u>\$8,880</u>
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C. MAINTENANCE		
ITEM	DESCRIPTION	INVESTMENT

1.	MAINTENANCE AND SUPPORT FEES (Per Year Cost)	
	Year 1	\$792

D. TRAVEL AND LIVING EXPENSES (estimate)		
ITEM	DESCRIPTION	INVESTMENT

1.	TRAVEL EXPENSES (estimate)	
	1 trip at \$2,000/each	\$2,000
	- Includes airfare, car rental, hotel accommodations, and per diem.	

The software, services, and hardware, as applicable, that are itemized above, are hereby added to your existing Agreement with us. These fees will be invoiced to you in full upon receipt of your signed quote. Associated maintenance and support fees will be invoiced on a pro rata basis beginning on the first day of the month following Amendment Effective Date, and thereafter in a lump sum amount together with Client's then-current maintenance and support fees for previously licensed software. The terms and conditions of your Agreement will otherwise control.

Authorized Client Signatory:

Signature

Date

PRICING VALID THROUGH AUGUST 19, 2016.

ENDNOTES

- ¹ *Personal Computers must meet the minimum hardware requirements for the New World product. Microsoft Windows 7 or greater with Internet Explorer (IE) 8 or greater is the required operating system and browser for all client machines.*
- ² *Servers must meet the minimum hardware requirements for the New World product. Windows Server 2008 (R2) or greater is required for the Application Server(s), Web Server(s) and Database Server. Microsoft SQL Server 2008 (R2) or greater is required for the Database Server. Customers must also license the appropriate number of Microsoft Client Access Licenses (CALs) for license compliance.*
- ³ *Suggested minimum: 100MB Ethernet Network. 10MB CAT5 Ethernet Network may have less than adequate response time. Further consultation would be required to assess your network.*
- ⁴ *Prices assume that all software proposed is licensed.*
- ⁵ *Licensed Software, and third party software embedded therein, if any, will be delivered in a machine readable form to Customer via an agreed upon network connection. Any taxes or fees imposed are the responsibility of the purchaser and will be remitted when imposed.*
- ⁶ *Travel and expenses are not included as they are billed at actual cost.*