

Starboard Consulting Agreement

Enterprise Asset Management (EAM) - Maximo Phase 1

Executive Summary: The IBM / Maximo work order and asset management system is a critical business system that has been leveraged by a number of BCC Departments to enable operations and maintenance work activities throughout the County. Given limitations of the functionality available several years ago at the time of the initial Maximo implementation, there was considerable customization necessary to support the then current business processes. These customizations are now constraining the business and the ability to install current and future product upgrades that offer greater functionality and that are necessary to maintain vendor support. There are also multiple stakeholders (Utilities, Star Center, Parks and Conservation Resources, and Real Estate Management) who are leveraging the Maximo product on disparate systems and at various version levels. This imparts duplication of efforts and inefficiencies in the overall support of the product.

The BTS Board and the BCC Technical Steering Committee have approved a strategic initiative called Enterprise Asset Management (EAM), to consolidate the disparate systems and leverage the County's investment in the Maximo software licenses to upgrade and unify the work order and asset management systems onto a common platform and product version. This will enable agility, operational efficiencies and ensure greater overall business continuity.

On April 26, 2011, the BCC Board approved the ranking of the firms from the RFP process and authorized staff to negotiate a final contract with the number one ranked firm, Starboard Consulting. This has been completed and will be presented to the BCC Board on October 11, 2011 for consideration and approval.

Project Phases: The EAM project will be performed in two distinct phases, Phase 1 (Gap Analysis) and Phase 2 (Implementation).

Phase 1 of the project will focus on an assessment of the County's business requirements and how closely the Maximo product comes to meeting those requirements (Gap/Fit). The key deliverable for this phase is a Statement of Work (SOW) and other outputs necessary to implement a successful project. During this phase, it will also be determined which existing (and new) stakeholders align with, and can benefit from the enterprise consolidation of Maximo. New stakeholders being considered include but are not limited to Public Works and Fleet Management.

Phase 2 of the project (future) will focus on the actual implementation of the most current version of Maximo at that time. This will be performed in accordance with the SOW deliverable from Phase 1 and will include such tasks as design, configuration, data conversion, testing, training, system acceptance, post-implementation support, and warranty. Note: Phase 2 of the project is contingent upon the completion of phase 1 and will be brought before the BCC for consideration and approval at a future date.

Services to be Performed: The scope of work commences with discovery and assessment of the business requirements to determine the degree of alignment with the Maximo product. For any business requirements that cannot be satisfied, alternatives and recommendations will be provided for consideration. The following services to be performed include:

- Project Management / Oversight

- Vision / Strategy Workshops for Oracle E-Business

- Finalize System Infrastructure / Architecture Requirements

- Maximo Overview / Training

- Conduct Interviews / Business Requirements Gathering

- Legacy System and Business Requirements Review / Risk Analysis

- Conduct Workshops to Develop Enterprise Standards

- Data Mapping / Data Migration Planning

- System Integration Requirements / Design

- Perform Gap / Fit Analysis and Report Findings

- Business Process Re-engineering / Configuration / Recommendations

- Complete Statement of Work / Implementation Planning for Phase 2

Project Duration:

- Seven months duration from the Effective Date

Master Agreement: The Master Agreement was constructed and negotiated to include provisions encompassing both Phase 1 (Gap Analysis) and Phase 2 (Future Implementation). In the event that Starboard satisfactorily completes Phase 1, the

County may authorize Starboard to proceed with Phase 2 in accordance with the Master Agreement.

Fiscal Impact:

Fixed Fee to Starboard: \$272,250 (includes all travel expenses)

Contingency (10%): \$ 27,225

Total Cost: \$299,475

Five milestone payments based upon acceptance of predefined deliverables

Funding sources: BCC Strategic Project Fund / Utilities Enterprise Project Fund

Additional Notes:

The vendor project cost for Phase 2 Implementation (which may or may not be performed by Starboard) is estimated at \$1,500,000.

The total project cost (which will include Phase 1 costs to Starboard, Phase 2 vendor costs, hardware, software licenses, and project staff) is estimated at \$2,500,000.

Exhibits and Attachments:

Final Master Agreement

Exhibit A: Statement of Work (Phase 1)

Exhibit B: Post-Implementation Support and Incident Response

Actions:

BCC Board Meeting - October 11, 2011 ... Approved