



**CITY OF HAMILTON**  
**PUBLIC WORKS DEPARTMENT**  
**Corporate Assets and Strategic Planning**

<b>TO:</b>	Chair and Members Public Works Committee
<b>COMMITTEE DATE:</b>	August 11, 2016
<b>SUBJECT/REPORT NO:</b>	Hansen 8 Migration – Expansion of Standardization Approved to include Central Fleet (PW16062) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Al Fletcher Superintendent, Central Fleet (905) 546-2424, Extension 4309 Jack Sheen Manager, Central Fleet (905) 546-2424, Extension 4593
<b>SUBMITTED BY:</b>	Geoff Lupton Director, Energy, Fleet & Traffic Public Works
<b>SIGNATURE:</b>	

**RECOMMENDATION**

- (a) That the previously approved Hansen 8 Migration (FCS11059/PW11057) Corporate Standard for the purchase of Infor (Canada) Ltd, (formerly Hansen Information Technologies - Canada Inc.) Hansen Asset Management software licensed products, support services, customized professional services and future upgrades be expanded to include the Central Fleet Section of Public Works in accordance with Policy #14 of the Procurement Policy.
- (b) That Central Fleet be included in future contracts, maintenance agreements, support services and customized professional services which affect its use of the Hansen product.

**EXECUTIVE SUMMARY**

On September 14, 2011 Council approved the purchase of Hansen licensed products, support services and professional services as a single source (Report FCS11059/PW11057). Hansen has been in use across the Corporation in Water and Wastewater Operations Division since the late 1980's. Since that time, the program has evolved and currently supports a number of business units across the Corporation. These include Public Works - Water and Wastewater Operations for Water Distribution,

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Wastewater Collection, Community Outreach and Water Meters, Engineering Services for Asset Management, Operations for Roads, Parks, Forestry, Traffic and Cemeteries, Environmental Services for Waste Management. It also includes Planning & Economic Development's Animal Control and Parking Enforcement Sections and Corporate Services for the Customer Contact Centre and Municipal Service Centres.

At the time of Council's original Standardization approval, Central Fleet was still using a software called Avantis for fleet maintenance and asset management. Avantis as a software has been in need of a major upgrade and Central Fleet had concerns about Avantis upgrades and its ongoing validity. Due to these concerns, in May 2012, a Request for Information (RFI) was released to the vendor community to look for a viable alternative. An analysis of RFI responses identified Hansen (Infor (Canada) Ltd.) as the most viable option to replace Avantis. This was based on Hansen stated functionality, licensing model, cost and the current use of Hansen as a standard within the City.

Staff are requesting Council's approval to extend the previous standardization approval to now include the Central Fleet Section of Public Works.

***Alternatives for Consideration – See Page 4***

**FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

Financial: Project expenditures to date. Funded from Capital Account 3541057002.

Date	Service	Cost
April 2014	Initial Configuration	\$ 148,106
December 2014	Support payments	\$ 8,853
August 2015	Additional Configuration	\$ 59,393
January 2015	Licenses, barcode software	\$45,583
	Account 3541057002 Total:	\$ 261,935

**Staffing:**

No additional staff are required.

**Legal:**

The City of Hamilton currently has a Master Agreement with Infor (Canada) Ltd. with an effective start date of September 29, 2011. The Master Agreement specifies the "City of Hamilton" as the licensee and does not differentiate individual City groups thus allowing Central Fleet to become covered under the agreement.

The City, led by Hamilton Water, recently negotiated a new four year support agreement, effective January 1, 2016, to replace the previous agreement. Central Fleet's licenses are now included in the agreement. Central Fleet participated in the

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negotiation of this agreement. Infor support is based upon their license structure and isn't contingent upon internal business units.

## **HISTORICAL BACKGROUND**

Avantis, the fleet asset management software currently in use by Central Fleet. This software has been due for a major upgrade for sometime.

The option of an Avantis upgrade solution had challenges in meeting the needs of Central Fleet for delivering significant functional and technical enhancements and in providing fleet specific support and functionality.

In May 2012, the Avantis Upgrade Project Steering Committee directed staff to investigate other options for fleet asset management as an alternative to upgrading to Avantis 5. A Request for Information (RFI) was released to the vendor community. An analysis of RFI responses revealed that Hansen (Infor (Canada) Ltd.) was the most viable option to replace Avantis, based on stated functionality, licensing model and the current use of Hansen within the City.

A business case was developed to examine the feasibility and practicality of migrating from Avantis to Hansen (Version 8) as an alternative to the upgrade to Avantis (Version 5) for Central Fleet and this option was selected for implementation.

Central Fleet is currently working to configure the Hansen product to meet Central Fleet's requirements and look to migrate fully from Avantis to Hansen in 2016.

## **POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

The recommendations contained in this report meet all conditions of the Procurement Policy for the City of Hamilton, By-Law No. 16-070, Policy # 14 – Standardization and Policy #11 - Non-competitive Procurements. This recommendation seeks to expand existing Hansen standardization (FCS11059/PW11057).

## **RELEVANT CONSULTATION**

Central Fleet staff have consulted with the following departments within The City of Hamilton;

Legal Service, City Manager's Office

Procurement, Corporate Services

Finance and Information Technology, Corporate Services

Hamilton Water, Public Works

## **ANALYSIS AND RATIONALE FOR RECOMMENDATION**

In May 2012, the Avantis Upgrade Project Steering Committee directed staff to investigate other options for fleet asset management as an alternative to upgrading to

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Avantis 5. A Request for Information (RFI) was released to the vendor community. An analysis of RFI responses revealed that Hansen (Infor (Canada) Ltd.) was the most viable option to replace Avantis, based on stated functionality, licensing model and the current use of Hansen within the City.

The migration from Avantis to Hansen for Central Fleet management and maintenance provides both tangible and intangible business outcomes. As listed below, the anticipated outcomes can be interpreted as reasons for undertaking the effort from a business perspective.

- Software rationalization – decreasing software inventory within the Corporation
- Confidence in long-term viability
- Ease of Use and additional functionality
- Improved process and system efficiency (e.g., decreasing duplication of efforts)
- Enhanced support model
- Ease of customization

The Avantis upgrade solution had challenges in meeting the needs of Central Fleet, in delivering significant functional and technical enhancements and in providing fleet specific support and functionality. Existing generic functionality has been adopted to fleet management, and in some specific instances, customizations of the software have been contracted back to Invensys. Additional third-party modules – from Popware/CreaTech and MaxEam – have been purchased to add functionality not available in Avantis, but required within fleet management operations.

Hansen 8's flexible customization takes the place of third party modules using in house programming skills to create customizations in a non-proprietary language which are City owned and can be modified by existing IT developers eliminating reliance on outside resources.

Central Fleet will take ownership of vehicle data in Hansen which will reduce entry duplication by existing Hansen users while ensuring up to date values for all vehicles “managed” by Central Fleet.

Hansen is web based rather than client server which reduces computer bandwidth needs and provides for easier future integration and flexibility.

### **ALTERNATIVES FOR CONSIDERATION**

Continuing use of Avantis and third party software will restrict future business process development and put Central Fleet into potential software problems without support which would adversely affect service delivery to internal users.

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Continue development of Hansen without standardization will prevent Central Fleet from accessing additional Hansen software licensed products, support services and customized professional services which will adversely affect development of business processes and software enhancements which would be used to support front line works, management level reports and key performance indicators.

Central Fleet could issue a new RFI or RFP to revisit currently available software solutions. As an RFI was issued and responded to by numerous vendors a competitive process validated Hansen as a viable alternative. Not moving to Hansen would mean losing the data sharing, duplication elimination and collaboration provided by being on the same system as many of our internal clients. Central Fleet already has made investments in staff time and professional services in development and configuration which would be lost.

**ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN**

**Strategic Priority #2**

Valued & Sustainable Services

*WE deliver high quality services that meet citizen needs and expectations, in a cost effective and responsible manner.*

**Strategic Objective**

- 2.1 Implement processes to improve services, leverage technology and validate cost effectiveness and efficiencies across the Corporation.

**Strategic Priority #3**

Valued & Sustainable Services

*WE work together to ensure we are a government that is respectful towards each other and that the community has confidence and trust in.*

- 3.3 Improve employee engagement by using this technology to streamline workflow processes, enable better workforce management and assist in management decision making.

**APPENDICES AND SCHEDULES ATTACHED**

N/A

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