

COUNCIL WORKSHOP ITEM

ITEM: Upgrade Village Finance Management System User Interface
DATE: November 20, 2002
PREPARED BY: Trisha Steele, Acting Director of Financial & Administrative Services
Liangfu Wu, Director of Information Services
PURPOSE: Village Council's Approval

AMOUNT: \$38,540 **ACCOUNT:** 001.000.0000.3440

Reserve for
Encumbrances
Outstanding disputed
payable

BUDGET AMOUNT: No new expenses.

DISCUSSION:

The purpose of this discussion is to introduce the most recently mandated upgrade to the Village's financial software; and to outline the planned financing for the upgrade and a resolution to a disputed payable.

UPGRADE:

The financial software currently used by the Village is moving to a browser base. The Browser client is similar to a browser like Microsoft's Internet Explorer. It provides a tool bar of shortcuts at the top, and it provides a back button that will allow a user to go back to a previous screen. Now users must key the screen name in the next location, if they know it, or return to a menu. Taking greater advantage of Windows application, the Browser will add more point and click functionalities to all of the screens. In addition, there are more drop down lists with descriptions, that will allow the user to choose an item, e.g., an account number for instance, instead of having to know it and key it. There is also a history option that will track each screen the user worked on before for their current session and allow them to scan that list and go back to that screen. We believe that these new features offered by the browser interface will help ease the difficulty village staff is experiencing now.

The cost of the upgrade contains the following components:

One time cost:	\$31,918
A dedicated Server:	\$ 2,618
<u>Subtotal, one-time cost</u>	<u>\$34,536</u>

Annual Maintenance \$ 4,000

Total Amount: \$39,536 (see Attachment #2 for details)

SCI, the original name of the software purchased in 1999, was purchased by CASS and renamed GEMS in 2001. The Village was notified of this format change as an optional upgrade in the fall of 2001 and was later informed that the current system would not be supported after December 2002. They have, however, indicated that if we commit to this upgrade by signing the agreement

before the end of this year, we can start the actual work next year with their continuous support until we complete the project.

This upgrade was discussed at the Village's Technology Commission meeting held on November 14, 2002. The Commission agreed that this upgrade may be necessary to ensure a continuous operation of our finance system as the Village is searching for another option. The Commission suggests that staff call other cities that are current GEMS's customers to learn how they handle the upgrade. Staff contacted Rolling Meadow and Northbrook. Rolling Meadow will not go with the browser upgrade, knowing they may lose technical support. They made their decision imply because they had no funding for it. Northbrook will go with the browser upgrade.

FINANCING PLAN

The Village has been using the current finance package, GEMS, (previously known as SCI) since September 1999. In December 1999, the Utility and Budgeting modules were rejected due to lack of performance. The Village refused payment of over \$54,000 of billings, while recognizing them as financial commitments until the dispute was resolved. Since the disputed amounts have not yet been resolved, this payable remains on the Village books. The previous Finance Director had started negotiations with the new software provider (GEMS) to resolve prior implementation disputes. GEMS has agreed to waive about \$40,000 of the disputed expenses. We propose liquidating the payable and using it to finance the upgrade in the current year.

FUTURE PLANNING:

Since the beginning of 2000, when the system installation was completed, the deficiencies in the reporting capabilities have initiated some informal discussions about replacing GEMS with another package. The IS and Finance staff is starting the process of evaluating the financial software options available to the Village.

RECOMMENDATION:

Staff recommends obtaining the browser upgrade to ensure uninterrupted service with the current financial software package. Staff also recommends accepting the resolution of the disputed amounts with GEMS, and liquefying the outstanding payable to finance the browser interface upgrade.

ATTACHMENTS:

- Attachment #1: Letter from GEMS dated 09-20-2001
- Attachment #2: GEMS Price Quote & Agreement
- Attachment #3: Dell Quote for the dedicated server

September 20, 2001

Dear GEMS Client:

Over the last year you have received several letters from SCI/GEMS regarding the upcoming LINC upgrade to EAR3r1b. Many of you have responded to the questionnaires that we sent, and we thank you for your time. If we haven't already, we will be contacting you to schedule your upgrade.

If you have not responded to the questionnaire, a response must be received by October 1, 2001. A copy of the questionnaire is attached, and one is available on the Customer Corner of our web site www.scigems.com. If we do not receive a response to the questionnaire by October 1, we will assume that you are making other arrangements for the upgrade.

In prior letters, we notified you that you must be on version 6.0 of all GEMS applications by September 1, 2001, and that we would schedule the NT/Oracle upgrades to occur prior to December 31, 2001. Schedules are filling up, so dates will be limited.

If your organization does not schedule the upgrade by October 15, 2001, rates for the upgrade will increase from \$150 per hour (\$187.50 for weekends) to \$190 per hour (\$220 for weekends).

Organizations choosing to upgrade in 2002 need to be aware of the following issues.

- Support for the NT/Oracle version of LINC 16.3 ended July 31, 2001. In the last three months, two LINC16.3 problems have been identified. Unisys is no longer applying patches to LINC16.3 and has instructed us to upgrade to EAR3r1b.
- GEMS 6.1 applications will only be released on EAE3r1b. This includes the upcoming FIN 6.1 release scheduled for October 31, 2001.
- LINC 16.3 patches for the 6.0 releases will end December 31, 2001. After this date, all development will be on EAE3r1b.

Due to the increase of license fees, many clients have expressed an interest in financing the upgrade. If this is the case, please let us know and we will work with you on an arrangement.

If you have any questions regarding the questionnaire or the upgrade, please give Kim Hermann a call at 800.383.6029 extension 399 or e-mail her at kimh@scigems.com.

If there is anything I can do for you, please contact me at extension 325 or at lynneg@scigems.com.

Sincerely,

Lynne Gruebbeling
Vice President Client Services

Enclosure

cc: Bill Bouchein
Kim Hermann
Randy Toler

P.S. Bill Bouchein wanted you to know that this is an opportune time to move to our new Browser Interface from Power Client. The Browser Interface will provide significant benefits to you, and the current pricing has been reduced which may save you money in the future. We expect to have all of our clients on the Browser Interface by July 2002. We will then phase out support for Power Client.

Quote dated September 24, 2002

Village of Downer's Grove, IL - NT BROWSER INTERFACE - Exhibit A

Browser License Fees

User Fees	# of Users	Cost*	Maintenance**
Named Users	100	\$20,000	\$4,000
Total		\$20,000	\$4,000

*License Fee Cost to be billed upon installation.

**Maintenance is based on twenty percent (20%) of the list price and will commence thirty (30) days after the completion of installation, as determined by GEMS. Maintenance will be prorated and billed through the end of this billing cycle, then annually thereafter.

License Fees to Convert to Enterprise Application Bundled Runtime

Bundled Runtime*	\$575	50	\$28,750	\$3,600
Existing LINC Licenses**	\$280	50	(\$14,000)	(\$3,000)
Existing PCE License**	\$88	1	(\$88)	(\$12)
PCE License w/out media**	\$81	49	(\$3,945)	(\$588)
Total			\$10,718	\$0

* Includes Enterprise Application Runtime3.1B / LINC, Enterprise Application Graphical Interface / PowerClient and Enterprise Application component Enabler / ActiveLINC.

**Pending confirmation with Unisys as to number of LINC licenses initially purchased.

On-Site Installation

	Price
Installation and training*	\$1,200
Total	\$1,200

*Price based upon the ability to perform the installation remotely.

Total	\$31,918	\$4,000
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Required: Dedicated Hardware and System Software

Please advise if you wish GEMS to obtain a quote.

Specifications:

Intranet Server	
	Windows 2000 Server
Processors: 1	Pentium III 1.13 Ghz
Memory in MB	512
Storage: Hard Disk	18GB Total Usable (2 x 18GB 10K RPM) RAID 1
Storage: Removable	Slimline CD-ROM
Standard Peripherals	15" color monitor, keyboard, mouse
Other Components	Integrated Intel 100 Fast Ethernet Interface card



Government e-Management Solutions

ADDENDUM REGARDING BROWSER INTERFACE

This Addendum ("Addendum") is made and entered into on _____, 2002 by and between Government e-Management Solutions, Inc., a Missouri corporation ("GEMS") and the Village of Downer's Grove, IL ("Customer").

WHEREAS, Systems Consultants, Inc. and Customer entered into a certain license and maintenance agreement dated January 29, 1999 (the "Agreement"); and

WHEREAS, on January 2, 2001, GEMS purchased certain assets of Systems Consultants, Inc.; and

WHEREAS, GEMS and Customer desire to and hereby do formalize an agreement, in writing, whereby GEMS shall, in the future, be responsible for and obtain the benefits of the party designated Systems Consultants, Inc. under the Agreement and Customer shall have the benefits and obligations of such Agreement; and

WHEREAS, in addition to the software, services and other items provided by GEMS to Customer under the Agreement, Customer desires to order from GEMS certain browser interface software, maintenance services, and/or hardware as described in this Addendum to the Agreement ("Addendum").

NOW THEREFORE, in consideration of the mutual promises, covenants and agreements contained herein, the receipt and legal sufficiency of which is hereby acknowledged, the parties hereby mutually promise, covenant and agree as follows:

1. The recitals above are made a part of the parties' agreement.

2. The following definitions shall apply to this Addendum:

(a) "Designated Computer System" shall mean the Customer's platform and operating system environment, which is operating the Licensed Programs.

(b) "Licensed Program" or "Licensed Programs" shall mean program material in machine-readable or interpreted form, and may include, where appropriate, listings of either machine code or source code and related materials, including operating instructions and documentation provided by GEMS to Customer, and including any such programs previously provided to Customer by Systems pursuant to the Agreement, and including all copies made by Customer.

(c) "Reimbursable Expenses" shall refer to the expenses for travel (including one-way travel time spent by any GEMS employee), lodging, meals, car rental, mail charges (including overnight courier service), and related expenses incurred by GEMS in connection with rendering the maintenance services and any other services described in this Addendum.

3. Customer hereby orders from GEMS, and GEMS agrees to deliver to Customer, the browser interface software and related hardware, if any (collectively, the "Browser Interface") listed and described on Exhibit A attached hereto, for the prices listed on Exhibit A. GEMS shall install the Browser Interface on the Designated Computer System for the installation price described on Exhibit A. Customer shall reimburse GEMS for any Reimbursable Expenses incurred by GEMS in connection with GEMS' delivery, installation and maintenance of the Browser Interface. GEMS shall deliver invoices to Customer for amounts due under this Addendum in accordance with GEMS' customary invoicing procedure. Customer shall make prompt payment of any annual license and maintenance fees, initial license fees, installation fees, hardware, and other fees as described in this Addendum (and Exhibit A hereto) upon a receipt of an invoice from GEMS.

4. GEMS grants to Customer and Customer hereby accepts a personal, non-exclusive, non-transferable right and license to use the software included in the Browser Interface ("Browser Interface Software") on the Designated Computer System. All Browser Interface Software shall constitute a Licensed Program, and all of the terms of the Agreement applicable to the Licensed Program(s) shall also apply to the Browser Interface Software, and are fully incorporated herein by reference. GEMS may terminate the license granted under this Addendum upon default by Customer under any of the terms of the Agreement or this Addendum.

5. GEMS agrees to render for Customer, and Customer agrees to accept from GEMS, maintenance services for the Browser Interface. Such maintenance services shall be rendered during the same maintenance year previously established by Systems or GEMS pursuant to the Agreement. Customer shall pay to GEMS an annual license and maintenance fee for such maintenance services (as listed on Exhibit A attached hereto), which shall be included and payable along with Customer's payment of the other annual license and maintenance fees for the other Licensed Programs as set forth in the Agreement. The annual license and maintenance fee for the Browser Interface (listed on Exhibit A) shall be subject to the same increases and other adjustments to the other annual license and maintenance fees as provided for in the Agreement.

6. GEMS and Customer shall each have the same rights and remedies with respect to the maintenance services for the Browser Interface as provided in the Agreement for all other maintenance services. Notwithstanding the foregoing, GEMS may terminate the maintenance services for the Browser Interface by giving at least one hundred twenty (120) days' prior written notice to Customer or immediately upon written notice to Customer if Customer defaults in any of its obligations of the Agreement or this Addendum.

7. GEMS agrees that if the Browser Interface is not completely installed and functional by a mutually agreeable date, it shall be solely responsible for all fees and cost incurred by the Village to remedy the problem.

8. This Addendum shall be binding and inure to the benefit of the parties hereto, and to their respective successors and assigns.

8. In the event of any conflict between the terms of this Addendum and the Agreement, this Addendum shall control.

9. Exhibit A – Dated September 24, 2002

License Fees:	\$20,000
Software	\$10,718
Installation	<u>\$ 1,200</u>
Total	\$31,918

"GEMS"
Government e-Management Solutions, Inc.,
a Missouri corporation

Village of Downer's Grove, IL

By: _____
William C. Bouchein, President

By: _____

Print: _____

Date: _____

Date: _____

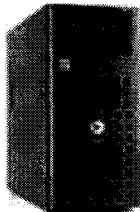
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View Co

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Date:	Wednesday, November 13, 2002 8:43:29 AM CST
Catalog Number:	84 Retail RC973647
PowerEdge 600SC:	PowerEdge 600SC, Intel Pentium 4, 1.8GHz w/512K Cache 6018SC - [221-0774]
Memory:	512MB DDR, 200MHz, 1X512MB DIMM 512M1D - [311-1929]
Keyboard:	Standard Windows Keyboard, Gray S - [310-1676]
Monitor:	No Monitor Option N - [320-0058]
First Hard Drive:	18GB 10K RPM SCSI Hard Drive 18GB10 - [340-1964]
Hard Drive Controller:	Perc3-SC, 32MB, 1 Internal Channel P3SC - [340-2827]
Operating System:	Windows 2000 Server with 5 Client Licenses, 4GB Utility Partition W2KSVR4 - [420-0236]
Mouse:	Logitech System Mouse, Gray L - [310-3776]
1st Network Adapter:	Onboard NIC OB - [460-6604]
CD ROM/DVD ROM:	48X IDE Internal CD ROM Drive CD48X - [313-2602]
Documentation:	Electronic Documentation, PowerEdge 600SC EDOCS - [310-0438]
Second Hard Drive:	18GB 10K RPM SCSI Hard Drive 18GB10 - [340-1964]
Hard Drive Configurations:	C5, Add-In Raid Card, RAID 1 with a 2 Hard Drive Configuration IAR12HD - [340-6935]
Hardware Support Services:	3Yr Parts + Onsite Labor (Next Business Day) U3OS - [950-7000 950-7002]
Installation Support Services:	No Installation NOINSTL - [900-9997]

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RESOLUTION NO. _____

**A RESOLUTION AUTHORIZING EXECUTION OF AN AGREEMENT BETWEEN THE
VILLAGE OF DOWNERS GROVE AND
GOVERNMENT E-MANAGEMENT SOLUTIONS, INC. (“GEMS”)**

BE IT RESOLVED by the Village Council of the Village of Downers Grove, DuPage County, Illinois,
as follows:

1. That the form and substance of a certain Agreement (the “Agreement”), between the Village of Downers Grove (the “Village”) and Government e-Management Solution, Inc. (“GEMS”), for browser interface software, as set forth in the form of the Agreement submitted to this meeting with the recommendation of the Village Manager, is hereby approved.

2. That the Village Manager and Village Clerk are hereby respectively authorized and directed for and on behalf of the Village to execute, attest, seal and deliver the Agreement, substantially in the form approved in the foregoing paragraph of this Resolution, together with such changes as the Manager shall deem necessary.

3. That the proper officials, agents and employees of the Village are hereby authorized and directed to take such further action as they may deem necessary or appropriate to perform all obligations and commitments of the Village in accordance with the provisions of the Agreement.

4. That all resolutions or parts of resolutions in conflict with the provisions of this Resolution are hereby repealed.

5. That this Resolution shall be in full force and effect from and after its passage as provided by law.

Mayor

Passed:

Attest: _____
Village Clerk