

CLERK'S CONTRACT and AGREEMENT COVER PAGE

Legistar File ID#: 2022-0130

Innoprise Contract #: C22-0031

Year: 2022

Amount: \$96,644.00

Department: Information Technology

Contract Type: Professional Services

Contractors Name: ClientFirst Consulting Group, LLC

Contract Description: Telecommunications Staff Augmentation Services
Change Order: Use of Contingency Funds (\$8,784.86) for additional work hours due to configuration issues w/Comcast & Cisco UC System cut-over.



ORLAND PARK

REQUEST FOR CHANGE ORDER

Purchase Order #: 22 - 000431

Purchase Order Date: 05/02/2022

Contract Title: Telecommunications Staff Augmentation Professional Services

NOTE: The above referenced contract is for a fixed not to exceed amount and scope of services. For any change to the contract amount or scope of services this form must be completed and signed by the contractor and approved and authorized by the Village of Orland Park **BEFORE** commencing with any work beyond the dollar amount or scope of the original, or previously amended contract/purchase order.

Item	Description	Amount
A	Original contract value (without contingency)	\$ 87,858.00
B	Total amount of previous change orders	\$ 0.00
C	Total current contract amount (A + B)	\$ 87,858.00
D	Amount of this change order (+ or -)	\$ 0.00
E	Revised contract amount (C + D)	\$ 87,858.00
F	Percent of current contract amount this change order represents (D/C)	0.00%
G	Cumulative percent of all change orders (B + D)/A	0.00%
H	Original contract completion date	12/1/23
I	Revised contract completion date	12/1/23
J	Total amount of contingency	\$ 8,786.00
K	Amount of this contingency funds request	\$ 8,784.86
L	Amount of previous contingency funds approved	\$ 0.00
M	Contingency funds remaining	\$ 1.14

Brief description of services provided under the contract:

Staff augmentation and project management services for implementation of the Cisco UC phone system.

Reason for requested change: *(if requesting approval for contingency funds, identify % and amount on contract)*

More project work hours were required due to configuration problems with the Comcast circuits and the Cisco UC system, which resulted in the two cut overs being delayed. These extra work hours could not have been anticipated in advance.

For Village Use Only: IN ACCORDANCE WITH 720 ILCS 5/33E-9 this section shall only apply to a change order or a series of change orders which authorize or necessitate an increase or decrease in either the cost of a public contract by a total of \$10,000 or more or the time of completion by a total of 30 days or more.

As the authorized designee of the Village of Orland Park to approve a change order to this public contract, I hereby make the following written determination regarding this change order and authorize and approve the same:

- The circumstances said to necessitate the change in performance were not reasonably foreseeable at the time the contract was signed
- The change is germane to the original contract as signed
- The change order is in the best interest of the Village of Orland Park and authorized by law

This written determination and this written change order resulting from that determination shall be preserved in the contract's file which shall be open to the public for inspection.

Company Name: ClientFirst Consulting

Signature: _____

Printed Name: _____

Title: _____

Date: _____

Village of Orland Park

Signature:

Printed Name: George Koczvara

Title: Village Manager

Date: _____



ClientFirst Consulting Group, LLC

980 Montecito Drive, Suite 209
Corona, CA 92879-1793
Tel: 951-739-7989 Fax: 888-478-0495

Village of Orland Park
14700 Ravinia Avenue
Orland Park, IL 60462

INVOICE

TAX ID: 20-2403791
INVOICE DATE: 11/18/2022
INVOICE NO: 14289
BILLING FROM: 10/20/2022
BILLING TO: 11/18/2022

Orland Park - Telecom System Implementation - Telecom Implementation PM - PO #:22-000431

Managed By: Tom M Weiman

REVISED 12/01/2022

PROFESSIONAL SERVICES

DATE	EMPLOYEE	DESCRIPTION	HOURS	RATE	AMOUNT
10/20/2022	M.Struwing	Vendor Project Meeting - Preparation, Follow-Up, Communications	1.00	\$185.25	\$185.25
10/20/2022	M.Struwing	Vendor Testing - Planning, Management, Monitoring, Follow-Up, Communications	4.00	\$185.25	\$741.00
10/21/2022	M.Struwing	Carrier Services Orders, Installation, Testing, Porting - Coordination, Monitoring, Follow-Up	0.50	\$185.25	\$92.63
10/21/2022	M.Struwing	Vendor Project Meeting - Preparation, Follow-Up, Communications	1.00	\$185.25	\$185.25
10/21/2022	M.Struwing	Vendor Testing - Planning, Management, Monitoring, Follow-Up, Communications	5.00	\$185.25	\$926.25
10/24/2022	M.Struwing	Vendor Testing - Planning, Management, Monitoring, Follow-Up, Communications	7.50	\$185.25	\$1,389.38
10/25/2022	TMWeiman	Status and Changes	2.00	\$213.75	\$427.50
10/25/2022	M.Struwing	Vendor Testing - Planning, Management, Monitoring, Follow-Up, Communications	5.00	\$185.25	\$926.25
10/26/2022	TMWeiman	Status Changes	1.00	\$213.75	\$213.75
10/26/2022	M.Struwing	System Cutover - Support	10.50	\$185.25	\$1,945.13
10/27/2022	M.Struwing	System Cutover - Support	9.46	\$185.25	\$1,752.47
TOTAL SERVICES			46.96		\$8,784.86

SUBTOTAL \$8,784.86

AMOUNT DUE THIS INVOICE \$8,784.86

This invoice is due on 12/18/2022

November 21, 2022

Mr. David Buwick
Information Technology Director
Village of Orland Park
14700 Ravinia Avenue
Orland Park, IL 60462

RE: VoIP Telecommunications System Project Status Update

Dear Mr. Buwick:

Thanks so much for the opportunity to work with you, your IT Team and the Village to design and implement the new Cisco VoIP Telecommunications System. We appreciate the confidence you have placed in our services and enjoyed being part of the Orland Implementation Team.

Per our recent conversation, we discussed the current status of the project budget and consulting fees for the project. Following is a summary of the areas of concern we discussed:

- **Project Timing** – The project began in February 2022 and was planned for a three-month implementation. Due to a number of issues (some described below) the duration of the project extended to eight months. Early on we identified the project schedule change and together we discussed ways to address this issue. Together we worked out an approach to extend the project timing by more than double, without expanding the original consulting fee.
- **Mindsight Implementation-Limited Attention to Detail** – The Cisco telephone system vendor implementation has been challenging. The Orland Implementation Team (Village IT and ClientFirst) worked with the system vendor to determine the specific information and format they needed to program the equipment. Together, the Village and ClientFirst provided the information and detail in the form requested. The vendor then requested changes to the format and additional information. The Vendor used this information and programmed the system over the past few months. The quality and accuracy of the system programming is poor, causing the Orland Implementation Team to spend much more time than anticipated to test, re-test and verify the system operation.
- **Comcast Delays** – Comcast's poor project management and selection of contractors delayed the installation of the secondary SIP connection for the new system. Their confusion caused additional time needed for meetings and planning. When we finally seemed to be on track with Comcast, we were again forced to delay the cutover of the Village users because Comcast encountered system errors at the last minute and were unable to port on the original agreed upon date.
- **Repetitive System Operational Audit-Repair-Retesting** – Once the system was programmed, the Orland Implementation Team coordinated the test process with Mindsight. The Orland Team coordinated the times, dates, and items to be tested with the vendor and achieved agreement with the schedule from the vendor. Normally, when a communications system vendor programs the telephone system, the Vendor's normal programming methodology and quality control process requires them to perform the needed operational testing on their system to determine if their work/programming is correct and follows the Village's documentation provided. It appears that the programming mostly took place, but insufficient internal Mindsight testing/quality control took place prior to turning over a final work product to the Orland Team for departmental testing.



In many cases initial testing yielded satisfactory results only to be “broken” later after the vendor made additional changes. Often the “fix” was simple, but many times it required additional troubleshooting by the vendor to get it back to correct functionality.

As a result, the Orland Team conducted more “auditing” of the vendor’s work and provided them with lists of repairs and corrections that should have been found before the final work product was turned over to the Village for testing. This test-audit-repair-retest approach to their delivery of the system was time consuming and took place mostly in October just prior to the implementation deadline.

- **911 Operational Failure** – The Orland Team coordinated with the system vendor to determine the specific 911 operational information they needed, the format for the information, and timing for delivery. The Orland Team provided this information to the vendor to enable them to program the system for the desired Zoned 911 operation. The Orland Team worked with the vendor to set a schedule for this work to be completed for the system installation. The Orland Team communicated when the testing of the 911 services would be performed.

On that date, the Orland team was on-site and prepared to test 911 operations within the departments at all Village locations. The Orland Team found that the programmed 911 operation did not work and reported same to the vendor. This is yet another system operation not tested by the vendor prior to the Village internal test process. The system vendor then spent most of the day trying to make it work and finally got it to work close to midnight that day. This caused an additional one-week delay in the cutover of the Police Department.

- **Police Department Cooperation** – All of the Village’s departments and staff have been a pleasure to work with, excellent attitudes, cooperative, and friendly during the design and implementation process. However, we did experience some cooperation with the Police part of the project:
 - ♦ Two of the Police Department’s third-party vendors for dispatch and call recording were very unresponsive requiring a great deal of time to chase these vendors to get them to provide the needed integration services and equipment.
 - ♦ In addition, the level of responsiveness, cooperation, and professionalism from specific Police Department Staff has been challenging. The general approach, attitude, and demeanor toward the project, Village IT Staff, and our consultant at times was combative and required a good deal of time to participate in numerous meetings, continued discussions, and debates regarding the implementation of the system.
 - ♦ The most recent occurrence of this behavior occurred at the Police Department during a meeting to review the Zoned 911 operational approach to notification. This was not new information, the zone approach to the 911 operation was decided more than 60 days ago and communicated to the Police Department in numerous meetings. The Police Department representative Rick Dalzell did not agree with the Zoned decision and took out his frustration on our staff in the meeting in front of Village IT and others attending. He stated that “I only have so many F#@k-You’s in my life, and this is one of them”. This sort of rude behavior is offensive, unprofessional, and completely unnecessary.

As you know, there are many more unforeseen items that could be listed that caused the Orland Implementation Team to spend far more time on various aspects of the project than originally planned. A result of these and other activities is that in the final 2 weeks of October the needed efforts exceeded our proposed fee and we request a contract adjustment to cover the additional time and expense.

At the beginning of October our budget was correct, and we believed we had enough time built in and reserved for the completion of the project. However, the additional time for testing,



operational discussions and other meeting activities, along with the two cutover delays late in the month caused a surge in work late in the process. We could not notify you prior to going over because this surge of time took place the last weeks of October.

Attached are three invoices. Invoice #14275 and Invoice #14276 are the final bills for the original contract. Invoice #14289 is the project overage that occurred the last couple of weeks of October and the first week of November. This overage is about 12% over the original proposal.

We believe our collective efforts early on in the project helped to control the budget of the consulting project, address this vendor's poor implementation, extend the original contract fee to cover more than twice the lapse time of the project and provide the Village with the needed assistance.

Please let me know if you have questions or if you would like to meet to discuss. I would be happy to get together and review with you.

Sincerely

Thomas Weiman
Practice Leader
Enterprise Communications Consulting





VILLAGE OF ORLAND PARK

14700 Ravinia Avenue
Orland Park, IL 60462
www.orlandpark.org

Master

File Number: 2022-0130

File ID: 2022-0130

Type: MOTION

Status: PASSED

Version: 1

Reference:

Controlling Body: Board of Trustees

File Created Date : 01/31/2022

Agenda Entry: Telecommunications Staff Augmentation Services

Final Action: 02/07/2022

Title: Telecommunications Staff Augmentation Services

Notes:

Sponsors:

Res/Ord Date:

Attachments: ClientFirst Proposal, PROPOSAL-Preferred
Communications Systems, Signed Agreement

Res/Ord Number:

Drafter:

Hearing Date:

Department

Effective Date:

Contact:

Related Files:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
0	Information Technology Department	02/02/2022	INTRODUCED TO COMMISSION	Technology Commission	02/02/2022		
1	Information Technology Department	02/03/2022	INTRODUCED TO BOARD	Board of Trustees	02/07/2022		
1	Board of Trustees	02/07/2022	APPROVED				Pass

Text of Legislative File 2022-0130

..Title

Telecommunications Staff Augmentation Services

History

The Network Engineer, Senior Systems Analyst, and IT Office Coordinator positions were vacated in December 2021. These staff positions represented three (3) of the previous six (6) within the Department of Information Technology (DoIT). Three positions were posted in December 2021: the Network Engineer position, which was upgraded to Assistant IT Director; the existing IT Senior Systems Analyst; and the new IT Systems Analyst position. Staff held and is currently conducting interviews to fill these positions. The Assistant IT Director position was filled and this person will start on February 14, 2022. It may take three (3) to six (6) months or longer to fill these remaining positions due to the extremely competitive IT job market.

The loss of these staffing resources created significant delays in completing implementations of current in-flight projects. The implementation of the Village's new Cisco Unified Communications (UC) telecommunications system was delayed two (2) months. Staff proposed and the Board of Trustees approved adding a temporary part time telecommunications analyst position to fill this gap. The person identified, who had the qualifications and experience to fill this position, backed out of the commitment January 10, 2022. Staff, therefore, solicited proposals from four (4) local IT services firms, ClientFirst, Mindsight, Insight Public Sector, and Preferred Communications Systems. ClientFirst and Preferred Communications Systems were the only firms to respond with proposals.

Staff is recommending the approval of the ClientFirst proposal (Attached) for the following reasons:

- 1) Experience: ClientFirst personnel have a proven track record and over 65 years of combined experience implementing telecommunications systems. They have performed similar system migrations to the Village's from Avaya to Cisco UC.
- 2) Familiarity: ClientFirst personnel are already familiar with the Village staff and departments having previously assisted the Village with developing the IT infrastructure Request For Proposals specifications.
- 3) Municipal Focus: ClientFirst is vendor agnostic and is focused on serving only municipalities. It understands the unique needs and requirements of the Village's departments.
- 4) Quick Start: ClientFirst can start within a week of contract signature and estimates it will be able to complete implementation by June 2022. Project completion would not be able to be delivered by this time frame using internal resources.

On February 2, 2022, this item was reviewed and approved by the Technology Commission and referred to the Board of Trustees for approval.

Financial Impact

This cost will be offset with funds approved in the FY 2022 DoIT Budget for consulting services.

Recommended Action/Motion

I move to approve a contract with ClientFirst Consulting Group, LLC through The Interlocal Purchasing System (TIPS) Purchasing Cooperative contract for Consulting and Other Related Services #200601 for the cost of \$87,858 plus a \$8,786 contingency, for a total not to exceed amount of \$96,644;

AND

To authorize the Village Manager to execute all related contracts, subject to Village Attorney review.