

DENVER BOARD OF WATER COMMISSIONERS

Meeting Date: November 19, 2014

Board Item: II-B-1

**Contract Extension with The Confluence Group
for Mobile Workforce Development
(Contract 12206A)**

Action by Consent

Action

Information

Under this contract, The Confluence Group, Inc. has been developing Enterprise Application Integration solutions for Denver Water since March of 2009, as well as a mobile workforce platform (mPlatform) and various mobile applications since December of 2010.

In 2014, Confluence has helped Denver Water IT deliver new and improved work force mobilization software to field and office workers alike. The solutions delivered for 2014 continue to expand on the two major benefit areas for the mPlatform program; namely, improved operational efficiency for mobile workers and greater depth of asset data collection in the field. The following is a partial list of solutions delivered to Denver Water business users in 2014:

- 1) Small valve preventative maintenance for Transmission and Distribution
- 2) Conservation water use enforcement mobilization
- 3) Customer Service Field enhancements for efficiency
- 4) Business analytics to support LEAN metrics
- 5) Major improvements in GIS capabilities for field workers
- 6) Continued support for the consolidated dispatch operations

With these successes in mind, this contract is being extended for development of additional mobile workforce capabilities in 2015, which will include:

1. Mobilization of Water Quality Labs and Cross-Connect personnel
2. Resource Management for mobile system users (Including Appointment Booking)
3. LEAN/RIE Advancements, Support, Maintenance, and Reporting for of over 200 users across Field Services, Locates, Construction, Preventative Maintenance, Meter Shop, Conservation, and Emergency Services groups.

The attached “**mPlatform 2014/2015 Overview**” further describes the 2014 mPlatform accomplishments/benefits and provides additional insights into the 2015 scope of work, which calls for 8,107 hours, at an average hourly rate of \$122/hour, and a total contract extension amount of \$989,054.

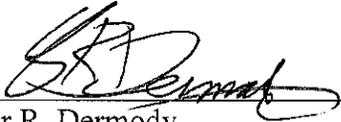
Expenses related to this contract extension are included in the appropriate 2014 and proposed 2015 IT project budgets.

Recommendation:

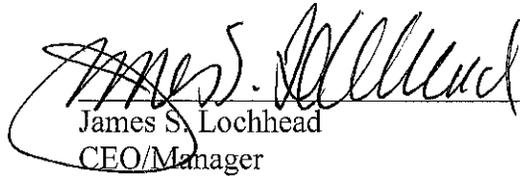
It is recommended the Board approve this contract extension with The Confluence Group for additional mobile workforce development and support services through 2015, in the amount of \$989,054.00, resulting in a total contract value of \$5,074,854.00.

Approvals:

Respectfully submitted,



Christopher R. Dermody
Director of Information Technology



James S. Lochhead
CEO/Manager



Patricia I. Wells,
General Counsel



Terri Bryant, Controller

Attachment: **mPlatform 2014/2015 Overview:**