

# DENVER BOARD OF WATER COMMISSIONERS

Meeting Date: December 11, 2013

Board Item: V-E-8

## **Contract Extension with The Confluence Group for Mobile Workforce Development**

Action by Consent

Action

Information

(Contract 12206A)

Under this contract, The Confluence Group, LLC 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 2013, Confluence has helped Denver Water Information Technology deliver three new mobile solutions for Denver Water business users. These software releases enable employees in Emergency Services, Transmission and Distribution, Locates, and Customer Service Field to receive, manage, report on, and communicate about their work in a more effective way.

This contract is being extended for development of additional mobile workforce capabilities in 2014, which will include:

- Mobile workforce management for work orders on small valves, conduits, and large valves.
- Further enhancements to the mobile Customer Service Field application and supporting dispatch functions will drive greater efficiencies and better customer service response.
- Water Use Enforcement mobilization and integration with Customer Service Field operations.
- Technology Refactoring - conversion from Silverlight to Microsoft's Windows Presentation Foundation (WPF).
- Deeper GIS Integration for all mobile applications.
- Improved business intelligence (BI) integration for analytics and performance metrics.

This contract extension also provides an allocation of support services hours for Denver Water's production mobile workforce applications.

The attached "**mPlatform 2013/2014 Overview**" further describes the 2013 mPlatform accomplishments/benefits and provides additional insights into the 2014 scope of work, which calls for 6,553 hours, at an average hourly rate of \$117/hour results, and a total contract extension amount of \$767,000.

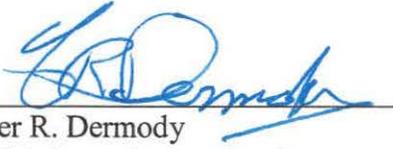
Expenses related to this contract extension are included in the appropriate 2014 IT project budgets.

### Recommendation:

It is recommended the Board approve this contract extension with The Confluence Group for additional workforce development and support services through 2014, in the amount of \$767,000, resulting in a total contract value of \$4,085,800.

**Approvals:**

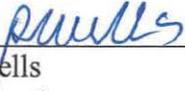
Respectfully submitted,



Christopher R. Dermody  
Director of Information Technology



James S. Lochhead  
CEO/Manager



Patricia L. Wells  
General Counsel



Terri Bryant  
Controller

Attachment: **mPlatform 2013/2014 Overview:**