

TRAKiT Project Summary

Date	Action
March 2017	NDS begins negotiations with Superior to purchase TRAKiT. Presentation to Commission in May 2017.
October 2017	Final contract amendment provided to City. Contract signed in December 2017.
March 2018	Identified issue with insufficient licensing for TRAKiT. Met with Superior in April to obtain pricing and options.
June 2018	Project kick-off and internal work begins. Issues with TRAKiT consultant identified.
July 2018	Superior advises that customer facing online component of TRAKiT will be replaced with enhanced C2G product.
August 2018	City begins identifying modules that will not be used, City requests Change Order to update the contract. Start of multiple attempts to reconcile contract changes and amounts paid (to address refund expectations).
September 2018	Multiple changes to operating procedures to identify, track and reconcile contract hours used, billed and/or deferred billing.
October 2018	Project consultant from Superior replaced due to multiple issues & deficiencies.
November 2018	Multiple rounds of system build, configuration and migration of city data begins. Coupled with new consultant, major changes and rework required.
January 2019	<ul style="list-style-type: none"> • 1st delays (2-4 weeks) to implementation schedule identified. • Began escalations with vendor to obtain licensing costs. Major issues identified and escalated internally.
March 2019	<ul style="list-style-type: none"> • Began escalations with vendor on hours used and inability to reconcile. Communicated need for concessions. • Began escalations with vendor to resolve Change Order issues and impact to contract.
April 2019	Team work on project slows significantly. IT continues to work with vendor on testing, configuration & escalation of open issues.
May 2019	Escalation with vendor results in meeting with General Manager (2 nd in command). He leaves the company in October 2019. Issues still unresolved with high level numbers only provided (no substance or detail).
June 2019	<ul style="list-style-type: none"> • Vendor announces additional changes to programs. Roadmap and demonstration requested. • Project Manager from Superior replaced
August 2019	Work on project stops (with the exception of attempts to resolve open issues).
February 2020	Escalation meetings <ul style="list-style-type: none"> • Met with City Attorney to review situation; team advised to re-escalate with vendor • Conducted 3 meetings with vendor to close any communication gaps; vendor compiled recap of issues • Vendor committed to delivering full response in writing by 3/16/2020; meeting with team for review scheduled 3/23/2020

Summary of Outstanding Issues

1. **Licensing** – Insufficient licenses were included in the original TRAKiT contract. When asked for pricing, vendor advised that they were changing their model, resulting in significant increases to the City. Multiple revised quotes were received with a potential increase to licensing fees ranging from \$32,800 to \$143,000 annually.
2. **Change Orders** – It was the intent of the City to “trade in” certain modules of the program to reduce costs and to shift some funding to address the shortfall of consulting hours needed to complete the project. To-date, we have been unable to get a document that outlines all costs and contract impacts. We anticipate contract adjustments to reflect a reduction in cost. Some funds have already been paid and should be credited.
3. **Hours Reconciliation** – Due to major problems with the original consultant assigned to the project, the City believes that there should be concessions on the part of the vendor to address the additional hours spent in both City staff and vendor consulting hours. We have incurred \$257,500 in consulting fees, of which a portion has been paid per the contract terms.
4. **Roadmap** – Superior, now Central Square Technologies, has undergone considerable change over the past 2 years. TRAKiT is being merged with other systems, removing or changing functionality that existed at the time of purchase. The vendor is pushing for the City to change from the TRAKiT and Naviline systems to a new, integrated system at a cost of \$305,000. It is unclear if this number replaces or is an increase to our current contract.

Next Step: NDS and IT to meet with the vendor to review their formal response

Financial Impact

Item	Financial Impact
Original Budgeted Amount	\$486,826
<ul style="list-style-type: none"> • Paid FY 2018 	-\$210,127

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• Paid FY 2019	-\$ 40,824
Total Amount Paid to Original Budget	-\$251,701
FY 2020 Budgeted Amount (SLA 2704)	\$223,820
• Paid FY 2020	\$ 0