



# City of Pembroke Pines, FL

601 City Center Way  
Pembroke Pines, FL  
33025  
www.ppines.com

## Agenda Request Form

### Agenda Number: 4.

**File ID:** 21-0423

**Type:** Agreements/Contracts

**Status:** Passed

**Version:** 1

**Agenda  
Section:**

**In Control:** City Commission

**File Created:** 05/12/2021

**Short Title:** OMI Customer Service Personnel Temp Increase-ERP  
Installation

**Final Action:** 06/02/2021

**Title:** MOTION TO APPROVE A TEMPORARY INCREASE IN CUSTOMER SERVICE PERSONNEL AS A CHANGE ORDER TO THE CITY'S FUNCTION SOURCING CONTRACTOR, OMI, IN THE AMOUNT NOT TO EXCEED \$151,629.47 ON AN AS-NEEDED BASIS TO ASSIST IN THE TRANSITION TO THE NEW ERP SOFTWARE.

#### Internal Notes:

**Attachments:** 1. Customer Service Temporary Labor, 2. Change Order Request - Customer Service 1, 3. Sunrise Apology Letter

1 City Commission 06/02/2021 approve Pass  
**Action Text:** A motion was made to approve on the Consent Agenda  
Aye: - 5 Mayor Ortis, Good Jr., Schwartz, Castillo, and Siple  
Nay: - 0

#### Text of Legislative File 21-0423

MOTION TO APPROVE A TEMPORARY INCREASE IN CUSTOMER SERVICE PERSONNEL AS A CHANGE ORDER TO THE CITY'S FUNCTION SOURCING CONTRACTOR, OMI, IN THE AMOUNT NOT TO EXCEED \$151,629.47 ON AN AS-NEEDED BASIS TO ASSIST IN THE TRANSITION TO THE NEW ERP SOFTWARE.

#### PROCUREMENT PROCESS TAKEN:

- Chapter 35 of the City's Code of Ordinances is titled "PROCUREMENT PROCEDURES, PUBLIC FUNDS."

- Section 35.28 of the City's Code of Ordinances is titled "CHANGE ORDERS."

- Section 35.28(B) states that *"Notwithstanding the provisions of (A) above, the City Manager is not authorized to approve a change order without authorization of the City Commission where the initial purchase required the City Commission's approval and where the sum of all change orders issued under the contract exceeds 5% of the original contract amount or \$25,000.*

- Section 35.25(A) states, *"A purchase of, or contract for, commodities or services that is estimated by the Chief Procurement Officer to cost \$5,000 or less, maybe purchased either in the open market without newspaper advertisement and without observing the procedures prescribed by 35.19, or in accordance with the competitive bidding procedure prescribed by 35.19, as deemed appropriate by the Chief Procurement Officer."*

- Section 35.21(A)(1) states, *"An initial purchase of, or contract for, commodities or services, in excess of \$25,000, shall require the approval of the City Commission, regardless of whether the competitive bidding or competitive proposal procedures were followed."*

#### **SUMMARY EXPLANATION AND BACKGROUND:**

1. On April 24, 2019, the City entered into a contractual agreement with Tyler Technologies, Inc. (Tyler-Munis) for the purchase of Software as a Service for the new City Enterprise Resource Planning or "ERP".

2. As part of the new ERP, all new Utility Customer Billing, Customer Billing Format, On-line Customer Experience and the like will be implemented.

a. The City will be utilizing a new utility bill format; going from a postcard to a full page format. A typical example of the new utility bill format is attached.

b. Each Utility Customer will have the option of a paper or electronic bill or both.

c. The City Customer Service will have a new on-line account access portal. This will be called Citizens Self Service. All Utility Customers will be able to access and manage their account online. A table of account functions is attached.

d. Each Utility Customer will get a new Account number; this will require action by each account holder.

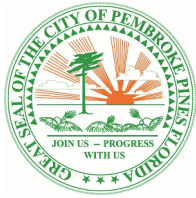
e. Each Utility Customer on auto-pay or electronic funds transfer will be required to re-establish their payment method.

3. The City's Utility customers will experience these changes and will have a learning curve which will result in an increase in calls, emails, CS visits, etc., increasing the load on the existing Customer Service Staff.

4. Miramar, Sunrise and Hollywood have all recently had ERP implementations. All experienced difficulties in implementing the Utilities portion of their ERP. Please see the attached letter of apology issue by Sunrise.
5. These surrounding City's increased their Customer Service staff by 100% or more as a result of these difficulties. For example, Sunrise increased their Customer Service staff by eleven positions initially and continues with a permanent inflated staff to date. Documentation of these increases is attached.
6. In anticipation of the additional Customer Service load, the Utilities Division is recommending temporarily adding up to 10 positions prior to and during this time. This will improve the likelihood of a successful transition and help to minimize utility customer complaints and promote an increase in customer confidence.
7. The Utilities Division is recommending these additional positions start prior to the actual transition to better prepare the existing staff with training and provide additional Customer Service support during the transition period.
8. The Utilities Division has reviewed the proposed change order from OMI and finds the costs to be commensurate with the current contract rates.
9. Request City Commission to approve a temporary increase in customer service personnel as a change order to the City's Function Sourcing Contractor, OMI, in the amount not to exceed \$151,629.47 on an as-needed basis to assist in the transition to the new ERP Software.

**FINANCIAL IMPACT DETAIL:**

- a) **Initial Cost:** \$151,629.47
- b) **Amount budgeted for this item in Account No:** \$151,629.47 is budgeted in Account No. 471-536-6010-534981-0000-000-0000 (Function Sourcing - Utilities)
- c) **Source of funding for difference, if not fully budgeted:** Not applicable.
- d) **5 year projection of the operational cost of the project:**
- e) **Detail of additional staff requirements:** Not Applicable.



# City of Pembroke Pines, FL

601 City Center Way  
Pembroke Pines, FL  
33025  
www.ppines.com

## Agenda Request Form

### Agenda Number: 7.

**File ID:** 22-0093

**Type:** Agreements/Contracts

**Status:** Passed

**Version:** 1

**Agenda  
Section:**

**In Control:** City Commission

**File Created:** 02/01/2022

**Short Title:** Temporary Increase in Customer Service Personnel  
OMI

**Final Action:** 02/16/2022

**Title:** MOTION TO RATIFY THE CITY MANAGER'S APPROVAL OF AN ADDITIONAL TEMPORARY INCREASE IN CUSTOMER SERVICE PERSONNEL AS A CHANGE ORDER TO THE CITY'S FUNCTION SOURCING CONTRACTOR, OMI, IN THE AMOUNT NOT TO EXCEED \$60,000 ON AN AS-NEEDED BASIS TO ASSIST IN THE TRANSITION TO THE NEW ERP SOFTWARE THROUGH APRIL 2022.

#### Internal Notes:

**Attachments:** 1. City Manager Approval, 2. OMI Scope and Fee Letter

1	City Commission	02/16/2022	approve	Pass
<b>Action Text:</b> A motion was made to approve on the Consent Agenda				
Aye: - 5 Mayor Ortis, Good Jr., Castillo, Siple, and Schwartz				
Nay: - 0				

#### Text of Legislative File 22-0093

MOTION TO RATIFY THE CITY MANAGER'S APPROVAL OF AN ADDITIONAL TEMPORARY INCREASE IN CUSTOMER SERVICE PERSONNEL AS A CHANGE ORDER TO THE CITY'S FUNCTION SOURCING CONTRACTOR, OMI, IN THE AMOUNT NOT TO EXCEED \$60,000 ON AN AS-NEEDED BASIS TO ASSIST IN THE TRANSITION TO THE NEW ERP SOFTWARE THROUGH APRIL 2022.

#### PROCUREMENT PROCESS TAKEN:

**- Chapter 35 of the City's Code of Ordinances is titled "PROCUREMENT PROCEDURES, PUBLIC FUNDS."**

**- Section 35.28 of the City's Code of Ordinances is titled "CHANGE ORDERS."**

**- Section 35.28(B) states that "Notwithstanding the provisions of (A) above, the City Manager is not authorized to approve a change order without authorization of the City Commission where the initial purchase required the City Commission's approval and where the sum of all change orders issued under the contract exceeds 5% of the original contract amount or \$25,000.**

**- Section 35.25(A) states, "A purchase of, or contract for, commodities or services that is estimated by the Chief Procurement Officer to cost \$5,000 or less, maybe purchased either in the open market without newspaper advertisement and without observing the procedures prescribed by 35.19, or in accordance with the competitive bidding procedure prescribed by 35.19, as deemed appropriate by the Chief Procurement Officer."**

**- Section 35.21(A)(1) states, "An initial purchase of, or contract for, commodities or services, in excess of \$25,000, shall require the approval of the City Commission, regardless of whether the competitive bidding or competitive proposal procedures were followed."**

**SUMMARY EXPLANATION AND BACKGROUND:**

1. On June 2, 2021, the City Commission approved the Utilities Division request for a temporary increase in Customer Service personnel in the amount of \$151,629.47. Due to time extensions necessary for the Tyler Munis go-live process, the Utilities Division is requesting these temporary staff members be extended through April 2022. The estimate cost of this additional labor for this period is \$60,000. A copy of this cost estimate is attached.
2. On January 27, 2022, the City Manager approved this additional increase in customer service personnel on an emergency basis as requested by the Utilities Division. A copy of this approval is attached.
3. The following is the history of the Customer Service additions approved by Commission to assist in the Tyler-Munis transition.
  - a. Since the below approval, Customer Service phone support has been increased by up to seven staff members. However, due to COVID and high turn-over, this number has been as low as two. Every effort is being made by the Utilities Division and OMI to bolster this number and to reduce customer wait times.
4. On April 24, 2019, the City entered into a contractual agreement with Tyler Technologies, Inc. (Tyler-Munis) for the purchase of Software as a Service for the new City Enterprise Resource Planning or "ERP".
5. As part of the new ERP, all new Utility Customer Billing, Customer Billing Format, On-line Customer Experience and the like will be implemented.
  - a. The City will be utilizing a new utility bill format; going from a postcard to a full page format. A typical example of the new utility bill format is attached.
  - b. Each Utility Customer will have the option of a paper or electronic

- bill or both.
- c. The City Customer Service will have a new on-line account access portal. This will be called Citizens Self Service. All Utility Customers will be able to access and manage their account online. A table of account functions is attached.
  - d. Each Utility Customer will get a new Account number; this will require action by each account holder.
  - e. Each Utility Customer on auto-pay or electronic funds transfer will be required to re-establish their payment method.
6. The City's Utility customers will experience these changes and will have a learning curve which will result in an increase in calls, emails, CS visits, etc., increasing the load on the existing Customer Service Staff.
7. Miramar, Sunrise and Hollywood have all recently had ERP implementations. All experienced difficulties in implementing the Utilities portion of their ERP.
8. These surrounding City's increased their Customer Service staff by 100% or more as a result of these difficulties. For example, Sunrise increased their Customer Service staff by eleven positions initially and continues with a permanent inflated staff to date.
9. On June 2, 2020, the City Commission approved the Utilities Division request for Additional Customer Service personnel in the amount of \$151,629.47. Due to time extensions necessary for the Tyler Munis go-live process, The Utilities Division is requesting these temporary staff members by extended through April 2022.
10. The Utilities Division is recommending these additional positions start prior to the actual transition to better prepare the existing staff with training and provide additional Customer Service support during the transition period.
11. The Utilities Division has reviewed the proposed change order from OMI and finds the costs to be commensurate with the current contract rates.
12. Request City Commission to ratify the City Managers approval of an additional temporary increase in Customer Service personnel as a change order to the City's Function Sourcing Contractor, OMI, in the amount not to exceed \$60,000 on an as-needed basis to assist in the transition to the new ERP software through April 2022.

**FINANCIAL IMPACT DETAIL:**

- a) **Initial Cost:** \$60,000.
- b) **Amount budgeted for this item in Account No:** \$60,000 is budgeted in Account No. 471-536-6010-534981-0000-000-0000 (Function Sourcing - Utilities)
- c) **Source of funding for difference, if not fully budgeted:** Not applicable.
- d) **5 year projection of the operational cost of the project:** Not applicable
- e) **Detail of additional staff requirements:** Not Applicable.

# OMI

1041 East Butler Road  
Greenville, SC 29607  
864.676.5019

OCT 27 2021

Om

Batch 5634

Doc# 49084

#121

ACH

# 886

Bill To: THE CITY OF PEMBROKE PINES  
ATTN: ACCOUNTS PAYABLE  
8300 S. Palm Dr.  
Pembroke Pines, FL 33025

Remit to:  
Operations Management International (OMI)  
9191 South Jamaica Street  
Englewood, CO 80112

Wiring Information:  
Bank of America  
Routing/Transit for ACH Debits & Credits) 111000012  
Routing/Transit for Wires 026009593  
Swift Number: (International Wires) BOFAUS3N  
Beneficiary Acct # 3750916030

Lockbox:  
Lockbox Number: 18713  
Lockbox Address: P.O. Box 5018713, St. Louis,  
MO 63150-8713

Invoice	
NUMBER	658035-08-04-EUR ✓
DATE	29-Jul-21
PAGE	1 of 1
PURCHASE ORDER NUMBER	
OUR REFERENCE	
PMBRK	
OUR PROJECT #	
658035CH.08	
CUSTOMER NUMBER	021393

TERMS		DUE DATE					
NET 30		28-Aug-21					
ITEM NO	INVOICE DESCRIPTION	QTY	CREDIT	RATE	TAX	UNIT PRICE	EXTENDED AMOUNT
1	Overtime for customer service staff to perform Tyler Munis Parallel billing activity LS	1		1		\$ 677.15	\$677.15
SPECIAL INSTRUCTION Invoice per contract section 4.3.6.2 in accordance with Article 20 - Emergency Utility Repairs caused by contractor		SUBTOTAL		TAX		SHIPPING HANDLING	TOTAL DUE
		\$677.15		\$0.00		\$0.00	\$677.15
						CURRENCY: USD	

RECEIVED BY  
PUBLIC SERVICES DEPT  
2021 OCT 21 PM 1:51

RECEIVED BY:

Tyler, Hanna

DATE:

7/16/21

REQUESTED PAYMENT VERIFIED BY:

Vicky Wall

DATE:

10/21/2021

APPROVED FOR PAYMENT

PAUL THOMPSON

10/21/2021

# OMI

V# 386

Bill To: THE CITY OF PEMBROKE PINES  
ATTN: ACCOUNTS PAYABLE  
8300 S. Palm Dr.  
Pembroke Pines, FL 33025

**Remit to:**

(OMI) Operations Management International, Inc.  
9191 South Jamaica Street  
Englewood, CO 80112

**Wiring Information:**

Bank of America  
Routing/Transit for ACH Debits & Credits: 111000012  
Routing/Transit for Wires: 026009593  
Swift Number: (International Wires) BOFAUS3N  
Beneficiary Acct # 3750916030

**Lockbox:**

Lockbox Number: 18713  
Lockbox Address: P.O. Box 5018713, St. Louis,  
MO 63150-8713

**Invoice****NUMBER**

658035-0804-01

**DATE**

18-Oct-21

**PAGE**

1 of 1

**PURCHASE ORDER NUMBER****OUR REFERENCE**

PMBRK

**OUR PROJECT #**

658035CH.0804

**CUSTOMER NUMBER**

021393

TERMS		DUE DATE					
NET 30		17-Nov-21					
ITEM NO.	INVOICE DESCRIPTION	QTY	CREDIT	RATE	TAX	UNIT PRICE	EXTENDED AMOUNT
1	Customer Service Temporary Staff Augmentation	1		1		\$ 43,608.05	\$43,608.05
SPECIAL INSTRUCTION Total price of \$151,629. Price was calculated based upon an anticipated total number of hours of 5,120 at an hourly bill rate of \$29.62		SUBTOTAL		TAX		SHIPPING HANDLING	TOTAL DUE
		\$43,608.05		\$0.00		\$0.00	\$43,608.05
		CURRENCY: USD					

APPROVED FOR PAYMENT

RECEIVED BY:

  
Paul Thompson

DATE: 9/30/2021

10/18/21 - George J. F.  
Jonathan Cooper

REQUESTED PAYMENT VERIFIED BY:

  
Vicky Wall

DATE: 10/18/2021



# OMI

1041 East Butler Road  
Greenville, SC 29607  
864.676.5019

Batch 5634  
Doc 49085

OCT 27 2021 *Om*

1721

✓# 886

OCT 28 2021 *S*

Bill To: THE CITY OF PEMBROKE PINES  
ATTN: ACCOUNTS PAYABLE  
8300 S. Palm Dr.  
Pembroke Pines, FL 33025

Remit to:  
Operations Management International (OMI)  
9191 South Jamaica Street  
Englewood, CO 80112

Wiring Information:  
Bank of America  
Routing/Transit for ACH Debits & Credits) 111000012  
Routing/Transit for Wires 026009593  
Swift Number: (International Wires) BOFAUS3N  
Beneficiary Acct # 3750916030

Lockbox:  
Lockbox Number: 18713  
Lockbox Address: P.O. Box 5018713, St. Louis,  
MO 63150-8713

Invoice	
NUMBER	658035-08-06-EUR
DATE	20-Oct-21
PAGE	1 of 1
PURCHASE ORDER NUMBER	
OUR REFERENCE	
PMBRK	
OUR PROJECT #	
658035CH.08	
CUSTOMER NUMBER	021393

*GOLO*

TERMS		DUE DATE					
NET 30		19-Nov-21					
ITEM NO.	INVOICE DESCRIPTION	QTY	CREDIT	RATE	TAX	UNIT PRICE	EXTENDED AMOUNT
1	Overtime for customer service staff to perform Tyler Munis Parallel billing activity - inv	1		1		\$ 6,834.01	\$6,834.01
SPECIAL INSTRUCTION Invoice per contract section 4.3.6.2 in accordance with Article 20 - Emergency Utility Repairs caused by contractor		SUBTOTAL		TAX		SHIPPING HANDLING	TOTAL DUE
		\$6,834.01		\$0.00		\$0.00	CURRENCY: USD \$6,834.01

RECEIVED BY  
PUBLIC SERVICES DEPT  
2021 OCT 21 PM 1:51

RECEIVED BY:

*Tyler Harrel*  
Tyler Harrel

DATE:

*09/24/21*

APPROVED FOR PAYMENT

*PAUL THOMPSON*  
PAUL THOMPSON  
10/21/2021

REQUESTED PAYMENT VERIFIED BY:

*Vicky Wall*  
Vicky Wall

DATE:

*10/21/2021*

# OMI

# 886

Bill To: THE CITY OF PEMBROKE PINES  
ATTN: ACCOUNTS PAYABLE  
8300 S. Palm Dr.  
Pembroke Pines, FL 33025

0 \*  
4,739.20+  
7,108.80+  
14,210.77+  
13,824.01+  
13,499.51+  
12,440.40+  
13,452.95+  
79,275.64\*

**Remit to:**

(OMI) Operations Management International, Inc.  
9191 South Jamaica Street  
Englewood, CO 80112

**Wiring Information:**

Bank of America  
Routing/Transit for ACH Debits & Credits: 111000012  
Routing/Transit for Wires: 026009593  
Swift Number: (International Wires) BOFAUS3N  
Beneficiary Acct # 3750916030

**Lockbox:**

Lockbox Number: 18713  
Lockbox Address: P.O. Box 5018713, St. Louis,  
MO 63150-8713

**Invoice****NUMBER**

658035-0804-02 ✓

**DATE** ✓

20-Dec-21

**PAGE**

1 of 1

**PURCHASE ORDER NUMBER****OUR REFERENCE**

PMBRK

**OUR PROJECT #**

658035CH.0804

**CUSTOMER NUMBER**

021393

TERMS		DUE DATE					
NET 30		19-Jan-22					
ITEM NO.	INVOICE DESCRIPTION	QTY	CREDIT	RATE	TAX	UNIT PRICE	EXTENDED AMOUNT
1	Customer Service Temporary Staff Augmentation - inv #2	1		1		\$ 79,275.64	\$79,275.64
SPECIAL INSTRUCTION Total price of \$151,629. Price was calculated based upon an anticipated total number of hours of 5,120 at an hourly bill rate of \$29.62 and \$31.12		SUBTOTAL		TAX		SHIPPING HANDLING	TOTAL DUE
		\$79,275.64		\$0.00		\$0.00	\$79,275.64 CURRENCY: USD

RECEIVED BY  
PUBLIC SERVICES DEPT  
2022 JAN 18 PM 3:22

RECEIVED BY:

Paul Thompson

DATE: 12/20/2021

REQUESTED PAYMENT VERIFIED BY:

Vicky Wall

DATE: 1/18/2022

APPROVED FOR PAYMENT

JAN 19 2022

Jonathan Cooper

TH

# OMI

v# 886

Bill To: THE CITY OF PEMBROKE PINES  
ATTN: ACCOUNTS PAYABLE  
8300 S. Palm Dr.  
Pembroke Pines, FL 33025

**Remit to:**  
(OMI) Operations Management International, Inc.  
9191 South Jamaica Street  
Englewood, CO 80112

**Wiring Information:**  
Bank of America  
Routing/Transit for ACH Debits & Credits: 111000012  
Routing/Transit for Wires: 026009593  
Swift Number: (International Wires) BOFAUS3N  
Beneficiary Acct # 3750916030

**Lockbox:**  
Lockbox Number: 18713  
Lockbox Address: P.O. Box 5018713, St. Louis,  
MO 63150-8713

Invoice	
NUMBER 658035-0804-03 ✓	
DATE ✓ 20-Jan-22	PAGE 1 of 1
PURCHASE ORDER NUMBER	
OUR REFERENCE PMBRK	
OUR PROJECT # 658035CH.0804	
CUSTOMER NUMBER 021393	

TERMS		DUE DATE		19-Feb-22				
NET 30								
ITEM NO.	INVOICE DESCRIPTION	QTY	CREDIT	RATE	TAX	UNIT PRICE	EXTENDED	AMOUNT
1	Customer Service Temporary Staff Augmentation - inv #3	1		1		\$ 16,718.96		\$16,718.96
SPECIAL INSTRUCTION Total price of \$151,629. Price was calculated based upon an anticipated total number of hours of 5,120 at an hourly bill rate of \$29.62 and \$31.12		SUBTOTAL		TAX		SHIPPING HANDLING	TOTAL DUE	
		\$16,718.96		\$0.00		\$0.00	w \$16,718.96 CURRENCY: USD	

RECEIVED BY  
PUBLIC SERVICES DEPT  
2022 JAN 20 AM 11:23

REQUESTED PAYMENT VERIFIED BY:

W  
Vicky Wall  
DATE: 1/27/2022

RECEIVED BY:  
Paul Thompson  
DATE: 1/20/2022

APPROVED FOR PAYMENT

Jonathan Cooper  
1/27/2022

TH



# OMI

RECEIVED BY  
PUBLIC SERVICES DEPT  
2022 APR -5 AM 7:14

V#886

Bill To: THE CITY OF PEMBROKE PINES  
ATTN: ACCOUNTS PAYABLE  
8300 S. Palm Dr.  
Pembroke Pines, FL 33025

REQUESTED PAYMENT VERIFIED BY:

*W*  
Vicky Wall

DATE: 4/5/2022

Remit to:  
(OMI) Operations Management International, Inc.  
9191 South Jamaica Street  
Englewood, CO 80112

Wiring Information:  
Bank of America  
Routing/Transit for ACH Debits & Credits: 111000012  
Routing/Transit for Wires: 026009593  
Swift Number: (International Wires) BOFAUS3N  
Beneficiary Acct # 3750916030

Lockbox:  
Lockbox Number: 18713  
Lockbox Address: P.O. Box 5018713, St. Louis,  
MO 63150-8713

Invoice	
NUMBER	658035-0904.CS.CS.OT - 01.2022 ✓
DATE	15-Mar-22 ✓
PAGE	1 of 1
PURCHASE ORDER NUMBER	
OUR REFERENCE	
PMBRK	
OUR PROJECT #	
658035CH.0904.CS.CS.OT	
CUSTOMER NUMBER	021393

TERMS		DUE DATE		14-Apr-22			
NET 30							
ITEM NO.	INVOICE DESCRIPTION	QTY	CREDIT	RATE	TAX	UNIT PRICE	EXTENDED AMOUNT
1	Customer Service OT	1		1		\$ 6,060.70	\$6,060.70
SPECIAL INSTRUCTION		SUBTOTAL		TAX		SHIPPING HANDLING	TOTAL DUE
		\$6,060.70		\$0.00		\$0.00	\$6,060.70
		CURRENCY: USD					

RECEIVED BY:

*Paul Thompson*  
Paul Thompson

DATE: 3/15/2022

APPROVED FOR PAYMENT

*Jonathan Cooper*  
Jonathan Cooper

4/5/2022

MM

# 886

**OMI**

RECEIVED BY  
PUBLIC SERVICES DEPT  
2022 MAR 17 AM 9: 58

REQUESTED PAYMENT VERIFIED BY:

Bill To: THE CITY OF PEMBROKE PINES  
ATTN: ACCOUNTS PAYABLE  
8300 S. Palm Dr.  
Pembroke Pines, FL 33025

Vicky Wall

DATE: 3/17/2022

**Remit to:**

(OMI) Operations Management International, Inc.  
9191 South Jamaica Street  
Englewood, CO 80112

**Wiring Information:**

Bank of America  
Routing/Transit for ACH Debits & Credits: 111000012  
Routing/Transit for Wires: 026009593  
Swift Number: (International Wires) BOFAUS3N  
Beneficiary Acct # 3750916030

**Lockbox:**

Lockbox Number: 18713  
Lockbox Address: P.O. Box 5018713, St. Louis,  
MO 63150-8713

**Invoice****NUMBER**

658035-0804-04 ✓

**DATE** ✓

15-Mar-22

**PAGE**

1 of 1

**PURCHASE ORDER NUMBER****OUR REFERENCE**

PMBRK

**OUR PROJECT #**

658035CH.0804

**CUSTOMER NUMBER**

021393

TERMS		DUE DATE						
NET 30		14-Apr-22						
ITEM NO.	INVOICE DESCRIPTION	QTY	CREDIT	RATE	TAX	UNIT PRICE	EXTENDED	AMOUNT
1	Customer Service Temporary Staff Augmentation - inv #4	1		1		\$ 16,784.44		\$16,784.44
SPECIAL INSTRUCTION Total price of \$151,629. Price was calculated based upon an anticipated total number of hours of 5,120 at an hourly bill rate of \$29.62 and \$31.12		SUBTOTAL		TAX		SHIPPING HANDLING	TOTAL DUE	
		\$16,784.44		\$0.00		\$0.00	\$16,784.44	
		CURRENCY: USD						

RECEIVED BY:

Paul Thompson

DATE: 3/15/2022

APPROVED FOR PAYMENT

MAR 21 2022

Jonathan Cooper

1MM



# OMI

RECEIVED BY  
PUBLIC SERVICES DEPT

2022 APR -5 AM 7:14

V#886

Bill To: THE CITY OF PEMBROKE PINES REQUESTED PAYMENT VERIFIED BY:  
ATTN: ACCOUNTS PAYABLE  
8300 S. Palm Dr.  
Pembroke Pines, FL 33025

VV  
Vicky Wall

DATE: 4/5/2022

Remit to:  
(OMI) Operations Management International, Inc.  
9191 South Jamaica Street  
Englewood, CO 80112

Wiring Information:  
Bank of America  
Routing/Transit for ACH Debits & Credits: 111000012  
Routing/Transit for Wires: 026009593  
Swift Number: (International Wires) BOFAUS3N  
Beneficiary Acct # 3750916030

Lockbox:  
Lockbox Number: 18713  
Lockbox Address: P.O. Box 5018713, St. Louis,  
MO 63150-8713

Invoice	
NUMBER	658035-09O4.CS.CS.OT - 12.2021 ✓
DATE	25-Mar-22 ✓
PAGE	1 of 1
PURCHASE ORDER NUMBER	
OUR REFERENCE	
PMBRK	
OUR PROJECT #	
658035CH.09O4.CS.CS.OT	
CUSTOMER NUMBER	021393

TERMS		DUE DATE							
NET 30		24-Apr-22							
ITEM NO.	INVOICE DESCRIPTION	QTY	CREDIT	RATE	TAX	UNIT PRICE	EXTENDED	AMOUNT	
1	Customer Service OT	1		1		\$ 4,697.86		\$4,697.86	
SPECIAL INSTRUCTION		SUBTOTAL		TAX		SHIPPING HANDLING	TOTAL DUE		
		\$4,697.86		\$0.00		\$0.00	\$4,697.86		
							CURRENCY: USD		

RECEIVED BY:

Paul Thompson

DATE: 3/25/2022

APPROVED FOR PAYMENT

Jonathan Cooper

1/1/11

# OMI

V# 886

RECEIVED BY  
PUBLIC SERVICES DEPT  
2022 MAY -4 AM 8:51

Bill To: THE CITY OF PEMBROKE PINES  
ATTN: ACCOUNTS PAYABLE  
8300 S. Palm Dr.  
Pembroke Pines, FL 33025

REQUESTED PAYMENT VERIFIED BY:

Vicky Wall  
DATE: 5/4/2022

Remit to:  
(OMI) Operations Management International, Inc.  
9191 South Jamaica Street  
Englewood, CO 80112

Wiring Information:  
Bank of America  
Routing/Transit for ACH Debits & Credits: 111000012  
Routing/Transit for Wires: 026009593  
Swift Number: (International Wires) BOFAUS3N  
Beneficiary Acct # 3750916030

Lockbox:  
Lockbox Number: 18713  
Lockbox Address: P.O. Box 5018713, St. Louis,  
MO 63150-8713

Invoice	
NUMBER	658035-0804-05 ✓
DATE ✓	20-Apr-22
PAGE	1 of 1
PURCHASE ORDER NUMBER	
OUR REFERENCE	
PMBRK	
OUR PROJECT #	658035CH.0804
CUSTOMER NUMBER	021393

TERMS		DUE DATE		20-May-22					
NET 30									
ITEM NO.	INVOICE DESCRIPTION	QTY	CREDIT	RATE	TAX	UNIT PRICE		EXTENDED AMOUNT	
1	Customer Service Temporary Staff Augmentation - inv #5	1		1		\$	31,801.44	\$31,801.44	
SPECIAL INSTRUCTION Total price of \$151,629. Price was calculated based upon an anticipated total number of hours of 5,120 at an hourly bill rate of \$29.62 and \$31.12		SUBTOTAL		TAX		SHIPPING HANDLING		TOTAL DUE	
		\$31,801.44		\$0.00		\$0.00		\$31,801.44	
		CURRENCY: USD							

APPROVED FOR PAYMENT

MAY 05 2022  
Michael Bailey

RECEIVED BY:  
Paul Thompson  
DATE: 4/20/2022

MM



Bill To: THE CITY OF PEMBROKE PINES  
ATTN: ACCOUNTS PAYABLE  
8300 S. Palm Dr.  
Pembroke Pines, FL 33025

**Remit to:**  
(OMI) Operations Management International, Inc.  
9191 South Jamaica Street  
Englewood, CO 80112

**Wiring Information:**  
Bank of America  
Routing/Transit for ACH Debits & Credits: 111000012  
Routing/Transit for Wires: 026009593  
Swift Number: (International Wires) BOFAUS3N  
Beneficiary Acct # 3750916030

**Lockbox:**  
Lockbox Number: 18713  
Lockbox Address: P.O. Box 5018713, St. Louis,  
MO 63150-8713

Invoice	
NUMBER 658035-09O4.CS.CS.OT - 02.2022	
DATE 20-Apr-22	PAGE 1 of 1
PURCHASE ORDER NUMBER	
OUR REFERENCE PMBRK	
OUR PROJECT # 658035CH.09O4.CS.CS.OT	
CUSTOMER NUMBER 021393	

TERMS NET 30		DUE DATE 20-May-22					
ITEM NO.	INVOICE DESCRIPTION	QTY	CREDIT	RATE	TAX	UNIT PRICE	EXTENDED AMOUNT
1	Customer Service OT	1		1		\$ 8,157.70	\$8,157.70
SPECIAL INSTRUCTION		SUBTOTAL		TAX		SHIPPING HANDLING	TOTAL DUE
		\$8,157.70		\$0.00		\$0.00	\$8,157.70
		CURRENCY: USD					





Bill To: THE CITY OF PEMBROKE PINES  
ATTN: ACCOUNTS PAYABLE  
8300 S. Palm Dr.  
Pembroke Pines, FL 33025

**Remit to:**  
(OMI) Operations Management International, Inc.  
9191 South Jamaica Street  
Englewood, CO 80112

**Wiring Information:**  
Bank of America  
Routing/Transit for ACH Debits & Credits: 111000012  
Routing/Transit for Wires: 026009593  
Swift Number: (International Wires) BOFAUS3N  
Beneficiary Acct # 3750916030

**Lockbox:**  
Lockbox Number: 18713  
Lockbox Address: P.O. Box 5018713, St. Louis,  
MO 63150-8713

Invoice	
NUMBER 658035-09O4.CS.CS.OT - 03.2022	
DATE 20-Apr-22	PAGE 1 of 1
PURCHASE ORDER NUMBER	
OUR REFERENCE PMBRK	
OUR PROJECT # 658035CH.09O4.CS.CS.OT	
CUSTOMER NUMBER 021393	

TERMS		DUE DATE					
NET 30		20-May-22					
ITEM NO.	INVOICE DESCRIPTION	QTY	CREDIT	RATE	TAX	UNIT PRICE	EXTENDED AMOUNT
1	Customer Service OT	1		1		\$ 5,652.60	\$5,652.60
SPECIAL INSTRUCTION		SUBTOTAL		TAX		SHIPPING HANDLING	TOTAL DUE
		\$5,652.60		\$0.00		\$0.00	\$5,652.60
		CURRENCY: USD					



Bill To: THE CITY OF PEMBROKE PINES  
ATTN: ACCOUNTS PAYABLE  
8300 S. Palm Dr.  
Pembroke Pines, FL 33025

Remit to:
Lockbox Number: 18713
Lockbox Address: P.O. Box 5018713, St. Louis, MO 63150-8713

Wiring Information:
Bank of America
Routing/Transit for ACH Debits & Credits: 111000012
Routing/Transit for Wires: 026009593
Swift Number: (International Wires) BOFAUS3N
Beneficiary Acct # 3750916030

Invoice	
NUMBER 658035-08O4-06	
DATE 1-Jun-22	PAGE 1 of 1
PURCHASE ORDER NUMBER	
OUR REFERENCE PMBRK	
OUR PROJECT # 658035CH.08O4	
CUSTOMER NUMBER 021393	

TERMS NET 30		DUE DATE 1-Jul-22					
ITEM NO.	INVOICE DESCRIPTION	QTY	CREDIT	RATE	TAX	UNIT PRICE	EXTENDED AMOUNT
1	Customer Service Temporary Staff Augmentation - inv #6	1		1		\$ 31,092.79	\$31,092.79
SPECIAL INSTRUCTION Total price of \$151,629. Price was calculated based upon an anticipated total number of hours of 5,120 at an hourly bill rate of \$29.62 and \$31.12		SUBTOTAL		TAX		SHIPPING HANDLING	TOTAL DUE
		\$31,092.79		\$0.00		\$0.00	\$31,092.79 CURRENCY: USD



Bill To: THE CITY OF PEMBROKE PINES  
ATTN: ACCOUNTS PAYABLE  
8300 S. Palm Dr.  
Pembroke Pines, FL 33025

Remit to:  
OPERATIONS MANAGEMENT INTERNATIONAL, INC.  
6312 S. Fiddler's Green Circle, Suite 300N  
Greenwood Village CO 80111

Wiring Information:  
Bank of America  
Routing/Transit for ACH Debits & Credits: 111000012  
Routing/Transit for Wires: 026009593  
Swift Number: (International Wires) BOFAUS3N  
Beneficiary Acct # 3750916030

Invoice	
NUMBER 658035-09O4.CS.CS.OT - 04.2022	
DATE 9-Jun-22	PAGE 1 of 1
PURCHASE ORDER NUMBER	
OUR REFERENCE PMBRK	
OUR PROJECT # 658035CH.09O4.CS.CS.OT	
CUSTOMER NUMBER 021393	

TERMS NET 30		DUE DATE 9-Jul-22					
ITEM NO.	INVOICE DESCRIPTION	QTY	CREDIT	RATE	TAX	UNIT PRICE	EXTENDED AMOUNT
1	Customer Service OT	1		1		\$ 7,891.16	\$7,891.16
SPECIAL INSTRUCTION		SUBTOTAL		TAX		SHIPPING HANDLING	TOTAL DUE
		\$7,891.16		\$0.00		\$0.00	\$7,891.16 CURRENCY: USD