JOIN US - PROCRESS WITH US	THE PINES	oroke Pines, FL	601 City Center Way Pembroke Pines, FL 33025 www.ppines.com
	Agenda	Number: 4.	
File ID:	21-0423 Type :	Agreements/Contracts Status	: Passed
Version:	1 Agenda Section:		: City Commission
		File Created	05/12/2021
Short Title:	OMI Customer Service Personnel Temp I Installation	nrease-ERP Final Action	: 06/02/2021
Title:	MOTION TO APPROVE A SERVICE PERSONNEL AS FUNCTION SOURCING CONTI EXCEED \$151,629.47 ON AN TRANSITION TO THE NEW ERP		
Internal Notes:			
Attachments:	1. Customer Service Temporary Labor, 2 Apology Letter	. Change Order Request - Customer Servi	ce 1, 3. Sunrise
1 City Commiss Action Text	: A motion was made to approve on the Cor	nsent Agenda is, Good Jr., Schwartz, Castillo, and Siple	Pass

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. 471-536-6010-534981-0000-0000 (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.

CULOTPEN	City of Pembroke Pines, FL		601 City Center Way Pembroke Pines, FL 33025
Join US - PROGRESS WITH US WITH US WITH US	Agenda Request Form		www.ppines.com
	Agenda Number: 7.		
File ID:	22-0093 Type: Agreements/Contracts	Status:	Passed
Version:	1 Agenda In C Section:	Control:	City Commission
	File C	reated:	02/01/2022
Short Title:	Temporary Increase in Customer Service Personnel Final OMI	Action:	02/16/2022
Title:	MOTION TO RATIFY THE CITY MANAGER'S APPROVAL OF ADDITIONAL TEMPORARY INCREASE IN CUSTOMER SERV PERSONNEL AS A CHANGE ORDER TO THE CITY'S FUNCT SOURCING CONTRACTOR, OMI, IN THE AMOUNT NOT TO \$60,000 ON AN AS-NEEDED BASIS TO ASSIST IN THE TRAN THE NEW ERP SOFTWARE THROUGH APRIL 2022.	/ICE FION EXCEE	
Internal Notes: Attachments:	1. City Manager Approval, 2. OMI Scope and Fee Letter		
1 City Commiss Action Text			Pass

Text of Legislative File 22-0093

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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.

Aye: - 5 Mayor Ortis, Good Jr., Castillo, Siple, and Schwartz

PROCUREMENT PROCESS TAKEN:

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

Nay: - 0

- 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.

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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.

021393 Coloperation TERMS DUE DATE 28-Aug-21 INVOICE DESCRIPTION OTY CRI DIT RATE TAX UNIT PRICE EXTENDED AMOUNT NO INVOICE DESCRIPTION OTY CRI DIT TAX UNIT PRICE EXTENDED AMOUNT 1 Overtime for customer service staff to perform Tyler Munis Parallel billing activity 1 1 1 \$ 677.15 \$ \$677.15 SPECIAL INSTRUCTION L55 SUBTOTAL TAX SHIPPING HANDLING TOTAL DUE 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		THE CITY OF PEMBROKE PINES ATTN: ACCOUNTS PAYABLE 8300 S. Palm Dr. Pembroke Pines, FL 33025	1041 East Butler Road Greenville, SC 29607 864.676.5019	OCT 2 7 2021 OW	9191 So Englewe Bank of Routing/ Swift Nu Beneficia Lockbox Lockbox	o: ons Management I outh Jamaica Stree ood, CO 80112 nformation: America Transit for ACH De Transit for Wires 0 mber: (Internationa ary Acct # 3750916	nternation t bits & Crec 26009593 Il Wires) E 030	dits) 111000012 30FAUS3N	NUMBE DATE PURCH QUR RE QUR PR	R 29-Jul-21 ASE ORDER NUME FERENCE		/	ty21 ACH
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Invoice per contract section 4.3.6.2 in accordance with Article 20 - Emergency Utility Repairs caused by contractor	1	Overtime for customer service	staff to perform Tyler Mu	•••	1		1	N	\$	677.15		\$677.15	
\$677.15 \$0.00 CURRENCY: USD \$677.15 K	Invoice p	per contract section 4.3.6.2 in accord	dance with Article 20 - Emer	gency Utility Repairs caused		SŪBTOTAL \$677.15		TAX \$0.00	SHIPPING H	\$0.00		\$677.15)n-

PUBLIC SERVED BY 2021 OCT 21 PM 1:51

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RECEIVED BY: the Tyler, Harrel 7/16/21

REQUESTED PAYMENT VERIFIED BY: W Vicky Wall 10/21/2021 DATE:

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TPROVED FOR PAYMENT PAUL -THOMPSON 15]21 (2021

OMI	Remit to: (OMI) Operations Management International, Inc. 9191 South Jamaica Street Englewood, CO 80112	Invoice NUMBER 658035-0804-01
U# 886 BIII To: THE CITY OF PEMBROKE PINES ATTN: ACCOUNTS PAYABLE	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	DATE PAGE K 18-Oct-21 1 of 1 PURCHASE ORDER NUMBER OUR REFERENCE
8300 S. Palm Dr. Pembroke Pines, FL 33025	Lockbox: Lockbox Number: 18713 Lockbox Address: P.O. Box 5018713, St. Louis, MO 63150-8713	PMBRK OUR PROJECT # 658035CH.0804 CUSTOMER NUMBER 021393
TERMS DUE DATE 17-Nov-21	QTY CREDIT RATE TAX	UNIT PRICE EXTENDED AMOUNT

A STATES	NET 30		A CONTRACTOR OF THE OWNER					
ITEM NO.		INVOICE DESCRIPTION	QTY	CREDIT	RATE	TAX	UNIT PRICE	EXTENDED AMOUNT
1	Customer Service To	emporary 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

Jonathan Cooper

REQUESTED PAYMENT VERIFIED BY: m Vicky Wall DATE: _

				1041 East Greenville	SC 296		Batch boc	(Remit to Operatio	ons Management I	nternation	7 2021 Ø			Invoice		[7] <u>[</u>]
		UH 886 THE CITY OF PEMBI ATTN: ACCOUNTS F 8300 S. Paim Dr.	ROKE PINES	864.676.51		8 20 2 1	S		Englewo Wiring li Bank of / Routing/ Routing/ Swift Nur	Transit for ACH De Transit for Wires 02 mber: (Internationa ary Acct # 3750916	bits & Cred 26009593 Il Wires) B		D	1	BER	JR. PAGE 1 of 1	
		Pembroke Pines, FL					60		Lockbox	Number: 18713 Address: P.O. Box	5018713, 5	St. Louis,		USTOMER NUMBER	PMBRK 658035CH.08		
	TERMS	NET 30		NVOICE D	19-Nov-2	-			QTY	CREDIT	RATE					<u> </u>	
- مربع ج ا	NO₅ 1	Overtime for custor					allel billing acti	vity - inv			1	TAX		\$ 6,834.01		D AMOUNT \$6,834.01	
		INSTRUCTION per contract section 4.3 actor	3.6.2 in accorda	ance with A	rticle 20 ·	- Emergency l	Jtility Repairs cat	used		SUBTOTAL 56,834.01	-	TAX - <u>\$0</u> ,00.	SHIPF	PING HANDLING \$0.00	TOT	4L DUE	rm
	RECEIVED BY MIRI IC SERVICES DEPT	[21 PM 1: 5	DA	Tyle	IVED I Harrel M	BY: / 12 2-4/2	Ĺ			-	t_	PAYMENT			CURRENCY:		1
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	Vioky Wall	
DATE:	10/21/2021	

	0 • *	/ Remit to:	Invoice
OMI	4 • 739 • 20 + 7 • 108 • 80 +	(OMI) Operations Management International, Inc. 9191 South Jamaica Street Englewood, CO 80112	NUMBER 658035-08O4-02
	14,210.77+ 13,824.01+	Wiring Information: Bank of America	DATE PAGE 20-Dec-21 1 of 1
H 886	13,499.51+	Routing/Transit for ACH Debits & Credits: 111000012 Routing/Transit for Wires: 026009593 Swift Number: (International Wires) BOFAUS3N	PURCHASE ORDER NUMBER
Bill To: THE CITY OF PEMBROKE PINES ATTN: ACCOUNTS PAYABLE 8300 S. Palm Dr.	12,440.40+ 13,452.95+	Beneficiary Acct # 3750916030	OUR REFERENCE PMBRK OUR PROJECT #
Pembroke Pines, FL 33025	79,275.64*	Lockbox: Lockbox Number: 18713 Lockbox Address: P.O. Box 5018713, St. Louis, MO 63150-8713	658035CH.0804 CUSTOMER NUMBER 021393

ERMS	NET 30 DUE DATE 19-Jan-22	QTY	CREDIT	RATE	TAX		EXTENDED AMOUNT
ITEM NO.							
1	Customer Service Temporary Staff Augmentation - inv #2	1		1		\$ 79,275.64	\$79,275.64
DECIMI			SUBTOTAL		ТАХ	SHIPPING HANDLING	TOTAL DUE
PECIAL	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		\$79,275.64		\$0.00	\$0.00	W \$79,275.6 CURRENCY: USD

RECEIVED BY PUBLIC SERVICES DEPT 2022 JAN 18 PH 3: 26

EIVED 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



Invoice Remit to: **OMI** (OMI) Operations Management International, Inc. NUMBER 9191 South Jamaica Street 658035-0804-03 Englewood, CO 80112 Wiring Information: DATE PAGE Bank of America 20-Jan-22 1 of 1 1#886 PURCHASE ORDER NUMBER Routing/Transit for ACH Debits & Credits: 111000012 Routing/Transit for Wires: 026009593 Swift Number: (International Wires) BOFAUS3N BIII TO: THE CITY OF PEMBROKE PINES ATTN: ACCOUNTS PAYABLE Beneficiary Acct # 3750916030 OUR REFERENCE PMBRK 8300 S. Palm Dr. Lockbox: OUR PROJECT # Pembroke Pines, FL 33025 Lockbox Number: 18713 658035CH.08O4 CUSTOMER NUMBER Lockbox Address: P.O. Box 5018713, St. Louis, 021393 MO 63150-8713 DUE DATE 19-Feb-22 TERMS

ITEM NO.	NET 30 INVOICE DESCRIPTION	ΟΤΥ	CREDIT	RATE	ТАХ	UNIT PRICE	EXTENDED AMOUNT
1	Customer Service Temporary Staff Augmentation - inv #3	1		1		\$ 16,718.96	\$16,718.9
PECIAL	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 \$16,718.96		тах , \$0.00	SHIPPING HANDLING	TOTAL DUE



REQUESTED PAYMENT VERIFIED BY: m Vicky Wall 1/27/2022

DATE:

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

APPROVED FOR PAYMENT

onathan Cooper



OMI	RECEIVED BY PUBLIC SERVICES DEPT 2022 APR -5 AM 7: 14	Remit to: (OMI) Operations Management International, Inc. 9191 South Jamaica Street Englewood, CO 80112	Invoice NUMBER 658035-0904.CS.CS.OT - 01.2022
V#886 BIL TO: THE CITY OF PEMBROKE PINES ATTN: ACCOUNTS PAYABLE 8300 S. Palm Dr.		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	DATE PAGE 15-Mar-22 1 of 1 PURCHASE ORDER NUMBER OUR REFERENCE PMBRK
Pembroke Pines, FL 33025	Vicky Wall DATE: 4522	Lockbox: Lockbox Number: 18713 Lockbox Address: P.O. Box 5018713, St. Louis, MO 63150-8713	OUR PROJECT # 658035CH.09O4.CS.CS.OT CUSTOMER NUMBER 021393

			\$6,060.70		\$0.00	\$0.00	CURRENCY: USD \$6,060.70
PECIAL INSTRUCTION			UBTOTAL		ТАХ	SHIPPING HANDLING	TOTAL DUE
1 Customer Service C	ЪТ	1		1		\$ 6,060.70	\$6,060.70
ITEM NO.	INVOICE DESCRIPTION	QTY	CREDIT	RATE	ТАХ		EXTENDED AMOUNT
ERMS NET 30	DUE DATE 14-Apr-22		Strangerton		i and the set		a sector in the sector of

RECEIVED BY: Paul Thompson DATE: 315 2022

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APPROVED FOR PAYMENT

4/5/2022 Jonathan Cooper



	RECEIVED BY	Remit to:	Invoice
OMI	RECEIVED BY PUBLIC SERVICES DEPT 2022 MAR 17 AM 9: 58	(OMI) Operations Management International, Inc. 9191 South Jamaica Street Englewood, CO 80112	NUMBER 658035-0804-04
To: THE CITY OF PEMBROKE PINES	REQUESTED PAYMENT VERIFIED BY:	Wiring Information: Bank of America Routing/Transit for ACH Debits & Credits: 111000012 Routing/Transit for Wires: 026009593 Swift Number: (International Wires) BOFAUS3N	DATE 15-Mar-22 PAGE 1 of 1 PURCHASE ORDER NUMBER
ATTN: ACCOUNTS PAYABLE 8300 S. Palm Dr.	Vicky Wall	Beneficiary Acct # 3750916030	OUR REFERENCE PMBRK
Pembroke Pines, FL 33025	DATE: 3/17/2022	Lockbox: Lockbox Number: 18713	OUR PROJECT # 658035CH.08O4
		Lockbox Address: P.O. Box 5018713, St. Louis, MO 63150-8713	CUSTOMER NUMBER 021393

ITEM INVOICE DESCRIPTION NO.	ΟΤΥ	CREDIT	RATE	ТАХ	UNIT PRICE	EXTENDED AMOUNT
1 Customer Service Temporary Staff Augmentation - inv #4	1		1		\$ 16,784.44	\$16,784.44
PECIAL 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 \$16,784.44		TAX \$0.00	SHIPPING HANDLING	TOTAL DUE \$16,784.44

RECEIVED BY: DATE: 3/15/2022

APPROVED FOR PAYMENT

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MAR 2 1 2022

IMM

Jonathan Cooper

PUBLIC SERVICES DEPT 2022 APR -5 AM 7: 14	Remit to: (OMI) Operations Management International, Inc. 9191 South Jamaica Street Englewood, CO 80112	Invoice NUMBER 658035-0904.CS.CS.OT - 12.2021		
V # 886 Bill To: THE CITY OF PEMBROKE PINES REQUESTED PAYMENT VERIFIED BY: ATTN: ACCOUNTS PAYABLE 8300 S. Palm Dr. Pembroke Pines, FL 33025 Vicky Wall DATE: 45 2022	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	DATE PAGE 25-Mar-22 1 of 1 PURCHASE ORDER NUMBER OUR REFERENCE PMBRK OUR PROJECT # 658035CH.09O4.CS.CS.OT CUSTOMER NUMBER		
TERMS DUE DATE 24-Apr-22	QTY CREDIT RATE TAX	UNIT PRICE EXTENDED AMOUNT		

1

SUBTOTAL

\$4,697.86

EIVED BY: Paul Thompson DATE: 3 25 2022

Customer Service OT

1

SPECIAL INSTRUCTION

APPROVED FOR PAYMENT

1

TAX

\$0.00

\$

SHIPPING HANDLING

4,697.86

\$0.00

4/5/2022 Jonathan Cooper



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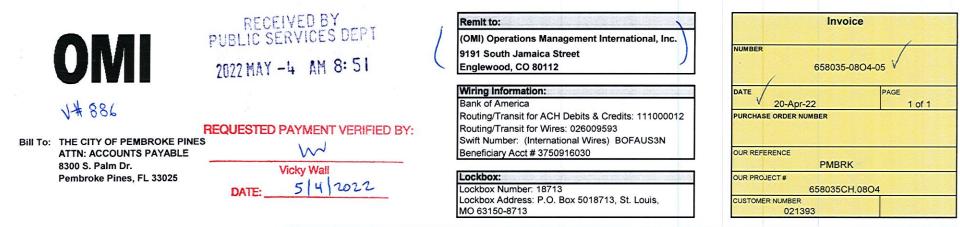
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\$4,697.86

\$4,697.86

TOTAL DUE

CURRENCY: USD



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		S	UBTOTAL		TAX	SHIPPING HANDLING	TOTAL DUE
	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		\$31,801.44		\$0.00	\$0.00	\$31,801.44 CURRENCY: USD

APPROVED FOR PAYMENT

Michael Bailey

CEIVED BY: npson 4/20/2022 DATE:



de.

				Remit to):					Invoice		
				(OMI) O	(OMI) Operations Management International, Inc.							
	<i>i srai</i>			9191 So	uth Jamaica Stree	et		NU	MBER			
	OMI			Englewo	ood, CO 80112				658035-0	904.CS.CS.0 ⁻	T - 02.2022	
					nformation:			DA			PAGE	
				Bank of	America				20-Apr-22		1 of 1	
				Routing/	Transit for ACH De	ebits & Cred	lits: 111000012	PU	RCHASE ORDER NUME	BER		
					Transit for Wires: (
Bill To:	THE CITY OF PEMBR	OKE PINES		Swift Nu	mber: (Internation	al Wires) B	OFAUS3N					
	ATTN: ACCOUNTS P/	AYABLE		Beneficia	Beneficiary Acct # 3750916030					OUR REFERENCE PMBRK		
	8300 S. Palm Dr.											
	Pembroke Pines, FL	33025		Lockbox	Lockbox:				OUR PROJECT #			
					Lockbox Number: 18713					658035CH.09O4.CS.CS.OT		
					Address: P.O. Bo	k 5018713, S	St. Louis,	CL	STOMER NUMBER			
				MO 6315	50-8713				021393			
TERMS		DUE DATE	20-May-22									
	NET 30	502 5/112										
ITEM NO.	INVOICE DESCRIPTION				CREDIT	RATE	TAX	UN	IT PRICE	EXTEND	ED AMOUNT	
1	Customer Service C	1		1		\$	8,157.70		\$8,157.70			

SUBTOTAL

\$8,157.70

SPECIAL INSTRUCTION

TAX

\$0.00

SHIPPING HANDLING

\$0.00

TOTAL DUE

CURRENCY: USD

\$8,157.70

								· –				
				Remit to):					Invoice		
				(OMI) O	(OMI) Operations Management International, Inc.							
	<i></i>			9191 So	uth Jamaica Stree	et		NU	MBER			
	OMI			Englew	ood, CO 80112				658035-0	904.CS.CS.0 ⁻	T - 03.2022	
					nformation:			DA			PAGE	
				Bank of	America				20-Apr-22		1 of 1	
				Routing/	Transit for ACH De	bits & Cred	its: 111000012	PU	RCHASE ORDER NUM	BER		
				Routing/	Transit for Wires: 0	26009593						
Bill To:	THE CITY OF PEMBR	OKE PINES		Swift Nu	mber: (Internationa	al Wires) B	OFAUS3N					
	ATTN: ACCOUNTS P/	AYABLE		Benefici	Beneficiary Acct # 3750916030					OUR REFERENCE PMBRK		
	8300 S. Palm Dr.											
	Pembroke Pines, FL	33025		Lockbo	Lockbox: Lockbox Number: 18713				OUR PROJECT # 658035CH.09O4.CS.CS.OT			
					Address: P.O. Box	c 5018713, S	St. Louis,	CL	STOMER NUMBER			
				MO 631	50-8713				021393			
TERMS		DUE DATE	20-May-22									
	NET 30	DOLDAIL	20 may 22									
ITEM NO.	INVOICE DESCRIPTION				CREDIT	RATE	TAX	UN	IIT PRICE	EXTEND	ED AMOUNT	
1	Customer Service C	1		1		\$	5,652.60		\$5,652.60			

SUBTOTAL

\$5,652.60

SPECIAL INSTRUCTION

TAX

\$0.00

SHIPPING HANDLING

\$0.00

TOTAL DUE

CURRENCY: USD

\$5,652.60

OMI

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									
658035-08O4-0	6								
DATE	PAGE								
1-Jun-22	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		\$ 31,092.79	\$31,092.79
SPECIAL	INSTRUCTION				:	SUBTOTAL		ТАХ	SHIPPING HANDLING	TOTAL DUE
	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			\$31,092.79		\$0.00		\$0.00	\$31,092.79 CURRENCY: USD	

OMI

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

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