

RESOLUTION NO. _____

**AUTHORIZATION FOR MAINTENANCE MANAGEMENT SOFTWARE (CHAMPS)
UPGRADE**

Item No. 5a

WHEREAS, funds have been allocated from the Louisville Metro Housing Authority's Public Housing Operating Fund to upgrade the public housing program's maintenance management software (CHAMPS); to provide associated training for LMHA staff; and to provide system maintenance for one year following the upgrade; and

WHEREAS, the existing version of the CHAMPS software (Version 8) was originally installed in 2001 and its ability to function as expected has been adversely affected by the agency's transition of staff computers to the Windows 10 operating system; and

WHEREAS, a software upgrade from Version 8 to Version 14 is necessary to ensure that public housing maintenance work orders can continue to be managed effectively through electronic means; and

WHEREAS, due to the customized source code included in LMHA's currently installed software, CHAMPS Software is the only vendor who can provide the software upgrade from Version 8 to Version 14, including the associated staff training and system maintenance for one year following the upgrade.

NOW, THEREFORE, BE IT RESOLVED BY THE LOUISVILLE METRO HOUSING AUTHORITY BOARD OF COMMISSIONERS that the Executive Director and Contracting Officer, Lisa Osanka, is hereby authorized to issue a purchase order to CHAMPS Software in the amount of \$27,504.00 for the upgrade of the Public Housing Program's maintenance management software to Version 14, to include the associated staff training and one year of system maintenance following the upgrade.

RESOLUTION BACKGROUND STATEMENT

AUTHORIZATION FOR MAINTENANCE MANAGEMENT SOFTWARE (CHAMPS) UPGRADE

Item No. 5a

I. STATEMENT OF FACTS:

Housing Authority of Louisville (HAL) Board Resolution #55-2001 authorized the installation of computerized maintenance management software for the Public Housing Program by vendor CHAMPS Software.

Since 2001, LMHA has updated the operating system used on staff computers multiple times, and for 19 years, CHAMPS Software has remained compatible with each operating system upgrade. However, the most recent upgrade of staff computers to Microsoft Windows 10 has significantly impacted the performance of the CHAMPS software system, Version 8.

In aggregate, LMHA-managed public housing developments completed more than 41,000 work orders in 2019. Managing this workflow efficiently is critical to ensure that residents continue to live in housing that is decent, safe, sanitary, and in good repair. And upgrading the CHAMPS software from Version 8 to Version 14 is necessary to ensure the seamless continuity of this vital function. Furthermore, the software upgrade is necessary to preserve nearly 20 years of tenant work order history.

Because the software originally installed in 2001 includes source code that was customized to meet the unique needs of HAL at that time, CHAMPS Software is the only vendor able to migrate the customized source code from Version 8 of the software to Version 14.

II. ALTERNATIVES:

- A. Award contract to CHAMPS Software.
- B. Do not award contract to CHAMPS Software.

III. RECOMMENDATION:

Staff recommends Alternative "A".

RESOLUTION BACKGROUND STATEMENT

**AUTHORIZATION FOR MAINTENANCE MANAGEMENT SOFTWARE (CHAMPS)
UPGRADE**

Item No. 5a

IV. JUSTIFICATION:

CHAMPS software enables LMHA to efficiently fulfill more than 40,000 public housing work orders each year. Authorizing the upgrade of this critical infrastructure will allow the existing software to remain functional.

V. BUDGET APPROVAL:

Funded with Public Housing Operating Funds.

D. Aaron Dean, Assistant Director of Finance

Date

VI. PROCUREMENT CERTIFICATION:

This procurement complies with the Louisville Metro Housing Authority's procurement policies and procedures.

Steve Webb, Purchasing Agent

Date

Prepared by: Sarah Galloway, Special Asst. to the Exec. Director

Submitted by: Greg Crum, Assistant Regional Director
Cheryl Butler, Director of Information Technology
October 20, 2020