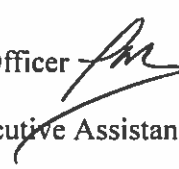


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TO: Michael L. Thurmond, Chief Executive Officer
DeKalb County Board of Commissioners

FROM: John Matelski, Chief Innovation and Information Officer 

THROUGH: Zachary L. Williams, Chief Operating Officer/Executive Assistant

SUBJECT: Timeline for Banking RFP and Subsequent Implementation

DATE: October 30, 2019

As I believe you are aware, DeKalb County is currently in the 22nd month of a 32-month implementation to replace and modernize the county's billing system. The county is currently on track for a September 2020 go-live. This system modernization is not only intended to help facilitate long needed business process and associated technology upgrades for water/sewer billing, but also enables the county to centralize all billing processes and operations through the new enQuesta customer billing information system.

In order to successfully implement enQuesta, and to eliminate some of the issues that have plagued the county over the years, there are over two dozen integrations being developed, to create efficiencies and eliminate data integrity issues/errors that can occur due to manual business processes. The three most critical and complicated systems that need to be interfaced with the enQuesta system include the Oracle Financial Management Information System (FMIS), PeopleSoft Human Capital Management (HCM) (also an Oracle solution) and Wells Fargo, who is our current banking vendor. There are multiple integrations required between Oracle FMIS, PeopleSoft and the banking vendor, and we have gone through 2/3rds of the implementation, mapping interfaces between these systems.

On November 13, 2018, and at the preceding FAB meeting, I had the opportunity to address the Board of Commissioners on agenda item 2018-2822, to extend the Wells Fargo contract to the end of 2019, as we initially were targeting a very aggressive go-live for December 2019. During the updates I provided to the Board of Commissioners related to the Wells Fargo contract, and its relationship to the enQuesta project, I noted that the county could not move to a new banking vendor until a couple of months after go-live, once the dust settled on the enQuesta implantation. This is critical, because the integrations between our banking vendor system and both Oracle and PeopleSoft would have to be rewritten including but not limited to: lock box, all types of payments to/from vendors and employees, as well as Automated Clearing House (ACH) electronic payments for customers. In short, if the county changes its banking vendor prior to the enQuesta go-live date, it will require months of delays, and there will be significant additional costs associated with extending vendor and contract resources to accommodate.

With the aforementioned in mind, as we all work to usher in the shared "New Day" vision that CEO Thurmond has outlined for DeKalb County's citizens and constituents, I respectfully must continue to urge the Administration and the Board of Commissioners to renew the Wells Fargo contract – through the end of 2020, which would allow us to complete the enQuesta project. Upon completion, we can then focus on a banking vendor selection and work collaboratively on what typically is approximately an 8 to 12-month implementation.