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**DEPARTMENT OF FINANCE**

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**MEMORANDUM**

**To:** Talisa R. Clark, Chief Procurement Officer  
**From:** Dianne McNabb, Financial Consultant/Interim Chief Financial Officer *DM*  
**Thru:** Gregory L. Williams, Executive Assistant/Chief Operating Officer  
**Date:** May 17, 2017  
**Re:** Additional funding – Contract # 1000274 : Utility Billing Software (ADAPTTOSOLVE) Maintenance and Support

The Department of Finance, Utility Customer Operations Division is requesting additional funds in the amount of \$217,000 be added to our approved 2017 Utility Billing Software Maintenance and Support contract - AdaptToSolve. This amount of the request is explained below:

The original contract was approved for the yearly maintenance fee of \$280,000 - \$120k for software, and \$40k per quarter for the hardware.

Due to the 2016 Watershed Moratorium, the premium support in 2016 went beyond the initial first 1,000 hours covered by the 2016 annual support agreement. In addition, a custom programming web screen to maintain utility billing “customer disputes table” was also created. Both events contributed to an additional \$67,500. These two items were paid in full during the 1<sup>st</sup> quarter of 2017. Therefore, \$52,500 remains under the 2017 contract for software support and approximately \$67,000 needs to be added back to the 2017 contract amount.

Additionally, the anticipation is that DeKalb County will again go beyond the 1,000 hours covered by the 2017 Utility Billing contract due to efforts of the New Day Project. Therefore, Utility Customer Operations is requesting an additional 1,000 hours. This would be \$150,000.

AdaptToSolve is the sole source for DeKalb County billing and collections system.

cc: Preston L. Stephens, Interim Assistant Finance Director  
 Antrameka L. Knight, Assistant Director Utility Customer Operations  
 Delois Robinson, Procurement Manager – Team C