



DeKalb County Government

Manuel J. Maloof Center
1300 Commerce Drive
Decatur, Georgia 30030

Agenda Item

File ID: 2018-2650

Substitute

10/9/2018

Purchasing Type: Change Order (CO)

Public Hearing: YES NO

Department: Purchasing & Contracting

AGENDA ITEM:

Commission District(s): All

CO – Change Order No. 1 to Contract No. 1072167 for Customer Billing System Replacement (Multiyear Contract): for use by the Department of Finance - Utility Customer Operations and the Department of Watershed Management (DWM). This contract consists of the delivery, implementation, integration and annual maintenance and support of a state-of-the-art Customer Information System (CIS) solution for DeKalb County's customer billing system replacement project. Awarded to Systems & Software, Inc. Amount Not To Exceed: \$175,790.27.

Information Contact: Talisa Clark, CPPO

Phone Number: (404) 687-2797

PURPOSE:

Awarded by the BOC on June 27, 2017 for an amount not to exceed \$4,965,567.83. This request is to add to the scope of work: two (2) additional enQuesta instances, one (1) WebConnect environment and an enhanced Disaster Recovery database structure.

RECOMMENDATION:

Recommend approval of Change Order No. 1 with:

Systems & Software, Inc., 426 Industrial Avenue, Suite 140, Williston, VT 05495

Amount Not To Exceed: \$175,790.27

and authorize the Chief Executive Officer to execute the change order and all associated documents

ADDITIONAL INFORMATION:

1. LSBE Participation: 20%
2. Contract Effective Date: June 27, 2017
3. Contract Expiration Date: December 31, 2023
4. Amount Spent To Date: \$1,536,673.12
5. Funding: Enterprise – CIP Lines 1 and 2 (DWM)

AGENDA NOTES

Solicitation Name and Number	Customer Billing System Replacement (Multiyear Contract) 17-500435
Procurement Agent	Randy Webb
Date bid prices expire. (Indicate if vendor has agreed to extend bid date/prices. Include new date.)	N/A
Solicitation Name, Number and Contract Number of Expiring Contract (If no previous contract, please indicate N/A)	Customer Billing System Replacement (Multiyear Contract) RFP 17-500435 Contract No. 1072167 Systems & Software, Inc.
Expiring Contract Number, Contractor Name and Award Amount (Include increases and Total Award Amount)	\$4,965,567.83
Amount Spent on Expiring Contract (If multiple award, List Amount Spent per Contract and include Total Amount Spent)	\$1,536,673.12
Prime Contractor Information and LSBE-Subcontractor (Prime: Company Name, Owner Name and Title, Number years in business and Number of Years doing business with DeKalb County) (LSBE: LSBE Type (DeKalb or MSA), Participation Percentage, Company Name, Owner Name and Title, Address, Type of Work Provided, Number of years in business and Previous Business/Contracts and Amounts in DeKalb County)	<p><u>Systems & Software, Inc. (PRIME)</u> Executive Vice President – Cameron Mahbubian Years in Business: 45 Years in Business with DeKalb County: 1</p> <p>Diversified Technologies, LLC - LSBE-MSA - 12% Vice President: John Scales 100 Peachtree Street, Suite 1910, Atlanta, GA 30303 Years in business: 14 Years doing business with DeKalb: 12 Services: Professional (Technology) Services Amount Paid to Date: \$195,960.00</p> <p>Red Bridge Consulting, Inc. - LSBE-MSA – 4% CEO: Norrene Duffy 4810 Harris Trail, Sandy Springs, GA 30327 Years in business: 15 Years doing business with DeKalb: 11 Services: Organizational & Change Mgmt. Amount Paid to Date: \$43,062.64</p> <p>Bethea and Associates - LSBE-DeKalb – 4% Manager: Yolanda Bethea</p>

	160 Clairemont Avenue, Ste. 200, Decatur, GA 30030 Years in business: 13 Years doing business with DeKalb: 12 Services: Account Executive/ Client Relationship Mgmt. Amount Paid to Date: \$72,578.32
Attachments	<ul style="list-style-type: none">• Change Order Request Form

Development Instance: Environment where DeKalb County IT will perform development and unit test of code and/or reports.

Pre-Production Instance: Environment where enQuesta users (UCO, Watershed, Sanitation, Airport) will perform user acceptance testing to certify changes prior to moving into production environment.

Because enQuesta is a proprietary software, an additional instance can only be procured as a Sole Source. Therefore, conducting a new procurement would not provide a cost benefit. Rather, it would tie up County resources --unnecessarily-- at the ultimate expense of its citizens.

The time frame for the implementation of this new system is the 2nd Quarter of 2019. Additional instances are needed to facilitate integration and report development.

DeKalb County
Department of Purchasing and Contracting
Change Order Request Form

User Department: Department of Watershed	From: Reginald Wells
ITB No.: 17-500435	Title: Customer Billing System Replacement Project.
Effective Date: November 19, 2017	Expiration Date: December 31, 2023
Contract APPROVED Amount: \$4,965,567.00	

Contractor(s)	Contract No.	Amount Spent	
Systems & Software, Inc.	1072167	\$ 1,536,673.12	

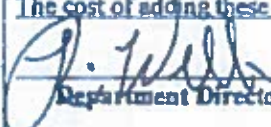
Total Amount Spent to Date: \$1,536,673.12

User Department Recommendation:

Upon review of the overall hosting solution that was proposed by Systems & Software for the implementation of the enQuesta Customer Billing System - and based on industry leading practices associated with ensuring business continuity and disaster recovery requirements - the Department of Innovation and Technology recommends adding two more enQuesta instances for Development and Pre-Production activities required to effectively and efficiently deploy system modifications and enhancements.

These instances were not included as a requirement in the RFP Cost \$4,965,567.00, however, after conducting business process reviews, we have determined that additional environments for development, testing and disaster recovery efforts is essential for this mission critical system.

The cost of adding these instances is an additional \$175,790.27.

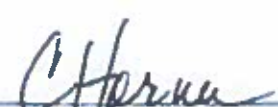
	<u>8/10/18</u>
Department Director Signature	Date

Funding: General Enterprise 3 Digit Fund Code 512

CIP Line Item No. (if applicable): 1 and 2

For Use by Purchasing and Contracting: Approve Deny

Additional Comments:

	<u>9/4/18</u>
Purchasing and Contracting Signature	Date