



Legislation Text

File #: 2019-3551, **Version:** 2

Purchasing Type: Change Order (CO)

Public Hearing: YES NO

Department: Purchasing & Contracting

AGENDA ITEM:

Commission District(s): All

CO - Change Order No. 2 to Contract No. 1072167 for Customer Service Billing System Replacement (Multiyear Contract): for use by the Departments of Finance - Utility Customer Operations (UCO) and 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: \$1,795,040.61.

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. On October 9, 2018, the BOC approved Change Order No. 1 for an amount not to exceed \$175,790.27 to cover expenses of the addition of enQuesta instances for Development and Pre-Production activities to help ensure continuity of operations and fulfill disaster recovery requirements. This request is to increase the contract amount and expand the scope of work to include: 1) a longer implementation phase that will extend through August 30, 2020 but will not add more time to the contract term; 2) address 7 required software functionality gaps and need for 25 interfaces (11 of which are brand new system integrations); and 3) include maintenance and support to cover the duration of the contract term for enQuesta instances added with Change Order No. 1.

RECOMMENDATION:

Recommend approval of Change Order No. 2 with:

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

Amount Not to Exceed: \$1,795,040.61

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: | \$2,748,103.61 |

5. Funding: Enterprise - CIP Lines 1 and 2 (DWM)