



Legislation Details (With Text)

**File #:** 2024-0204    **Version:** 1    **Name:**  
**Type:** Resolution    **Status:** Preliminary Item  
**File created:** 1/29/2024    **In control:** Board of Commissioners  
**On agenda:** 3/12/2024    **Final action:** 3/12/2024

**Title:** Commission District(s): ALL  
CO - Change Order No. 5 to Contract No. 1072167 Customer Billing System Replacement (Multiyear Contract): for use by the Department of Innovation & Technology (DoIT). This contract consists of the delivery, implementation, integration, and annual maintenance and support of a state-of-the-art Customer Information System (CIS) solution. This request seeks to increase contract funds to continue additional go-live support training, resources and per diem professional services. Awarded to Systems & Software, Inc. Amount Not To Exceed: \$250,000.00.

**Indexes:**

**Attachments:** 1. Agenda notes.pdf, 2. Agenda Items CPA 1072167

Date	Ver.	Action By	Action	Result
3/12/2024	1	Board of Commissioners	approved	Pass
3/5/2024	1	OPS-County Operations Committee	recommended for approval.	Pass
3/5/2024	1	Committee of the Whole	Accepted to the BOC agenda and assigned	

**Purchasing Type:** Change Order (CO)

**Public Hearing:** YES  NO     **Department:** Purchasing & Contracting

**AGENDA ITEM:**

**Commission District(s): ALL**

CO - Change Order No. 5 to Contract No. 1072167 Customer Billing System Replacement (Multiyear Contract): for use by the Department of Innovation & Technology (DoIT). This contract consists of the delivery, implementation, integration, and annual maintenance and support of a state-of-the-art Customer Information System (CIS) solution. This request seeks to increase contract funds to continue additional go-live support training, resources and per diem professional services. Awarded to Systems & Software, Inc. Amount Not To Exceed: \$250,000.00.

**Information Contact:** Michelle Butler, Chief Procurement Officer

**Phone Number:** (404) 687-3581

**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. On May 14, 2019, the BOC approved Change Order No. 2 for an amount not to exceed \$1,795,040.61. On November 17, 2020, the BOC approved Change Order No. 3 for an amount not to exceed \$1,728,300.00. On October 24, 2023, the BOC approved Change Order No. 4 to increase the contract term through June 30, 2024. This contract consists of the

delivery, implementation, integration, and annual maintenance and support of a state-of-the-art CIS solution. This request seeks to increase the contract funds to continue additional go-live support training and resources, including professional services per diem such as the deployment of additional trainers and subject matter experts.

**RECOMMENDATION:**

Recommend approval of Change Order No. 5 with:

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

Amount Not To Exceed: \$250,000.00

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

**ADDITIONAL INFORMATION:**

- 1. LSBE Participation: 4%
- 2. Contract Effective Date: November 17, 2017
- 3. Contract Expiration Date: June 30, 2024
- 4. Amount Spent To Date: \$8,664,698.71
- 5. Funding: General - CIP Funds (DoIT)