



AGENDA MEMORANDUM

Future Item for the City Council Meeting of November 13, 2018
Action Item for the City Council Meeting of November 27, 2018

DATE: November 13, 2018

TO: Keith Selman, Interim City Manager

FROM: Kim Baker, Assistant Director of Financial Services–Purchasing Division
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Billing System Analysis

CAPTION:

Motion authorizing an one month amendment to a Service Agreement to continue the billing system analysis and implementation plan to resolve the billing system issues with Peter Collins of Corpus Christi, Texas for a not to exceed value of \$32,000, and a revised Agreement total of \$64,000.

PURPOSE:

The purpose of this agenda item is to extend the existing staff authorized agreement to continue these services, which are necessary to correct the billing system issues affecting our customers.

BACKGROUND AND FINDINGS:

Upon implementation of a new billing software system, the City was experiencing a number of issues related to customer's utility bills. There were a number of variables that had changed at the time of these issues, beyond just new billing software including the rate structure, the billing rates, etc. In addition, there were concerns about missed meter readings and customers missing bills. Therefore, a decision was made by the Interim City Manager to hire an outside expert to evaluate and troubleshoot these issues and to quickly improve the accuracy of the billing system for our customers.

Peter Collins was hired to provide consulting services under a staff authorized contract. Mr. Collins is nearing completion of identifying the issues, and now the changes need to be implement. Therefore, staff recommends retaining Mr. Collins services until the task are complete.

ALTERNATIVES:

Have City staff complete the implementation plan with management oversight, however this could result in a delay.

OTHER CONSIDERATIONS:

No feasible considerations

CONFORMITY TO CITY POLICY:

This purchase conforms to the City's purchasing policies and procedures and State Statutes regulating procurements.

EMERGENCY / NON-EMERGENCY:

Non-emergency

DEPARTMENTAL CLEARANCES:

City Manager and Purchasing Division

FINANCIAL IMPACT:

x Operating ☐ Revenue ☐ Capital ☐ Not applicable

Fiscal Year: 2018-2019	Current Year	Future Years	TOTALS
Line Item Budget	\$64,000.00	\$0.00	\$64,000.00
Encumbered / Expended Amount	\$32,000.00	\$0.00	\$32,000.00
This item	\$32,000.00	\$0.00	\$32,000.00
BALANCE	\$0.00	\$0.00	\$0.00

Fund(s): General Fund

Comments:**RECOMMENDATION:**

Staff recommends approval of the Motion.

LIST OF SUPPORTING DOCUMENTS:

Service Agreement
Amendment