



AGENDA MEMORANDUM

Future Item for the City Council Meeting of December 4, 2018
Action Item for the City Council Meeting of December 11, 2018

DATE: December 4, 2018

TO: Keith Selman, Interim City Manager

FROM: Kim Baker, Assistant Director of Financial Services–Purchasing Division
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Professional Services Agreement for System Analysis Services

CAPTION:

Motion authorizing a Professional Services Agreement for the project recovery phase of the system analysis of the Infor Enterprise System with Peter Collins of Corpus Christi, Texas for a not to exceed value of \$160,000.

PURPOSE:

The purpose of this agenda item is to broaden the scope of work that began with Peter Collins to triage the billing system to now provide a wider look at the Infor Enterprise system, identify critical issues and provide stability to the system.

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 which was recently amended for completion of the services. Mr. Collins is nearing completion of identifying the issues, and implementing the changes. As Mr. Collins was completing the changes related to utility billing, he has determined there are a number of other Infor modules that have critical issues that need to be addressed, therefore a new scope of work has been developed to continue to stabilize the system and resolve these issues.

ALTERNATIVES:

No feasible alternatives based on the work that has already be undertaken.

OTHER CONSIDERATIONS:

No feasible considerations

CONFORMITY TO CITY POLICY:

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

EMERGENCY / NON-EMERGENCY:

Non-emergency

DEPARTMENTAL CLEARANCES:

City Manager and Purchasing Division

FINANCIAL IMPACT:

☒ Operating ☐ Revenue ☐ Capital ☐ Not applicable

Fiscal Year: 2018-2019	Current Year	Future Years	TOTALS
Line Item Budget	\$192,000.00	\$0.00	\$192,000.00
Encumbered / Expended Amount	\$32,000.00	\$0.00	\$32,000.00
This item	\$160,000.00	\$0.00	\$160,000.00
BALANCE	\$0.00	\$0.00	\$0.00

Fund(s): General Fund

Comments:**RECOMMENDATION:**

Staff recommends approval of the Motion.

LIST OF SUPPORTING DOCUMENTS:

Professional Services Agreement