

LEE COUNTY BOARD OF COUNTY COMMISSIONERS
AGENDA ITEM SUMMARY **BLUE SHEET NO: 20021278-UTL**

1. REQUESTED MOTION:

ACTION REQUESTED:

Approve the Orcom Solutions, Inc. Change Order No. 11 in the amount of \$97,500.00 for Contract No. 732, which will provide annual support in calendar year 2003 for the Utilities Billing System, Enterprise Customer Information System (E-CIS.)

WHY ACTION IS NECESSARY:

Provides for e-Support communications to allow Lee County Utilities (LCU) users to report support needs via the internet and monitor progress of the issues reported. Provides for Orcom staff to sign onto system directly via the internet to resolve problems or conditions. Provides telephone support for procedural questions; corrections and modifications to the software and minor improvements to existing features of the software; and, Help Desk Support 24 hours per day.

WHAT ACTION ACCOMPLISHES:

Provides Lee County Utilities Customer Service users with 24 hours per day Utility Billing software support, corrections and modifications for calendar year 2002. Covers all data environments on the LCU AS400, LCU customer accounts, Gulf Environmental Services, Inc. customer accounts and test and training environments. Gulf Environmental Services, Inc. will be reimbursing to LCU quarterly their proportionate share (January 2003-June 2003, 6 months) of the Support Agreement based on the average number of active accounts. This represents approximately 15% of the total accounts, or \$7,312.50. The net annual cost to LCU will be approximately \$90,187.50. Lee County Utilities will be converting the GES billing system to the County's billing system on July 1, 2003. At that time all accounts in the GES and Lee County billing files will be combined into one LCU customer database.

2. DEPARTMENTAL CATEGORY: 10
COMMISSION DISTRICT #: CW

C10A

3. MEETING DATE:

01-07-2003

4. AGENDA:

- CONSENT
- ADMINISTRATIVE
- APPEALS
- PUBLIC
- WALK ON
- TIME REQUIRED: _____

5. REQUIREMENT/PURPOSE:

(Specify)

- STATUTE _____
- ORDINANCE _____
- ADMIN. CODE _____
- OTHER *Annual Support Fee Payment*

6. REQUESTOR OF INFORMATION:

- A. COMMISSIONER: _____
- B. DEPARTMENT: *Lee County Public Works*
- C. DIVISION/SECTION: *Utilities Division*
- BY: *Rick Diaz, Utilities Director*
- DATE: *11/27/02*

7. BACKGROUND:

On January 26, 1999, the Board approved proceeding with development of contracts with Orcom Solutions, Inc. for the purpose of replacing Lee County Utilities' existing customer billing system, which was not Y2K compliant. Among the

(CONT'D.)

MANAGEMENT RECOMMENDATIONS:

9. RECOMMENDED APPROVAL

(A) DEPARTMENT DIRECTOR	(B) PURCH. OR CONTRACTS	(C) HUMAN RESOURCES	(D) OTHER	(E) COUNTY ATTORNEY	(F) BUDGET SERVICES				(G) COUNTY MANAGER
					OA	OM	Risk	GC	
<i>J. Lavender</i> Date: <i>12-9-02</i>	<i>C. Logan</i> Date: <i>12/10/02</i>	N/A Date:	N/A Date:	<i>D. Owen</i> Date: <i>12/9/02 P.M.</i>		<i>AS</i> <i>12/10/02</i>	<i>JS</i> <i>12/10/02</i>	<i>RS</i> <i>12/10/02</i>	<i>J. Lavender</i> Date: <i>12-9-02</i>

10. COMMISSION ACTION:

- APPROVED
- DENIED
- DEFERRED
- OTHER

Rec. by CoAtty
 Date: *12/9/02*
 Time: *4:15 pm*
 Forwarded To: *Budget*

**RECEIVED BY
 COUNTY ADMIN.** *AM*
12-10-02
9:10
**COUNTY ADMIN.
 FORWARDED TO:**
12/12 2:10

various agreements approved by the Board was the Software Support Agreement for annual support. This agreement will provide support for calendar year 2003. The cost of this support is \$97,500. Orcom Solutions, Inc. is the sole software provider supporting the ECIS billing system. The original Software Support Agreement provided service to approximately 32,000 customer accounts in the original LCU service area and 16 customer service/billing users. With the successful data conversions during 2000, the following were added to the ECIS billing system: Gulf Environmental Services, Inc. (April 2000, approximately 9,000 customer accounts), former Florida Cities Water Company (December 2000, approximately 18,000 customer accounts) and Fort Myers Beach (December 2000, approximately 3,000 customer accounts). Fort Myers Beach customer information has been shared with Fort Myers Beach Public Water Services, customer records remain to meet State of Florida Electronic Records requirements. Users now total approximately 30. The current software version is level 5.1.8. System enhancements are being developed, tested and will be adopted when complete in 2003. (On March 9, 1999, the Board approved the Annual Software Support Agreement, in addition to the Service Agreement, End-User Software License Agreement, and the Hardware Supply Agreement).

This annual software support fee payment in the amount of \$97,500 will provide support for calendar year 2003 (see attached Orcom letter dated October 9, 2002).

Funds are available in Account No.

OD5361048700.503465

(Lee County Utilities/Billing & Collection/Software Technical Support)

Attachment: Copy of Letter
Change Order No. 11 (3 Originals)

◆◆◆

- SERVICE AGREEMENT
- END-USER SOFTWARE AGREEMENT
- SOFTWARE SUPPORT AGREEMENT
- SUPPLY OF HARDWARE & THIRD PARTY SOFTWARE AGREEMENT

(Change Order Requires Approval by the Board of County Commissioners)

CONTRACT/PROJECT NAME: Lee County Enterprise CIS Quick Start Implementation Program

CONSULTANT: ORCOM SOLUTIONS INC

PROJECT NO.:

CONTRACT NO.: 732

CN NO.: N/A

REQUESTED BY: Carolyn Andrews

DATE OF REQUEST: 10/30/02

Upon the completion and execution of this Change Order by both parties the Consultant is authorized to and shall proceed with the following:

EXHIBIT "CO-A": EXHIBIT A: DATED: 10/30/02

EXHIBIT "CO-B": EXHIBIT B: DATED: 10/30/02

All of which are attached hereto and are made a part of this Change Order.

It is understood and agreed that the acceptance of this modification by the CONSULTANT constitutes an accord and satisfaction.

RECOMMENDED:

ACCEPTED:

APPROVED:

By: [Signature] 11/22/02
Department Director Date

By: [Signature]
Consultant

By: _____
Chairman
BOARD OF CO. COMMISSIONERS

By: [Signature]
Dept. of Public Works Date

Date Accepted:

Date Approved:

(Corporate Seal)

By:
County Attorney's Office

Date Approved:

CSD:063
REV:03/06/96

Change Order No. 11
(Service Agreement)

EXHIBIT "CO-A"

Date: 10/30/02

SCOPE OF SERVICES

for Orcom Solutions, Inc./Annual Software Support Fee for Calendar Year 2003
for the Utilities Billing System

(Enter Project Name from Page 1 of the
Change Order Agreement)

SECTION 1.00 CHANGE(S) TO SERVICES

The "Scope of Services" as set forth in Exhibit "A" of the Agreement, referred to hereinbefore is hereby changed, so that the CONSULTANT, shall provide and perform the following services, tasks, or work as a change to, the scope of services previously agreed to and authorized:

(List each previously established phase of task to be changed, and provide a comprehensive description of the services, tasks, or work resulting from the Change(s).

Task 21700 Provide Lee County Utilities Customer Service users with Utility Billing Software support, corrections, and modifications for calendar year 2003.

Date: 10-30-02EXHIBIT B COMPENSATION

for Orcom Solutions, Inc./Annual Software Support Fee for Calendar Year 2003
for the Utilities Billing System

(Enter Project Name from Page 1 of the
Change Order Agreement)

SECTION 1.00 CHANGE(S)

The compensation the CONSULTANT shall be entitled to receive for providing and performing the changed services, tasks, or work as set forth and enumerated in the Exhibit "CO-A", attached hereto shall be as follows:

NOTE: A Lump Sum (L.S.) or Not-to-Exceed (N.T.E.) amount of compensation to be paid the CONSULTANT should be established and set forth below for each task or sub-task described and authorized in Exhibit "CO-A".

Task Number	Task Title	Amount of Compensation	Indicate Basis of Compensation LS or NTE	Comments
21700	Provide Lee County Utilities Customer Service users with Utility Billing Software support, corrections and modifications for calendar year 2003.	\$97,500		
TOTAL		\$97,500		

REV:04/21/93

Page B 1 of B 2

