

LEE COUNTY BOARD OF COUNTY COMMISSIONERS
AGENDA ITEM SUMMARY **BLUE SHEET NO: 20031472-UTL**

1. REQUESTED MOTION:

ACTION REQUESTED:

Authorize the Chairman, on behalf of the BOCC, to approve the Orcom Solutions, Inc. Change Order No. 14 in the amount of \$97,500.00 for Contract 732, which will provide support in calendar year 2004 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 2004. Covers all data environments on the LCU AS400, LCU customer accounts and test and training environments.

2. DEPARTMENTAL CATEGORY:
COMMISSION DISTRICT #: CW

C10A

3. MEETING DATE:

01-13-2004

4. AGENDA:

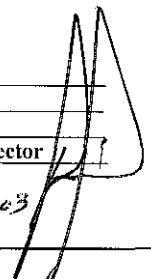
- CONSENT
- ADMINISTRATIVE
- APPEALS
- PUBLIC
- WALK ON
- TIME REQUIRED: _____

5. REQUIREMENT/PURPOSE:

- (Specify)
- STATUTE
 - ORDINANCE
 - ADMIN. CODE
 - OTHER Change Order

6. REQUESTOR OF INFORMATION:

A. COMMISSIONER: _____
 B. DEPARTMENT: Lee County-Public Works
 C. DIVISION/SECTION: Utilities Division
 BY: Rick Diaz, P.E., Utilities Director
 DATE: 12-23-03



7. BACKGROUND:


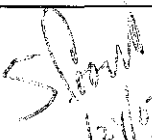

On January 26, 1999, the Board approved proceeding with development of contracts with Orcom Solutions, Inc. for the purpose of replacing Lee County Utilities' existing customer billing system, which was not Y2K compliant. Among the various agreements approved by the Board was the Software Support Agreement for annual support. This agreement will provide support for calendar year 2004. The cost of this support is \$97,500.

Orcom Solutions, Inc. is the software provider supporting the ECIS billing system, which we use daily. The original Software Support Agreement provided service to approximately 32,000 customer accounts in the original LCU service area and allow 16 customer service/billing users.

(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	
 Date: <u>12-23-03</u>	N/A Date: _____	N/A Date: _____	N/A Date: _____	 Date: <u>12/21/03</u>	<u>12/29/03</u> P.M.	<u>12/29/03</u> R.K.F.	<u>12/29/03</u> S.F.	<u>12/29/03</u> P.M.	 Date: <u>12-23-03</u>

10. COMMISSION ACTION:

- _____ APPROVED
- _____ DENIED
- _____ DEFERRED
- _____ OTHER

Rec. by CoAtty


Date: 12-24-03

Time: 3:16

Forwarded to:

City Admin.

12-24-03

RECEIVED BY
COUNTY ADMIN: 

12/24/03

4:05 PM SAT

COUNTY ADMIN
FORWARDED TO:

12/30/03

7:50 AM

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 Works (their selected contractor, Woodard & Curran). Customer records remain on the billing system to meet State of Florida Electronic Records requirements. Fort Myers Beach customer information is also used to provide information for users auditing Fort Myers Beach Public Water Services sewer billing for Lee County Utilities. Lee County Utilities users now total approximately 25.

The current software version is level 5.1.8. System enhancements are being developed/tested and will be adopted when available. 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). Former Gulf Environmental Services database was converted into the Lee County Utilities database in July 2003. Currently, Lee County Utilities has approximately 68,200 active accounts, including the following types of services: water only, sewer only, water and sewer, reuse water, fire line billings, temporary construction meters, and other specialized billings for Utilities.

Funds are available in Account No.

OD5361048700.503465

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

Attachments: Change Order No. 14

Copy of Letter



**PLEASE NOTE THE
ORIGINAL
DOCUMENTS WILL BE
FORTHCOMING TO
LEE CARES ASAP, TO
CATCH UP WITH THE
BLUE SHEET.**

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

(Change Order Requires Approval by the Department Director for Expenditures Under Level III (\$25,000) or Approval by the County Administrator for Expenditures Between \$25,000 and \$50,000)

CONTRACT/PROJECT NAME: Orcom Solutions, Inc./Lee County Enterprise CIS Quick Start Implementation Program

CONSULTANT: ORCOM SOLUTIONS INC PROJECT NO.: N/A

CONTRACT NO.: 732 CN NO.: N/A

REQUESTED BY: Carolyn Andrews DATE OF REQUEST: 12-10-03

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: 12-10-03

EXHIBIT "CO-B": EXHIBIT B: DATED: 12-10-03

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:	COUNTY APPROVAL:
BY: _____ Department Director Date	By: _____ Consultant	By: _____ Department Director (Under Level III \$25,000)
BY: _____ Dept. of Public Works Date	Date Accepted: _____ Corporate Seal	Date Approved: _____ BY: _____ County Administrator (Over Level III \$25,000, Under \$50,000)

COPY TO: Minutes Department
Finance Department

Date Approved: _____

CSD:062
REV:03/06/96

COPY

SCOPE OF SERVICES

for Orcom Solutions, Inc./Lee County Enterprise CIS Quick start
Implementation Process

(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 22200 Provide Lee County Utilities Customer Service users with Utility Billing Software support, corrections, and modifications for calendar year 2004.

EXHIBIT B COMPENSATION

for Orcom Solutions, Inc./Lee County Enterprise CIS Quick Start

Implementation Process

(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
22200	Provide Lee County Utilities Customer Service users with Utility Billing Software support, corrections and modifications for calendar year 2004.	\$97,500.00	NTE	
TOTAL		\$97,500.00	NTE	

(Unless list is continued on next page) _____

CHANGE ORDER No. 14 (Continued)
 (Service Agreement)

SECTION 2.00 SUMMARY OF CHANGE(S) IN COMPENSATION

Pursuant to and in consideration of the change(s) in the scope of Services set forth in the CHANGE ORDER AGREEMENT, Exhibit "CO-A", the compensation the COUNTY has previously agreed to pay to the CONSULTANT, as set forth in the Agreement shall be changed to be as follows:

Section/Task Number	Section/Task Name	Compensation in the Basic Agreement	Adjustment(s) by Previous Change Order Nos. 1 - 13	Adjustment(s) due to this Change Order No. <u>14</u>	Summary of Changed Compensation
		\$339,135.00			\$339,135.00
22200			\$ 592,253.61		\$592,253.61
				\$ 97,500.00	\$ 97,500.00
TOTAL		\$339,135.00	\$ 592,253.61	\$ 97,500.00	\$1,028,888.61