

LEE COUNTY BOARD OF COUNTY COMMISSIONERS
AGENDA ITEM SUMMARY **BLUE SHEET NO: 20041571-UTL**

1. REQUESTED MOTION:

ACTION REQUESTED:

1) Approve the annual software support fee payment in the amount of \$100,425 to Alliance Data Systems (formerly Orcom Solutions, Inc.), which will provide support in calendar year 2005 for the Utilities Billing System, Enterprise Customer Information System (E-CIS); and, 2) Authorize the Chairman, on behalf of the BOCC, to approve the Alliance Data Systems (formerly Orcom Solutions) Change Order No. 16 in the amount of \$100,425.00 for Contract 732, which will provide support in calendar year 2005 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 2005. Covers all data environments on the LCU AS400, LCU customer accounts and test and training environments.

2. DEPARTMENTAL CATEGORY:
COMMISSION DISTRICT #: CW

CIOI

3. MEETING DATE: 12-14-2004

4. AGENDA:

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

5. REQUIREMENT/PURPOSE:

- (Specify)
- STATUTE _____
 - ORDINANCE _____
 - ADMIN. CODE _____
 - OTHER Annual Support Fee Payment
- (And Name Change)

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: 11/24/04

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 provided support for calendar year 2003. The cost of this support was \$97,500. Orcom Solutions, Inc. was the sole software provider supporting the ECIS billing system.

(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	
Lavender Date: 11/29/04	Logan Date: 11/29	N/A Date:		S. Covert Date: 12/1/04	P.M 12/1/04	12/2/04	12/2/04	12/2/04	Lavender Date: 11/29/04

10. COMMISSION ACTION:

- APPROVED
- DENIED
- DEFERRED
- OTHER

Rec. by CoAtty
 Date: 12/1/04
 Time: 1:55
 Forwarded To:
 12/1/04

RECEIVED BY
 COUNTY ADMIN:
 12/1/04
 3:25 PM
 COUNTY ADMIN
 FORWARDED TO:
 12/2/04
 3PM

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 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. Users now total approximately 35.

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 74,000 active accounts, including the following types of services: water only; sewer only; water and sewer; reuse (reclaimed) water; fire-line billings; temporary construction meters; and, other specialized billings for Utilities.

This annual software support fee payment in the amount of \$100,425.00 will provide support for calendar year 2005 (see attached letter from Alliance Data Systems dated 11-1-04).

Funds are available in Account No.

OD5361048700.503465

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

Attachments: Letter dated 11-1-04
Change Order No. 16



- 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: ALLIANCE DATA SYSTEMS

PROJECT NO.: N/A

CONTRACT NO.: 732

CN NO.: N/A

REQUESTED BY: Carolyn Andrews

DATE OF REQUEST: 11/12/04

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: 11/12/04

EXHIBIT "CO-B": EXHIBIT B: DATED: 11/12/04

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:
By: [Signature] 11/24/04
Date
Department Director

ACCEPTED:
By: [Signature]
Consultant

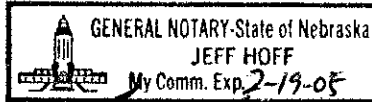
APPROVED:
By: _____
Chairman
BOARD OF CO. COMMISSIONERS

By: [Signature] 11/29/04
Date
Dept. of Public Works

Date Accepted:

Date Approved:

(Corporate Seal)



By: _____
County Attorney's Office

Date Approved: _____

CSD:063

REV:03/06/96

Change Order No. 16
(Service Agreement)

EXHIBIT "CO-A"

Change Order No. 16
(Service Agreement)

EXHIBIT "CO-A"

Date: 11/12/04

SCOPE OF SERVICES

Lee County Enterprise CIS Quick Start Implementation Program

(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 22400 Provide Lee County Utilities Customer Service users with utility billing software support, corrections, and modifications for calendar year 2005.

"Change Order tasks and hours are based on estimates for the agreed upon Custom Modification Documents, defining the expected scope of work. Should additional tasks be necessary, or should the scope of tasks increase, additional Change Orders will be required."

EXHIBIT "CO-B"

Date: 11/12/04

EXHIBIT B COMPENSATION

Lee County Enterprise CIS Quick Start Implementation Program

(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". "Change Order tasks and hours are based on estimates for the agreed upon Custom Modification Documents, defining the expected scope of work. Should additional tasks be necessary, or should the scope of tasks increase, additional Change Orders will be required."

Task Number	Task Title	Amount of Compensation	Indicate Basis of Compensation LS or NTE	Comments
22400	Provide Lee County Utilities customer service users with Utility Billing Software support, corrections, and modifications for calendar year 2005.	\$100,425.00	NTE	
TOTAL		\$100,425.00		



November 1, 2004

Carolyn Andrews
Lee County Utilities
7401 College Parkway
Fort Meyers, FL 33907

Dear Carolyn:

This letter is to inform you of the change in Alliance Data's support fee for 2005. Beginning in January, the annual fee will increase approximately 3% to \$100,425. The first quarterly invoice for these services will be sent to you in December.

Alliance Data continues to provide services to ensure your satisfaction with the support we provide to you and your staff. Those services include:

- A National Account Manager that supports a small group of both licensed and outsource clients. Supporting both types of clients promotes the sharing of process and product information across clients.
- A Technical Account Manager that is responsible for ensuring your Support Incidents are addressed in a timely manner.
- Engineering Operations (formerly know as Application Support), with more than 60 analysts and programmers, to serve your support needs.
- A Client Professional Services department devoted to custom development and services.
- Quality Assurance department focused on improving processes throughout the organization.
- Client Web Portal, which provides Custom Project and Support Incident tracking, updated technical information, user documents and training information.
- Continued focus on E-CIS with continuing improvements, upgrades and releases.
- Continuing availability of E-CIS add-on products, including On-Line Customer Care for customer self-service, Digital Dashboard for Call Center power users, and process improvement products such as Process Notification and Process Monitor.

Alliance Data continues to value you as a business partner. We look forward to continuing to serve Lee County Utilities information technology needs. Our personnel are available to work with you to support your current and future business needs.

Please contact me directly at 308-630-9657, if you wish to discuss any aspects of your current or future support needs.

Sincerely,

A handwritten signature in black ink, appearing to read "Roger Garwood", is written over a light-colored background.

Roger Garwood
National Account Manager
Alliance Data Systems