

BOC Meeting Date
12/18/2019**Requesting Agency**

Finance

Commission Districts Affected

All Districts

Requested Action *(Identify appropriate Action or Motion, purpose, cost, timeframe, etc.)*

Request approval to award contract without competition - Department of Information Technology, Upgrade and expansion of CIS & CMMS Software Maintenance, Support Agreement, Customer Information System (CIS) Infinity and CIS Infinity.Link in the amount of \$298,000.00 with Advanced Utility Systems (Toronto, ON) for the upgrade to the existing Customer Information System (CIS Infinity) and Customer Portal (CIS Infinity.Link) to improve customer experience and service delivery while assuring long term system viability at economical price. Effective upon BOC approval.

Requirement for Board Action *(Cite specific Board policy, statute or code requirement)*

In accordance with Purchasing Code Section 102-384, after conducting a good faith review, and the Purchasing Department has determined there is only one source available for the required supply, service, or construction item, the request shall be forwarded to the Board of Commissioners for approval.

Is this Item related to a Strategic Priority Area? *(If yes, note strategic priority area below)*

Yes All People trust government is efficient, effective, and fiscally sound

Is this a purchasing item?

Yes

Summary & Background*(First sentence includes Agency recommendation. Provide an executive summary of the action that gives an overview of the relevant details for the item.)*

Scope of Work: This request is to upgrade the existing CIS Infinity System. The system is used to manage water and sewer customers' information, perform all billing activities, collections tasks, and manage service orders. CIS Infinity.Link allows customers to access their online account information at any time, look up their consumption, review and pay their bills. An upgrade to version 4 offers improved reporting capabilities, security enhancements, bill processing improvements, bill print updates simplifying ebill presentment, improved collections processes, layout customizations, and eliminates a need for a separate Schedule Server. These enhancements will drive continuous improvements in both service delivery and customer service.

The Scope of Work is as follows:

1. CIS Infinity V4 Upgrade	\$ 240,000.00
2. Travel Budget	\$ 10,000.00
3. Infinity.Link V4 Upgrade	\$ 48,000.00
Total Cost:	\$ 298,000.00

Agency Director Approval**County Manager's Approval****Typed Name and Title**

Felicia Strong-Whitaker, Director

Phone

(404) 612-5800

Signature**Date**

Community Impact: The Community Impact will be to improve service delivery and customer satisfaction.

Department Recommendation: The Department of Finance recommends approval to amend existing contract to provide upgrade to the existing Customer Information System Infinity and Customer Portal Infinity.Link.

Project Implications: Upgrade CIS to improve service delivery and customer satisfaction as well as assure long term system viability

Community Issues/Concerns: None.

Department Issues/Concerns: If this contract amendment is not approved, the Department will not be able to upgrade the CIS system to the “up to date” capabilities.

History of BOC Agenda Item: This system was originally procured pursuant to 06RFP52391-YC, CIS & CMMS Software and Hardware Implementation Services which was approved by the BOC on July 18, 2007, BOC Item # 07-0596.

Contract & Compliance Information	<i>(Provide Contractor and Subcontractor details.)</i>
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Not Applicable

Solicitation Information	NON-MFBE	MBE	FBE	TOTAL
No. Bid Notices Sent:				
No. Bids Received:				

Total Contract Value	Click here to enter text.
Total M/FBE Values	Click here to enter text.
Total Prime Value	Click here to enter text.

Fiscal Impact / Funding Source	<i>(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)</i>
210-203-2111-1160: Finance, Multi-year Water and Sewer Renewal Fund, Professional Services - \$150,000.00	
540-203-5482-1113: Public Works, Multi-year Water and Sewer Renewal Fund, Software Licenses - \$145,000.00	

Exhibits Attached	<i>(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)</i>
Exhibit 1: Contract Amendment No. 1	
Exhibit 2: Contractor Performance Report	

Source of Additional Information	<i>(Type Name, Title, Agency and Phone)</i>
Hakeem Oshikoya, Director, Finance Department 404-612-7641	

Agency Director Approval		County Manager's Approval
Typed Name and Title Felicia Strong-Whitaker, Director	Phone (404) 612-5800	
Signature	Date	

Revised 03/12/09 (Previous versions are obsolete)

Procurement**Contract Attached:**
No**Previous Contracts:**
Yes**Solicitation Number:**
06RFP52391-YC**Submitting Agency:**
Finance**Staff Contact:**
Jaunius Simokaitis**Contact Phone:**
404-612-7697**Description:** To upgrade to the existing Customer Information System (CIS Infinity) and Customer Portal (CIS Infinity.Link) to assure long term system viability.**FINANCIAL SUMMARY****Total Contract Value:**

Original Approved Amount: [Click here to enter text.](#)

Previous Adjustments: [Click here to enter text.](#)

This Request: \$298,000.00

TOTAL: \$298,000.00

MBE/FBE Participation:

Amount: . %: .

Amount: . %: .

Amount: . %: .

Amount: . %: .

Grant Information Summary:

Amount Requested: . ☐ Cash

Match Required: . ☐ In-Kind

Start Date: . ☐ Approval to Award

End Date: . ☐ Apply & Accept

Match Account \$: .

Funding Line 1:
203-210-2111-1160
\$150,000**Funding Line 2:**
203-540-5482-1113
\$148,000 (Pending
BOC approval of
FY2020 budget)**Funding Line 3:**
.**Funding Line 4:**
.**KEY CONTRACT TERMS****Start Date:**

12/4/2019

End Date:

12/31/2020

Cost Adjustment:[Click here to enter text.](#)**Renewal/Extension Terms:**

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ROUTING & APPROVALS

(Do not edit below this line)

X	Originating Department:	Turner, Ray	Date: 10/22/2019
X	County Attorney:	Ringer, Cheryl	Date: 12/11/2019
X	Purchasing/Contract Compliance:	Strong-Whitaker, Felicia	Date: 12/11/2019
X	Finance/Budget Analyst/Grants Admin:	Jones, Monica	Date: 10/28/2019
.	Grants Management:	.	Date: .
.	County Manager:	.	Date: .

AMENDMENT NO. 1 TO FORM OF CONTRACT

Contractor: Advanced Utility Systems

Contract No. #10SS75387-B

Address: 2235 Sheppard Avenue East, Suite 1400
City, State Toronto, Ontario, Canada M2J 5B5

Telephone: 416-496-0149

E-mail: pfanous@advancedutility.com

Contact: Peter Fanous
Executive Vice President

W I T N E S S E T H

WHEREAS, Fulton County ("County") entered into a Contract with Advanced Utility Systems to provide/perform software and hardware implementation services, dated 07/18/2007, on behalf of the Information Technology Department; and

WHEREAS, an upgrade to the existing Version 3 Customer Information System (CIS Infinity) and Customer Portal (CIS Infinity.Link) is requested to assure long term system viability;

WHEREAS, the Contractor has performed satisfactorily over the period of the contract; and

WHEREAS, this amendment was approved by the Fulton County Board of Commissioners on [Insert Board of Commissioners approval date and item number].

NOW, THEREFORE, the County and the Contractor agree as follows:

This Amendment No. 1 to Form of Contract is effective as of the ____ day of _____, 2019, between the County and [Insert Contractor Name], who agree that all Services specified will be performed in accordance with this Amendment No. 1 to Form of Contract and the Contract Documents.

1. **SCOPE OF WORK TO BE PERFORMED:** Upgrade CIS Infinity Version 3 and Customer Portal (CIS Infinity. Link) to CIS Infinity Version 4 and CIS Infinity. Link Version 4.
2. **COMPENSATION:** The services described under Scope of Work herein shall be performed by Contractor for a total amount not to exceed \$298,000.00.

3. **LIABILITY OF COUNTY:** This Amendment No. 1 to Form of Contract shall not become binding on the County and the County shall incur no liability upon same until such agreement has been executed by the Chair to the Commission, attested to by the Clerk to the Commission and delivered to Contractor.
4. **EFFECT OF AMENDMENT NO. 1 TO FORM OF CONTRACT:** Except as modified by this Amendment No. 1 to Form of Contract, the Contract, and all Contract Documents, remain in full force and effect.

[INTENTIONALLY LEFT BLANK]

IN WITNESS THEREOF, the Parties hereto have caused this Contract to be executed by their duly authorized representatives as attested and witnessed and their corporate seals to be hereunto affixed as of the day and year date first above written.

OWNER:

FULTON COUNTY, GEORGIA

CONSULTANT:

ADVANCED UTILILTY SYSTEMS

Robert L. Pitts, Chairman
Fulton County Board of Commissioners

Peter Fanous
Executive Vice President

ATTEST:

ATTEST:

Tonya R. Grier
Chief Deputy County Clerk to the
Commission

Secretary/
Assistant Secretary

(Affix Corporate Seal)

(Affix County Seal)

APPROVED AS TO FORM:

ATTEST:

Office of the County Attorney

Notary Public

APPROVED AS TO CONTENT:

County: _____

Hakeem Oshikoya, Director
Finance Department

Commission Expires: _____

(Affix Notary Seal)

ITEM#: _____ RCS: _____ RECESS MEETING	ITEM#: _____ RM: _____ REGULAR MEETING
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DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2019	11/1/2019	1/1/2019	12/31/2019
PO Number			PO Date
PO 19SC117629C-BKJ 2/05/...			2/5/2019
Department	Finance		
Bid Number	10SS75387-B		
Service Commodity	Customer Information System / Billing System "Infinity"/Customer Portal "Infini...		
Contractor	Advanced Utility Systems		

0 = Unsatisfactory	<i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient; unacceptable delay, incompetence, high degree of customer dissatisfaction.</i>
1 = Poor	<i>Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.</i>
2 = Satisfactory	<i>Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.</i>
3 = Good	<i>Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied.</i>
4 = Excellent	<i>Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.</i>

1. Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

The quality of the good/services has been good. Vendor has demonstrated a high degree of professionalism and technical competence.

2. Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

Vendor general delivers products within agreed upon time frames. Vendor is quick to comply with special requests from staff. Vendor resolves problems and/or issues in a good manner.

3. Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

- ☐ 0
☐ 1

Comments:

19-1129

problem are resolved in a prompt and professional manner. Vendor makes sure to provide the county with any special requests made of the vendor.

- ☒ 3
☐ 4

4. Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

Vendor's responsiveness has allowed us to improve our internal processes, resulting in enhancements in customer service.

5. Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

No issues noted, AUS has been available when needed. We have had no issues with invoicing. AUS has been a good partner with Water and Sewer Billing and Collections division.

Overall Performance Rating:

3.8

Would you select/recommend this vendor again?
(Check box for Yes. Leave Blank for No)

☒ Yes ☐ No

Rating completed by:

jaunius.simokaitis

Department Head Name

Department Head Signature

Date

Hakeem Oshikoya



11/22/2019



**JUSTIFICATION AND APPROVAL FOR ALLOWING AWARD OF CONTRACT
WITHOUT COMPETITION**

(Section A must be completed by the User Department and then submitted to the Department of Purchasing & Contract Compliance)

SECTION A

Department: Finance Department

Department Contact: Ray Turner, Deputy Director

Description of Supplies/Services: Upgrade and expansion of existing CIS & CMMS Software

Demonstration of Contractor's Unique Qualifications: This system was originally procured pursuant to 06RFP52391-YC, CIS & CMMS Software and Hardware Implementation Services which was approved by the BOC on July 18, 2007, BOC Item # 07-0596. Pursuant to Purchasing Code Section 102-384(f)(5), Award without competition, Exceptions, Item (5) is exempt from the notice requirements required by 102-384 subpart (c) through subpart (e).

(Section B must be completed by the Department of Purchasing & Contract Compliance)

SECTION B NOT APPLICABLE

MARKET SURVEY

Results of Market Survey

Include resources researched

Date Public Notice posted on website:

Date Public Notice closed:

REVIEW OF OFFER(S)

Were any offers received (Y/N):

Number of offers received:

Respondents:

Date Offers submitted to User Department for review:

User Department review and recommendation:

Purchasing Agent review and recommendation:

CERTIFICATION

Having conducted a good faith review of source availability regarding the materials, goods and or services stipulated herein, subsequent to consultation with the County Manager and the recommendation of the User Department, it has been determined that there is only one source available for the required work, labor or service to be done or the supplies, materials, or equipment to be furnished, per the Fulton County Code of Ordinances §102-384, Award without competition.

I, Felicia Strong-Whitaker, Purchasing Director, certify that the facts and representations under my cognizance which are included in this justification and its supporting documentation which form the basis for this justification are complete and accurate.

Felicia Strong-Whitaker
Purchasing Director

Date

I, Dick Anderson, County Manager, certify that the facts and representations under my cognizance which are included in this justification and its supporting documentation which form the basis for this justification are complete and accurate.

Dick Anderson
County Manager

Date