

**Lee County Board of County Commissioners
Agenda Item Summary**

Blue Sheet No. 20051695-UTL

1. Action Requested/Purpose:

Authorize the Chairwoman, on behalf of the BOCC to approve the Alliance Data Systems (f/k/a Orcom Solutions, Inc.) Change Order No. 18 in the amount of \$105,446.00 for Contract No. 732, which will provide support in calendar year 2006 for the Utilities Billing System, Enterprise Customer Information System (E-CIS.)

2. What Action Accomplishes:

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 Alliance 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. Provides Lee County Utilities Customer Service users with 24 hours per day Utility Billing software support, corrections and modifications for calendar year 2006. Covers all data environments on the LCU AS400, LCU customer accounts and test and training environments.

3. Management Recommendation:

Approval.

4. Departmental Category: 10 - Utilities

C10A

5. Meeting Date:

12-20-2005

6. Agenda:

- Consent
- Administrative
- Appeals
- Public
- Walk-On

7. Requirement/Purpose (specify)

- Statute
- Ordinance
- Admin. Code
- Other Approval

8. Request Initiated:

Commissioner _____
 Department Public Works
 Division Utilities
 By: [Signature] FOR R. DIAZ
Rick Diaz, P.E., Director

9. Background:

On January 26, 1999, the Board approved proceeding with development of contracts with Alliance Data formerly 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 2006. The cost of this support is \$105,446.

(CONT'D.)

Department Director	Purchasing or Contracts	Human Resources	Other	County Attorney	Budget Services				County Manager / P.W. Director
					Analyst	Risk	Grants	Mgr.	
<u>[Signature]</u> Lavender Date: <u>12.7.05</u>	<u>[Signature]</u> Logan Date: <u>12/14</u>	N/A Date:	N/A Date:	<u>[Signature]</u> S. Covert Date: <u>12/7/05</u>	<u>P.M.</u> 12/7/05	<u>MF</u> 12/7/05	<u>[Signature]</u> 12/7/05	<u>[Signature]</u> Lavender Date: <u>12.7.05</u>	

11. Commission Action:

- Approved
- Deferred
- Denied
- Other

RECEIVED BY
 COUNTY ADMIN: [Signature]
12/26/05
16 SC
 COUNTY ADMIN
 FORWARDED TO: [Signature]
12/26/05
SC

Rec. by CoAtty
 Date: 12/7/05
 Time: 12:30 PM
 Forwarded To:
Admin 12/7/05

Alliance Data Systems 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 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. 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 77,300 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. 18 (3 Originals)
Copy of Letter



November 21, 2005

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 2006. Beginning in January, the annual fee will increase approximately 5% to \$105,446. 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:

- o 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.
- o A Technical Account Manager that is responsible for ensuring your Support Incidents are addressed in a timely manner.
- o CIS Operations, with more than 60 analysts and programmers, to serve your support needs.
- o A Client Professional Services department devoted to custom development and services.
- o Quality Assurance department focused on improving processes throughout the organization.
- o Client Web Portal, which provides Custom Project and Support Incident tracking, updated technical information, user documents and training information.
- o Continued focus on E-CIS with continuing improvements, upgrades and releases.
- o Continuing availability of E-CIS add-on products, including On-Line Customer Care for customer self-service, 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".

Roger Garwood
National Account Manager
Alliance Data

CHANGE ORDER FORM

CHANGE ORDER # 18

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

(Change Order Over \$50,000 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: 11/30/05

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: 11/30/05

EXHIBIT "CO-B": EXHIBIT B:

DATED: 11/30/05

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: [Signature]
 By: [Signature] 12/7/05
 Department Director Date

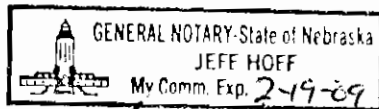
ACCEPTED: [Signature]
 By: [Signature]
 Consultant

APPROVED:
 By: _____
 Chairman, Board of
 County Commissioners

By: [Signature] 12/6/05 Date Accepted: 12/1/05
 Dept. of Public Works Date

Date Approved: _____

(Corporate Seal)



By: _____
 County Attorney

CSD:063

Date Approved: _____

REV:03/06/96

Carolyn Andrews

Change Order No. 18
(Service Agreement)

EXHIBIT "CO-A"

Date: 11/30/05

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 22600 Provide Lee County Utilities Customer Service users with utility billing software support, corrections, and modifications for calendar year 2006.

"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."

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REV:04/21/93

Change Order No. 18
(Service Agreement)

EXHIBIT "CO-B"

Date: 11/30/05

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
22600	Provide Lee County Utilities customer service users with utility billing support & software modifications for calendar year 2006.	\$105,446.00	NTE	
TOTAL		\$105,446.00		

REV:04/21/93

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 - 17	Adjustment(s) due to this Change Order No. <u>18</u>	Summary of Changed Compensation
		\$339,135.00			\$339,135.00
			\$805,263.61		\$805,263.61
22600	2006 Annual Software Support			\$105,446.00	\$105,446.00
TOTAL		\$339,135.00	\$805,263.61	\$105,446.00	\$1,249,844.61