



Improving Customer Experience

# Project ICE

## UAB & City Commission

### Presentation

# History

- GRU started the CIS project with AAC Utility Partners (AAC) as the project lead for the CIS implementation as they had fulfilled this role successfully in the past.
- Once the AMI project was approved, it became clear that a unified approach would be necessary. GRU terminated AAC's contract (May 31<sup>st</sup>) as the firm did not have sufficient experience with joint CIS/AMI implementations to meet this new key requirement.
- Proposals were received from two firms. An evaluation team conducted interviews with each firm's team, proposed project managers and references. Agenda item "2021-049 Notification of Ranking" details consensus was Utegration as the firm best suited to provide the greatest value to GRU.

# Integration's Strengths

- Strong project management leadership
- Great knowledge of billing systems
- Great knowledge of AMI systems
- Experience with many CIS and AMI integrations

# Key Points

- Utegration was selected by a cross-functional evaluation team
- Utilizing the remaining funds from AAC contract
- Assistance from Utegration will be instrumental for AMI integration

# Recommendation

- Authorize the General Manager or his designee to negotiate and execute an agreement with Utegration, LLC to provide the Professional Services in support of the CIS Project, subject to approval by the City Attorney as to form and legality.