



Legislation Details (With Text)

File #: 060694. **Version:** 0 **Name:** Financial Management Information System Replacement Project and Customer Relationship Management System Initiation (NB)

Type: Staff Recommendation **Status:** Passed

File created: 11/13/2006 **In control:** General Manager for Utilities

On agenda: **Final action:** 11/13/2006

Title: Financial Management Information System Replacement Project and Customer Relationship Management System Initiation (NB)

Staff recommends award of a consulting services contract for a new Financial Information Management System (FMIS) and Customer Relationship Management (CRM).

Sponsors:

Indexes:

Code sections:

Attachments:

Date	Ver.	Action By	Action	Result
11/13/2006	0	City Commission	Approved as Recommended	Pass

Financial Management Information System Replacement Project and Customer Relationship Management System Initiation (NB)

Staff recommends award of a consulting services contract for a new Financial Information Management System (FMIS) and Customer Relationship Management (CRM).

The Utility's current corporate reporting requirements are met by various disparate software systems and data bases that necessitate manual retrieval and manipulation of financial, operational and customer data. The cumbersome and inefficient processes which result from this structure often produce untimely and inaccurate information. With the impending implementation of a new Customer Information System, the final barrier to fugitive data needed for an integrated corporate reporting system can be eliminated.

The initial mission will be to review, evaluate and document corporate reporting requirements for an integrated FMIS and a Customer Relationship Management system which meets the Utility's financial and customer relationship reporting needs. The second mission is to perform a gap analysis on existing software systems used for financial and operating reporting including Ellipse™, and the SAP Customer Information System scheduled to be operational in March 2007. The results of the gap analysis will form the basis for a recommendation for developing and implementing an integrated FMIS and Customer Relationship Management system.

AAC Utility Partners LLC, (AAC) was awarded a contract to perform consulting services for the CIS Replacement project by the City Commission as the result of a Request for Proposal for consulting services. Staff believes that AAC is best suited for performing the consulting services for the FMIS project based on AAC's knowledge and experience with the Utility's structure and CIS design as well as their understanding of the Utility's organizational structure and financial management requirements. This knowledge will reduce the amount of time, funds and resources required to perform this project.

The City Commission: 1) authorize the Interim General Manager, or her designee, to negotiate and execute a contract with AAC Utility Partners LLC, a specified source, for consulting services to assist with the replacement of

the Utility's Financial Management Information System and initiation of a Customer Relationship Management (CRM) system, subject to the approval of the City Attorney as to form and legality; and 2) approve the issuance of a purchase order to AAC Utility Partners LLC, Inc. in an amount not to exceed \$420,000 for the contract term, subject to the appropriation of funds in each fiscal year of the project.

Funds for these services have been included in the FY 2007 budget and will be requested in the proposed FY 2008 budget.

Prepared by: Jennifer L. Hunt, Chief Financial Officer

Submitted by: Karen Johnson, Interim General Manager