



Commission Meeting

March 7, 2023

Change Order AUD Software Upgrade

Department:	Utilities
Presenter:	Frank W. Byne, Director
Caption:	Motion to approve Change Order to Extend AUD Billing Software Upgrade Go Live date by two months and add CO 1 in the amount of \$41,000.00 to Systems & Software – PO #22AUA041(Approved by Engineering Services Committee February 28, 2023)
Background:	Commission approved the upgrade of the AUD Billing Software in 2021 and work began in early 2022 with an original projected Go Live of October, 2022. One of the options selected by AUD as part of the agreement was to move the billing software to the cloud with the vendor, as AUD's server was reaching end of life, and nearing full capacity. For a multitude of reasons, the two parties agreed that more time was needed and the new Go Live date was extended to January of 2023 without additional cost to AUD. However, due to issues that were out of the control of the vendor, the timing of the Go Live had to be moved again to the first week of March, 2023. While this process was happening, the current version of the software was having significant performance issues, forcing AUD to engage the vendor to research the issue in order to make sure the software was functioning properly to efficiently serve our customers.
Analysis:	The vendor was asked to spend a significant amount of time trying to help us solve performance issues in the old version that eventually turned out to be overloaded server issues on our end. In addition, extending the Go Live date by two months, mainly due to factors beyond their control, caused them to not only duplicate some steps in the upgrade process but added additional time spent in reallocating their resources, project planning, additional meetings with AUD and other things that AUD feels are reasonable costs associated with their additional time. They also gave us a discounted hourly rate on these additional hours. In the amount of \$41,000.00.
Financial Impact:	Total additional cost is \$41,000.00
Alternatives:	None. The problems had to be resolved immediately in order to finish the upgrade on time and solve the server issues.
Recommendation:	Approve the Change Order to Extend AUD Billing Software Upgrade Go Live and add an addition \$41,000.00 for related cost.
Funds are available in the following accounts:	506043210-5424320

REVIEWED AND
APPROVED BY:

Steve Little, AD Fin & Admin, Utilities