



AGENDA ACTION FORM

Consideration of a Resolution Authorizing an Agreement with Raftelis for Customer Information Software (CIS) Implementation Management Support Contract

To: Board of Mayor and Aldermen
From: Chris McCartt, City Manager *CM*

Action Form No.: AF- 276-2024
Work Session: September 30, 2024
First Reading: NA
Final Adoption: October 1, 2024
Staff Work By: IT Solutions Group
Presentation By: Floyd Bailey

Recommendation:
Approve the Resolution

Executive Summary:
The city previously contracted with Raftelis to help select a new customer information system (CIS) and a customer self-service (CSS) solution. Through a competitive process, the city selected Hansen to replace its legacy Central Square solution used for utility billing and utility customer portal. Raftelis proposes to provide additional project management, risk management, and ongoing consulting assistance to the city to support its successful CIS and CSS implementation. This scope of work is designed to provide continuing industry guidance and additional project management support to the city's implementation team during the Hansen system configuration, testing, training, and go-live for fifteen (15) months of the project implementation and for an additional three (3) months through the end of post-live support. The proposed tasks listed are in alignment with the Scope of Work provided by Hansen.

The proposal provided by Raftelis for the implementation management support is an estimated \$399,300.00 for an estimated 1320 hours.

Funding for this project is available and identified in GP2502. Account number 311-0000-601.90-03

- Attachments:**
- 1. Resolution
 - 2. Raftelis Proposal

	Y	N	O
Baker	—	—	—
Cooper	—	—	—
Duncan	—	—	—
George	—	—	—
Mayer	—	—	—
Phillips	—	—	—
Montgomery	—	—	—