



AGENDA ACTION FORM

Consideration of an Ordinance to Amend the FY2025 General Project Fund to Establish Project and Funding for a New Customer Information System (CIS)

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

Action Form No.: AF-264-2024
Work Session: September 16, 2024
First Reading: September 17, 2024
Final Adoption: **October 1, 2024**
Staff Work By: Lisa Winkle
Presentation By: Lisa Winkle

Recommendation:
Approve the Ordinance.

Executive Summary:
In May 2023, the Board of Mayor and Aldermen approved a resolution to authorize an agreement with Raftelis to provide consulting services to guide staff in the selection of a new Customer Information System (CIS). City staff worked hand and hand with Raftelis staff. There were meetings to determine needs, demos to see what was available, and preparation of a request for proposals. The city received 12 proposals. The selection committee narrowed this down to the top 3 proposals. Each of the top 3 vendors came on site to give an in-person demo. From this we narrowed it down to the top 2 vendors. Members of the selection committee went to Lexington NC and Columbia SC to see the products in use. IT is finalizing the contract with the top vendor which should come to the board’s next meeting.

We are requesting the BMA to authorize funding for the project from a 12-year Capital Outlay Note that will be bid out to local banks. This ordinance will establish funding of \$2,000,000 from Capital Outlay Notes to fund the purchase of the new Customer Information System, implementation, setup, training, and other related costs.

Bid requests for the Capital Outlay Note are expected to go out September 19th with reply by time of September 24th at 11:00 a.m. Award of the bid for the Capital Outlay Note will come to the board’s next meeting.

We request approval of the ordinance to establish funding for the new Customer Service System and set up Project GP2502.

Attachments:
1. Ordinance

	<u>Y</u>	<u>N</u>	<u>O</u>
Baker	—	—	—
Cooper	—	—	—
Duncan	—	—	—
George	—	—	—
Mayes	—	—	—
Phillips	—	—	—
Montgomery	—	—	—