



AGENDA ACTION FORM

Consideration of a Resolution Authorizing an Agreement with Raftelis for Consulting Services Related to a New Customer Information System (CIS)

To: Board of Mayor and Aldermen

From: Chris McCartt, City Manager *CM*

Action Form No.: AF- 130- 2023

Work Session: May 15, 2023

First Reading: NA

Final Adoption: May 16, 2023

Staff Work By: Solutions Group

Presentation By: Floyd Bailey

Recommendation:

Approve Resolution

Executive Summary:

With primary goals of 1) aligning the operations of the City's utilities with customer information and 2) modernizing the process of billing appropriately and accurately to improve customer service, and the efficient and effective deliver of service; the City plans to upgrade the utility billing system software otherwise known as the Customer Information System (CIS). The City's utilities include Drinking Water, Sanitary Sewer, Stormwater and Sanitation and serves a combined population of over 100,000 people. In order to accomplish these goals, it is necessary to acquire a new CIS solution that best aligns with the city's business strategies.

It is requested to enter into an agreement with Raftelis for consulting services for a new CIS. The scope of services will include assisting with the RFP development as well as an optional vendor evaluation and selection process as outlined in the proposal. The estimated total amount (for both the RFP development and vendor evaluation and selection process) is \$157,500.00 and is available and identified in NC2100.

Attachments:

1. Resolution
2. Raftelis CIS Proposal

	Y	N	O
Cooper	—	—	—
Duncan	—	—	—
George	—	—	—
Montgomery	—	—	—
Olterman	—	—	—
Phillips	—	—	—
Shull	—	—	—