

# UPDATE ON REPLACEMENT OF CUSTOMER INFORMATION, ACCOUNTING & BILLING SYSTEM

FINANCE AND AUDIT COMMITTEE

December 13, 2004  
JANUARY 10, 2005

# PURPOSE

- Update this committee on the status of the replacement of the Water Department's Customer Information, Accounting and Billing System

# BACKGROUND

- Water Department briefed the Finance and Audit Committee on March 22, 2004.
- During that briefing Water
  - Described the need to replace the Customer Information, Accounting and Billing System (CIABS).
  - Described the reason for the \$18M cost.
  - Described Phase I & II as the process we were going to be taken to accomplish this process.
  - Described the timeline.

# PHASE I SCOPE

- Phase I was described as Consultant Support in the following areas
  - Assist in the replacement of the system and the consultant would be in place from the beginning through the final implementation of the system
  - Assist in selecting the upgrade option
    - New software
    - Outsourcing
    - Modernize or rewrite of existing system
  - Assist in developing and evaluating the Request for competitive sealed proposal (RFCSP)
  - Assist in the negotiation with the selected vendor
  - Assist with the data clean-up

# RFCSP PROCESS

- An RFCSP was sent out to all registered consultants and all others known to provide Phase I services
- The RFCSP was reviewed by Larry Davis, Chairman, of the Dallas Commission on Productivity and Innovation Committee
- The City received 11 proposals
- A committee from Water, CIS and Sanitation reviewed the proposals and recommended 3 consultants.
- A different committee from Water and CIS participated in demonstrations presented by these three consultants and recommended that Jericho Consulting, Inc. from Lipan, Texas be the consultant to assist us with Phase I

# TIMELINE FOR THE PHASE I CONSULTANT

- Contract is scheduled for award by the City Council January 12, 2005
- Phase I, including the negotiation phase is scheduled to take 8 months
- Phase II, including support for the Implementation and Post Implementation phases is scheduled to take another 24 to 30 months

# COST

# NEXT STEPS

- The Water Department will brief you again when the consultant has completed phase I of this project. This will be when the consultant identifies the best option and presents their recommendation. At this time, Water will be ready to move forward to phase II of the project.
- The Dallas Water Utilities will continue to work with Mr. Davis, chairman of the Dallas Commission on Productivity and Innovation Committee

# RECOMMENDATION

- Council approval of a contract award for Phase I services with Jericho Consulting, Inc. on the January 12, 2005 Council Meeting

# QUESTIONS