



Request for City Council Committee Action from the Department of BIS

Date September 20, 2007

To: Honorable Paul Ostrow, Chair, Ways and Means Committee

Subject: Contract amendment for Systems & Software, Inc. contract C98-12701 to upgrade the Finance Utility Billing and Customer Information software to the most recent version released by the vendor, Systems and Software Inc.

Recommendation: Authorize the proper City Officials to amend the existing Contract No. C98-12701 up to \$700,000 with Systems & Software, Inc.

Prepared by: Nancy Larkey/Ray Morales 673-2404

Submitted by: Lynn Willenbring *Lynn Willenbring* 673-2927
Chief Information Officer

Approved by: Steven Bosacker *Steven Bosacker*
City Coordinator

Permanent Review Committee (PRC) Approval – not applicable

Committee Presenter: Lynn Willenbring, Chief Information Officer

Prior Directives: Ways & Means authorized the purchase of the Storm Water Billing software by amending contract no. C98-12701 with Systems & Software, Inc. on July 2, 2004.

Financial Impact: Increase the expense appropriation in 6400-880-8870-5070 by \$531,580 and increase revenue appropriation in 6400-880-8870-3455 by \$531,580. Finance Utility Billing will fund this project out of their existing appropriations.

Financial Impact (Check those that apply)

- No financial impact (If checked, go directly to Background/Supporting Information)
- Action requires an appropriation increase to the Capital Budget
- Action requires an appropriation increase to the Operating Budget
- Action provides increased revenue for appropriation increase
- Action requires use of contingency or reserves
- Other financial impact (Explain):
- Request provided to the Budget Office when provided to the Committee Coordinator

Background/Supporting Information

The City of Minneapolis has used System & Software, Inc. software for utility billing since 1998. The software was upgraded in January 2005, the only upgrade since its implementation.

Newer modules and software functionality have been developed to better utilize the system. The additional functionality in software will provide customers with internet access to their billing, payment, and water usage information, ability to receive bills and complete service requests through the use of the internet, and enhance payment options to include automatic recurring credit card payments and one-time ACH payments. The one-time ACH payment allows customers to pay by electronic check at their discretion.

In addition to the customer self-service features, the functional enhancements will create efficiencies in performance of duties and facilitate data sharing with other City departments.

Finance Utility Billing and BIS are jointly negotiating a contract with Systems & Software for a three year period.