

RESOLUTION NO. 98-61

A RESOLUTION OF THE LODI CITY COUNCIL
AUTHORIZING THE PURCHASE AND IMPLEMENTATION
OF THE CUSTOMER INFORMATION SYSTEM FROM
ORCOM SYSTEMS, INC. FOR THE CITY'S UTILITY
BILLING AND CUSTOMER SERVICE FUNCTION

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WHEREAS, Lodi Municipal Code, §3.20.070, authorizes dispensing with bids for purchases of supplies, services or equipment when it is in the best interests of the City to do so; and

WHEREAS, the current billing services provided by the Finance Department is not year 2000 compliant, nor does it meet electric deregulation requirements; and

WHEREAS, the staff and Council began evaluating various Customer Information System (CIS) packages over a year ago; and

WHEREAS, the preliminary recommendation was to acquire Orcom Systems, Inc.'s Mirror Pond software product, but due to the total project cost of \$1.2 million, staff sought to evaluate other alternatives such as outsourcing the function or becoming a member of a service bureau; and

WHEREAS, the City subsequently joined efforts with the Northern California Power Agency (NCPA) and with the Southern California Public Power Authority (SCPPA) to collaboratively solicit proposals from CIS vendors; and

WHEREAS, the process involved soliciting Requests for Proposals for four primary options:

1. CIS package acquisition by each individual agency for the product of their choice.
2. CIS package acquisition by more than one agency of the same product (volume discounting).
3. Service bureau formation whereby agencies jointly purchase one system and run the system out of one agency.
4. Total outsourcing of the utility billing function.

WHEREAS, it was determined that there were limited choices for immediate, cost-effective solutions; primarily those offered by Enable, SCT, and Orcom; and

WHEREAS, the Finance Director and the Electric Utility Director traveled with representatives from the NCPA/SCPPA group to see the Enable outsourcing option (which uses Orcom software) and the SCT product in service; and

WHEREAS, through their review of SCT and Enable, and having previously evaluated the Orcom System, the NCPA/SCPPA group and the City of Lodi's representatives recommend the Orcom product.

WHEREAS, it is staff recommendation that the City purchase and implement the Customer Information System from Orcom Systems, Inc. for the City's utility billing and customer service function.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Lodi does hereby approve the purchase and implementation of the Orcom Information System from Orcom Systems, Inc., in the estimated amount of \$996,525.00.

Dated: April 15, 1998

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I hereby certify that Resolution No. 98-61 was passed and adopted by the City Council of the City of Lodi in a regular meeting held April 15, 1998 by the following vote:

AYES: Council Members - Johnson, Land, Pennino and Sieglock (Mayor)
NOES: Council Members - Mann
ABSENT: Council Members - None
ABSTAIN: Council Members - None


ALICE M. REIMCHE
City Clerk