

LRB – FISCAL REVIEW SECTION ANALYSIS

**JULY 22, 2002 AGENDA
UTILITIES & LICENSES COMMITTEE**

**ITEM 2, FILE 030520
Emma J. Stamps**

File 030520 is a resolution authorizing the Commissioner of Public Works to issue a Request for Proposal and award a contract for the replacement of the Water Works' present customer information computer system (Water Works)

Background and Discussion

1. The Milwaukee Water Works bills and collects various fees and charges on quarterly Municipal Services Billings.
2. The current billing and customer information system used by the Water Works is limited in its ability to account for payment to multiple fees and is expensive to maintain due to its outdated technology.
3. The 2002 and 2003 annual budgets have provided \$4 million total toward replacing the 8-year-old municipal utility package software (MUPS) customer information computer system.
4. Expected gains from replacing the MUPS system include but are not limited to the following:
 - Increase revenue collections by improving tracking, payment options, and customer service functionality
 - Provide flexibility for adding, modifying or removing billing fees and charges
 - Improve accountability
5. This file authorizes the Commissioner of Public Works to perform the following:
 - Issue a RFP for the purpose of selecting a vendor to replace the current MWW customer information computer system
 - Execute a contract with a qualified vendor
 - Expend \$7,000,000 to cover associated costs of this activity

Fiscal Impact

To date, annual budgets have provided \$4 million total toward replacing the MUPS system.

The final \$3 million estimated project cost is requested in the department's 2004 Budget Request, according to the Water Works.

Adoption of this resolution authorizes the expenditure of \$7 million to issue a RFP and execute a contract for a Water Works customer information computer system replacement with a suitable vendor.

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