

LRB – FISCAL REVIEW SECTION ANALYSIS

**DECEMBER 10, 2002 AGENDA
UTILITIES & LICENSES COMMITTEE**

**ITEM 3, FILE 021207
Emma J. Stamps**

File 021207 is a resolution authorizing the Commissioner of Public Works to enter into a professional services contract for consultant services to assist the Water Works in the preparation, execution and evaluation of requests for proposals to replace the present customer information service computer system.

Background and Discussion

1. The Milwaukee Water Works, a utility, administers and collects various municipal fees through a quarterly municipal services billing.
2. The Milwaukee Water Works requires and utilizes specialized computer software and hardware designed for use by utilities.
3. System modules must accommodate the special needs of the utility, including but not limited to work order maintenance, complaint tracking, billing, collection processing, and record maintenance.
4. The current billing and customer information system is limited in its ability to account for payments to multiple fees including solid waste fees, snow and ice fees, sewer maintenance fees, and sewer treatment (MMSD) fees.
5. The Common Council, through the approval of the 2002 and 2003 Water Works Budget, provided \$4 million total funding for the procurement of a replacement to the current Water Works Customer Information Computer System.
6. Funding for this capital project impacts user rates, not the property tax levy.

Fiscal Impact

Resolution 021207 authorizes an \$175,000 expenditure of Water Works' funds for the purpose of entering into a professional service contract for consultant services to assist the Water Works in the preparation, execution and evaluation of requests for proposals to replace the present customer information service computer system.

Computations used in arriving at this estimate include industry benchmarks, a survey of consultants, and a survey of other cities.

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