

CLAYTON COUNTY WATER AUTHORITY
Regular Board Meeting
1600 Battle Creek Road
Morrow, GA 30260

Present at the meeting were: Chairman John Chafin, Vice Chairman Marie Barber, Board Member John Westervelt, Board Member Dr. Cephus Jackson, Board Member Robin Malone, Board Member Vivian Baldwin, General Manager Bernard Franks, Assistant General Manager Keisha Thorpe, Assistant General Manager Teresa Worley, Legal Counsel Steve Fincher, Executive Coordinator Amanda La Pierre, other CCWA staff and visitors. Absent: Secretary/Treasurer Rodney Givens.

Invocation

Dr. Cephus Jackson introduced Capital Asset Accountant Nikki Rhew to perform the invocation.

Adoption of Agenda

UPON MOTION by Dr. Cephus Jackson and second by Marie Barber, to adopt the agenda as presented, it was unanimously

RESOLVED to approve the agenda as presented.

Approval of Minutes

Chairman John Chafin called for any omissions or additions to the Minutes of the Regular Board Meeting held on November 1, 2018.

UPON MOTION by Dr. Cephus Jackson and second by Robin Malone, it was unanimously

RESOLVED to approve the Minutes of the November 1, 2018 Regular Board Meeting.

Financial and Statistical Reports

Finance Director Allison Halron reviewed the financial information distributed to the Board for the period ending October 31, 2018. Information only, no action taken.

Recognition

Model Water Tower Competition Winners: Public Information Officer Suzanne Brown recognized the winners of Clayton County Water Authority's first Model Water Tower Competition at Rex Mill Middle School. Information only, no action taken.

GAWP Fall Conference Awards: GAWP representative P. Michael Thomas recognized CCWA's recipients of awards at the Fall Conference. Information only, no action taken.

New Business

CCWA Customer Relationship Survey Results: Assistant General Manager Teresa Worley presented the results of the 2018 CCWA Customer Relationship Survey. Information only, no action taken.

Cayenta/Cityworks Integration Recommendation: Assistant General Manager Teresa Worley presented a recommendation on the Cayenta/Cityworks Integration.

In January 2017, the Board approved the purchase and implementation of the Cayenta Utilities Solution (a new Customer Information System, Mobile Workforce Management, and Customer Self Service software). The solution included integrations with other CCWA systems such as JDE, Cisco, Invoice Cloud, SunTrust, Cityworks and more.

Cityworks is the software used to manage our “in the ground” assets such as pipes, valves, etc. and to track service requests and work orders for the Distribution and Conveyance team. By integrating Cayenta and Cityworks will allow information to be shared between the two systems. This will simplify business processes, reduce duplicate data entry, provide more accurate information and allow for better Customer Service with all information regarding a customer account in one system.

Initially it was thought that internal resources would be able to complete these changes. Subsequent analysis determined that it would be best to acquire outside services to assist with the integration.

At the July 2018 Board meeting, the Board approved using GIS Inc. to perform integration services between JD Edwards (our financial system) and Cityworks. With this procurement the CCWA team identified firms that performed integrations with JD Edwards – Cityworks and Cayenta – Cityworks. Three vendors were identified that could perform this very specialized work. The firms identified were Timmons Group, Power Engineers, and GISinc. GISinc. provided the lowest quote on the JD Edwards - Cayenta project.

GISinc. has performed very well with the JD Edwards - Cityworks Integration and has experience integrating Cayenta - Cityworks. With the JD Edwards project, GISinc. has become very familiar with our Cityworks set up. This experience would be very beneficial when integrating Cayenta – Cityworks.

Recommendation:

CCWA staff recommended that CCWA awards GISinc. with the Cayenta – Cityworks integration work for the fixed fee amount of \$186,100 plus an additional based on agreed to scope of services plus \$30,000 for contingency purposes. Additionally, staff requested authorization for the General Manager to execute a Statement of Work under the existing Master Service Agreement with GIS, Inc.

UPON MOTION by Dr. Cephus Jackson and second by Marie Barber, it was unanimously

RESOLVED to award the Cayenta/Cityworks Integration to GIS, Inc. for a fixed fee of \$186,100.00, an additional amount based on scope of services and \$30,000.00 for contingency purposes; along with authorizing the General Manager to execute a Statement of Work under the existing Master Service Agreement with GIS, Inc. contingent upon

approval of bonds and insurance as required and to authorize the General Manager to sign the contract. Vote unanimous.

Bill Print Services Recommendation: Customer Accounts Director Rodney Perkins presented a recommendation on Bill Print Services.

CCWA bills approximately 85,000 water, sewer and stormwater customer accounts each month. We have 20 cycles with one cycle being billed daily. The customer uses the CCWA customer self-service portal (eCare) to access the PDF of their bill. The current software is Harris North Star Customer Information System (CIS).

The objective of this Request for Bid (RFB) is to find an experienced, reliable proposer to provide the Clayton County Water Authority (CCWA) with bill print services and bulk mail discounts for customer bills created by the Authority. CCWA is in the process of implementing a new Customer Information System (Cayenta Utilities). The bill print services being procured in this bid would start in conjunction with the Cayenta Utilities go-live-date, tentatively scheduled for late June of 2019.

		Touchpoint Customer Communications		Pinnacle Data Systems Inc		Envelopes & Forms, INC dba SUREBILL		CSG Systems, Inc		Cathedral Corporation		Dataprose	
Estimated quantity	Detail	Cost per doc	Extended cost	Cost per doc	Extended cost	Cost per doc	Extended cost	Cost per doc	Extended cost	Cost per doc	Extended cost	Cost per doc	Extended cost
1,000,000	Bill Printing	0.06	\$60,000.00	0.062	\$62,000.00	0.065	\$65,000.00	0.06	\$60,000.00	0.05798	\$57,980.00	0.035	\$35,000.00
1,000,000	Return Envelope	0.01	\$10,000.00	0.013	\$13,000.00	0.01	\$10,000.00	0.0112	\$11,200.00	0.01702	\$17,020.00	0.013	\$13,000.00
1,000,000	Sorting / Stuffing	0.00	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0.0135	\$13,500.00
1,000,000	Mailing (excluding postage)	0.00	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0.0135	\$13,500.00
1,000,000	NCOA	0.00	\$0.00	0	\$0.00	0	\$0.00	0.005	\$5,000.00	0.002	\$2,000.00	0.003	\$3,000.00
	Bill Setup		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00
	Project Management		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00
	Hardware / Software		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00
	Bid Cost		\$70,000.00		\$75,000.00		\$75,000.00		\$76,200.00		\$77,000.00		\$78,000.00
	HOURLY COST ON-GOING SUPPORT (Future		\$75		\$125		\$150		\$100		\$125		\$125
		Kubra Data Transfer		Dovetail Mailing Inc		Datamax Inc		The Master's Touch, LLC		Utilitec		Level One, LLC	
Estimated quantity	Detail	Cost per doc	Extended cost	Cost per doc	Extended cost	Cost per doc	Extended cost	Cost per doc	Extended cost	Cost per doc	Extended cost	Cost per doc	Extended cost
1,000,000	Bill Printing	0.053	\$53,000.00	0.04	\$40,000.00	0.0594	\$59,400.00	0.035	\$35,000.00	0.086	\$86,000.00	0.61	\$610,000.00
1,000,000	Return Envelope	0.0145	\$14,500.00	0.04468	\$44,680.00	0.0145	\$14,500.00	0.017	\$17,000.00	0.011	\$11,000.00	0.14	\$140,000.00
1,000,000	Sorting / Stuffing	0.019	\$19,000.00	0.015	\$15,000.00	0.019	\$19,000.00	0	\$0.00	0	\$0.00	0	\$0.00
1,000,000	Mailing (excluding postage)	0	\$0.00	0.007	\$7,000.00	0.012	\$12,000.00	0.077	\$77,000.00	0	\$0.00	0	\$0.00
1,000,000	NCOA	0.003	\$3,000.00	0.005	\$5,000.00	0.0025	\$2,500.00	0	\$0.00	0.1	\$100,000.00	0.001	\$1,000.00
	Bill Setup		\$0.00		\$275.00		\$750.00		\$0.00		\$2,000.00		\$0.00
	Project Management		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00
	Hardware / Software		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00
	Bid Cost		\$89,500.00		\$111,955.00		\$108,150.00		\$129,000.00		\$199,000.00		\$751,000.00
	HOURLY COST ON-GOING SUPPORT (Future		\$125		\$60		\$125		\$110		\$125		
				SLBE	\$103,558.00								

Recommendation:

CCWA staff recommended awarding the annual contract for Bill Print Services to Touchpoint Customer Communications at the bid pricing provided.

UPON MOTION by Marie Barber and second by Dr. Cephus Jackson, it was unanimously RESOLVED to award the contract for Bill Print Services to Touchpoint Customer Communications at the bid prices provided with the option to extend for up to four additional twelve-month renewal terms with no change in terms, condition and price contingent upon approval of bonds and insurance as required and to authorize the General Manager to sign the contract. Vote unanimous.

Executive Session

UPON MOTION by Dr. Cephus Jackson and second by Robin Malone, it was unanimously RESOLVED to enter an Executive Session in order to discuss personnel, legal and land matters.

UPON MOTION by Dr. Cephus Jackson and second by Robin Malone, it was unanimously RESOLVED to leave the Executive Session and return to open session.

Updates from the Board Members and General Manager

UPON MOTION by Dr. Cephus Jackson and second by John Westervelt it was unanimously

RESOLVED to approve the Executive Session minutes as presented.

UPON MOTION by John Chafin and second by Dr. Cephus Jackson it was unanimously RESOLVED to approve a settlement amount up to that discussed during the Executive Session in the Gillespie matter provided that the attorney follow instructions provided during the Executive Session.

Bernard Franks provided an update on the 2019 Budget Retreat, which will be held at CCWA's Shamrock Community Use Building.

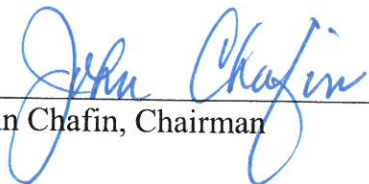
Bernard Franks provided an update on the Huie Recreation Non-Profit Foundation.

Teresa Worley provided an update on Gas South's partnership with CCWA.

Adjourn

UPON MOTION by Dr. Cephus Jackson and second by Marie Barber it was unanimously

RESOLVED to adjourn the Board Meeting at 4:24 p.m., there being no further business to come before the Board of Directors.


John Chafin, Chairman


Rodney Givens, Secretary/Treasurer

