



Financial Services
Purchasing Division
215 N. Mason St. 2nd Floor
PO Box 580
Fort Collins, CO 80522
970.221.6775
970.221.6707- fax
fcgov.com/purchasing

MEMORANDUM

DATE: November 19, 2019

TO: Darin Atteberry, City Manager

THROUGH: Gerry Paul, Purchasing Director DS
GSP 11/25/2019

Kevin R. Gertig, Utilities Executive Director DS
KRG 11/25/2019

FROM: Lisa Rosintoski, Deputy Director, Utilities DS
LRS 11/25/2019

RE: Request for Exemption to the Competitive Purchasing Process with Vanir for the Assignment of a Full-Time Internal Project Manager on the OASIS Billing Project

Executive Summary

The purpose of this memo is to request approval of an exemption to the competitive purchasing process for Vanir in order to expedite a full-time OASIS project manager.

The annual estimated spend under this exemption will be no more than \$150,000. The amount was identified in the billing system replacement project scope documentation, and will be funded as part of the capital project.

Exemption to Competitive Bidding Rationale

In accordance with Code Section 8-161(d)(3), City Council approval is not required for exceptions less than \$200,000.

Code Section 8-161(d)(1)(b). Although there exists more than one (1) responsible source, a competitive process cannot reasonably be used, or, if used, will result in a substantially higher cost to the City, will otherwise injure the City's financial interests, or will substantially impede the City's administrative functions or the delivery of services to the public.

Background and Justification

In order to effectively implement the Open International (Open), Open SmartFlex (OSF) Billing System, referred to as the OASIS project, Utilities Customer Connections Service Unit (CCSU) is requesting approval to hire an external full-time project manager position, for up to one year, specifically focusing on execution, monitoring/performance, and project closure based on Open's project execution plan (PEP).

When the OASIS project was planned, the intent was to manage functional and technical resources in parallel paths to complete work on the OSF system implementation for both broadband and utilities, per the Master Professional Services Agreement (MPSA). However, it was determined in early 2019 that project resources had to be focused on broadband in order to meet a launch date of August 30, 2019.

On August 30, 2019, OSF was launched in a production environment to support residential Broadband internet and phone services (a small portion of the product catalog). Currently,



OASIS project staff continues to complete broadband implementation beyond version 15aⁱ Product Catalog. Therefore, OASIS resources and the OASIS project is being managed among three environments; (1) an OSF production environment for broadband product catalog version 15a, (2) broadband post go-live implementation of version 17a of the product catalog, and (3) Utilities project implementation, which was officially kicked-off on September 24, 2019.

The OSF launch in the production environment shifted OSF system support for broadband to the City’s responsibility. As a result, the City must now manage monthly software releases, as well as immediate hot fixes and regular configuration uploads. The identified benefits of this temporary assignment are:

- Provides a project manager the ability to focus on this significant project and quality of deliverables for our customers based on the revised schedule and numerous environments.
- Ensure the revised project schedule, funding, and scope is managed for the optimal outcome of our customers.
- Provides Ms. Lori Clements the focus to manage key aspects of Customer Care and Technology (CCT) with focus on completing revised processes to support Utilities and Connexion services in a streamlined delivery with revised metrics for ongoing business operations.
- Provides a focused leader in CCT to manage the employees not assigned to the OASIS project, managing day-to-day operational billing accuracy, customer support, and employee support based on Core 34 results.

Financial Impact

Spending charged to Vanir will be managed out of the OASIS capital project budget through contingency funding.

Recommendation

Recommend approval of an exception to the use of the competitive bid or proposal in accordance with City Code Section 8-161(d)(1)(b) and 8-161(d)(2) and (3) which authorizes the City Manager to approve exceptions less than \$200,000.

The Purchasing Agent may use this approval, as authorized by City Code Section 8-161(d)(4), as the basis for negotiating the purchase of services from Vanir not to extend past December 31, 2020.

Approved: DocuSigned by:
Darin Atteberry/27/2019
0F393F2B13454CC...

 Darin Atteberry, City Manager

Cc: Jeff Mihelich, Deputy City Manager

ⁱ Broadband product catalog version 15a was frozen to support the Aug. 30 launch date for internet and phone offerings.