



**"RE-BUILDING THE CITY'S WATER SYSTEMS FOR THE 21<sup>ST</sup> CENTURY"**

# **Sewerage & Water Board of NEW ORLEANS**

MITCHELL J. LANDRIEU, President

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**Board of Directors Special Meeting**  
2<sup>nd</sup> Floor Boardroom  
Friday, October 13, 2017  
9:00 AM

## **Agenda**

- I. Call to Order and Roll Call**
- II. Interim Leadership Appointments**
- III. "Executive Session, pursuant to La R.S. 42 :17, to discuss "the character, professional competence" of Bruce Adams and Sharon Judkins for employment positions with the Board**
- IV. Contracts Approval:**
  - Automated Meter Reading
  - Customer Service Software Project
- V. Discussion Item**
  - Executive Search Firm
- VI. Any Other Matters**
- VII. Adjournment**

**AUTHORIZATION TO AMEND AUTOMATED METERING PROJECT ASSESSMENT CONTRACT**

**WHEREAS**, in June 2017, Sewerage and Water Board executed a contract with Utiliworks Consulting, LLC to perform an assessment of readiness to implement automated metering for 184,040; and

**WHEREAS**, prior to considering the results of the readiness assessment, staff believes that it would be prudent to provide presentations to the Strategy Committee and the Board of Directors on the state of the industry and the strategic potential of this project; and

**WHEREAS**, staff anticipates that there will be a full complement of recommendations from the readiness assessment for steps needed to be taken by Sewerage and Water Board prior to full project implementation; and

**WHEREAS**, in order for the Board to continue to make necessary progress on this project while the recommendations are being addressed, it would be appropriate to allow Utiliworks, LLC, upon completion of the readiness assessment, to proceed immediately with development of procurement documents and solicitation; and

**WHEREAS**, the expanded scopes of work were contemplated as possibilities in the original request for proposal for this project;

**NOW, THEREFORE, BE IT RESOLVED** that the Interim Executive Director is authorized to amend the agreement with Utiliworks Consulting, LLC for the attached scopes of work for a total increase of \$243,800 through December 2018.

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I, Robert K. Miller, Interim Executive Director,  
Sewerage and Water Board of New Orleans, do hereby  
certify that the above and foregoing is a true and  
correct copy of a Resolution adopted at the  
Special Meeting of said Board, duly called and held,  
according to law, on October 13, 2017.

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ROBERT K. MILLER, INTERIM EXECUTIVE DIRECTOR  
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**AUTHORIZATION TO PROCURE CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE**

**WHEREAS**, in October 2016, Sewerage and Water Board implemented Cogsdale's Customer Service Management software product for customer service and utility billing; and

**WHEREAS**, this system is powerful and provides an abundance of functions to our user, but also enhanced the opportunity for user error; and

**WHEREAS**, in an effort to address all of the aforementioned issues, staff initiated the Business Transformation Project to improve customer service and reduce errors by evaluating and revamping our Customer Service business processes and enhancing our software tools; and

**WHEREAS**, this project is addresses these goals through a redesign of our customer service business processes in accordance with industry best practices and through the implementation of a Customer Relationship Management (CRM) application to simplify and expedite our key customer service processes; and

**WHEREAS**, Verint is the provider of CRM software used by the City of New Orleans for the 311 Call Center; and

**WHEREAS**, Sewerage and Water Board wants to utilize the same software in order to provide customers with the same high-quality user experience and to attain the potential benefits of common in-house software support and technology platforms, common cross training of personnel, and possible future integration or consolidation for the "one stop" city wide customer service approach;

**NOW, THEREFORE, BE IT RESOLVED** that the Interim Executive Director is authorized to enter into a Master Software License, Service, and Support Agreement with Verint in the amount of \$695,775.96.

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I, Robert K. Miller, Interim Executive Director,  
Sewerage and Water Board of New Orleans, do hereby  
certify that the above and foregoing is a true and  
correct copy of a Resolution adopted at the  
Special Meeting of said Board, duly called and held,  
according to law, on October 13, 2017.

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ROBERT K. MILLER, INTERIM EXECUTIVE DIRECTOR  
SEWERAGE AND WATER BOARD OF NEW ORLEANS