

Priester ____
Tillman ____
Banks ____
Foote ____
Lindsay ____
Stamps ____



WATER AD-HOC COMMITTEE MEETING
Monday, January 6, 2020
2:30 P.M.
AGENDA

1. DISCUSSION: EMERGENCY LOAN EXPENDITURES TO DATE (MILLER, LUMUMBA)
2. DISCUSSION: "LIFT, SHIFT, AND ENHANCE" PROJECT RESULTS (MILLER, LUMUMBA)
3. DISCUSSION: WATER BILLING INVESTIGATION STATUS (MILLER, LUMUMBA)
4. DISCUSSION: BILLING SYSTEM STABILIZATION STATUS (MILLER, LUMUMBA)
5. DISCUSSION: CITY COUNCIL RECOMMENDATIONS (MILLER, LUMUMBA)
6. DISCUSSION: STAFF AUGMENTATION AND DEVELOPMENT (MILLER, LUMUMBA)
7. ORDER AUTHORIZING AMENDMENT NUMBER 2 TO THE AGREEMENT WITH FINANCIAL CRIMES INVESTIGATIVE, COMPLIANCE & SECURITY, LLC FOR INVESTIGATION OF THE WATER-SEWER UTILITY OF THE DEPARTMENT OF PUBLIC WORKS. (MILLER, LUMUMBA)
8. ORDER AUTHORIZING AN AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH MYTHICS, INC. TO PROVIDE CONTINUING SUPPORT TO THE CITY OF JACKSON FOR ITS ORACLE CUSTOMER CARE & BILLING AND ORACLE CLOUD INFRASTRUCTURE SOFTWARE. (MILLER, LUMUMBA)
9. ORDER AUTHORIZING AMENDMENT NUMBER 1/FINAL TO A PROFESSIONAL SERVICES AGREEMENT WITH ORIGIN CONSULTING, LLC FOR BUSINESS OPERATIONS AND DELIVERY SUPPORT OF THE CITY'S CUSTOMER CARE AND BILLING SYSTEM AND AUTHORIZING PAYMENT. (MILLER, LUMUMBA)

REPORTS FROM MEMBERS, MAYOR OR DEPARTMENT DIRECTORS

ANNOUNCEMENTS

ADJOURNMENT

ORDER AUTHORIZING AMENDMENT NUMBER 2 TO THE AGREEMENT WITH FINANCIAL CRIMES INVESTIGATIVE, COMPLIANCE & SECURITY, LLC FOR INVESTIGATION OF THE WATER-SEWER UTILITY OF THE DEPARTMENT OF PUBLIC WORKS (ALL WARDS)

WHEREAS, the Director of the Department of Public Works received information that led him to believe that certain employees of the Water-Sewer Business Administration Division were engaging in activities that would be harmful to the interests of the City of Jackson and might possibly be criminal; and

WHEREAS, the Department of Public Works is not equipped to conduct investigations; and

WHEREAS, the City contracted with Financial Crimes Investigative, Compliance & Security, LLC (Financial Crimes Investigative) to provide professional services to investigate the alleged harmful activity; and

WHEREAS, the Director of the Department of Public Works has been satisfied with the progress of the investigation; and

WHEREAS, there is a continuing need to investigate water theft and other wrongdoing relating to the City's Water-Sewer Utility and its Water-Sewer Business Administration in order to protect the revenue of the Utility System; and

WHEREAS, Financial Crimes Investigative proposes to provide investigative services on a billable hour basis pursuant to the existing contract terms for Fiscal Year 2019-2020 in an amount not to exceed \$100,000.00; and

WHEREAS, the Department of Public Works recommends that the City accept the proposal of Financial Crimes Investigative to amend the existing contract to provide funding of and amount not to exceed \$100,000 for professional investigative work during Fiscal Year 2019-2020.

IT IS, THEREFORE, ORDERED that the Amendment to the Agreement with Financial Crimes Investigative, Compliance & Security, LLC to provide additional compensation of in an amount not to exceed \$100,000.00 to provide professional investigative services for Fiscal Year 2019-2020 is accepted.

IT IS FURTHER ORDERED that the Mayor is authorized to execute the Amendment to the Agreement with Financial Investigative, Compliance & Security, LLC.

BY: MILLER, LUMUMBA

CITY COUNCIL AGENDA ITEM 10 POINT DATA SHEET **December 27, 2019**
DATE

POINTS		COMMENTS
1.	Brief Description	ORDER AUTHORIZING AMENDMENT NUMBER 2 TO THE AGREEMENT WITH FINANCIAL CRIMES INVESTIGATIVE, COMPLIANCE & SECURITY, LLC FOR INVESTIGATION OF THE WATER-SEWER UTILITY OF THE DEPARTMENT OF PUBLIC WORKS (ALL WARDS)
2.	Public Policy Initiative 1. Youth & Education 2. Crime Prevention 3. Changes in City Government 4. Neighborhood Enhancement 5. Economic Development 6. Infrastructure and Transportation 7. Quality of Life	6. Infrastructure and Transportation 7. Quality of Life
3.	Who will be affected	City of Jackson Utility Customers
4.	Benefits	Will assist in determining the extent of any wrongdoing at WSBA that may be undermining the City's efforts to effectively implement the billing system and citizen's confidence in the Utility
5.	Schedule (beginning date)	Work is underway
6.	Location: ■ WARD ■ CITYWIDE (yes or no) (area) ■ Project limits if applicable	Citywide
7.	Action implemented by: ■ City Department <input checked="" type="checkbox"/> ■ Consultant <input type="checkbox"/>	Department of Public Works
8.	COST	Not to exceed \$100,000 for Fiscal Year 2019-2020
9.	Source of Funding ■ General Fund <input type="checkbox"/> ■ Grant <input type="checkbox"/> ■ Bond <input type="checkbox"/> ■ Other <input type="checkbox"/>	Water/Sewer Fund--\$7,000,000.00 Emergency Loan
10.	EBO participation	ABE _____ % WAIVER yes _____ no _____ N/A _____ x _____ AABE _____ % WAIVER yes _____ no _____ N/A _____ x _____ FBE _____ % WAIVER yes _____ no _____ N/A _____ x _____ HBE _____ % WAIVER yes _____ no _____ N/A _____ x _____ NABE _____ % WAIVER yes _____ no _____ N/A _____ x _____



**City of Jackson
Department of Public Works**

To: Chokwe Antar Lumumba, Mayor

From: Robert K. Miller, Director, Department of Public Works

Council Agenda Item Briefing Memo

Agenda Item: **ORDER AUTHORIZING AMENDMENT NUMBER 2 TO
THE AGREEMENT WITH FINANCIAL CRIMES
INVESTIGATIVE, COMPLIANCE & SECURITY, LLC FOR
INVESTIGATION OF THE WATER-SEWER UTILITY OF
THE DEPARTMENT OF PUBLIC WORKS (ALL WARDS)**

Item #:

Council Meeting: Regular Council Meeting, January 7, 2020

Purpose: To amend an agreement for Professional Investigative Services

Cost: Not to exceed \$100,000 for Fiscal Year 2019-2020

Funding Source: Water/Sewer Fund--\$7,000,000.00 Emergency Loan

Background:

Previously, the City Council ratified an emergency contract with Financial Crimes Investigative, Compliance & Security, LLC for an investigation of the Water-Sewer Business Administration division of the Water-Sewer Utility. The Department has been satisfied with the investigative work done through Mr. Phillip Hull's company. However, as a result of the investigations that have been ongoing, there is an apparent need to continue these investigations to protect the revenue of the Water-Sewer Utility.

Based on the level of investigations to date and the monthly cost of those investigations, I have concluded that funding in an amount not to exceed \$100,000.00 is required to continue investigation through the current fiscal year.

I am recommending that this investigation be funded in order to eliminate harmful wrongdoing in the Water-Sewer Utility and to disincentivize future wrongdoing.

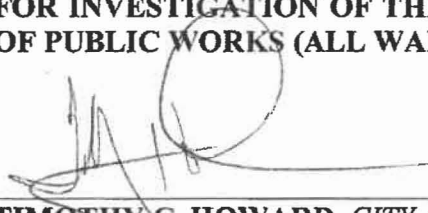
Please let me know if you need any additional information or have any questions.

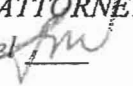
Office of the City Attorney

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Post Office Box 2779
Jackson, Mississippi 39207-2779
Telephone: (601) 960-1755
Facsimile: (601) 960-1756
12/30/19

OFFICE OF THE CITY ATTORNEY

This **ORDER AUTHORIZING AMENDMENT NUMBER 2 TO THE AGREEMENT WITH FINANCIAL CRIMES INVESTIGATIVE, COMPLIANCE & SECURITY, LLC FOR INVESTIGATION OF THE WATER-SEWER UTILITY OF THE DEPARTMENT OF PUBLIC WORKS (ALL WARDS)** is legally sufficient for placement in NOVUS Agenda.



TIMOTHY C. HOWARD, CITY ATTORNEY
Terry Williamson, Legal Counsel 

12/30/19

DATE

ORDER AUTHORIZING AN AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH MYTHICS, INC. TO PROVIDE CONTINUING SUPPORT TO THE CITY OF JACKSON FOR ITS ORACLE CUSTOMER CARE & BILLING AND ORACLE CLOUD INFRASTRUCTURE SOFTWARE (ALL WARDS)

WHEREAS, the City of Jackson uses Oracle Customer Care & Billing as its utility billing system; and

WHEREAS, the City finds it necessary to modernize and stabilize its current Oracle Customer Care & Billing (CC&B) application and infrastructure; and

WHEREAS, beginning in June 2019, Mythics, Inc. began the process of upgrading the current on-premises production infrastructure for CC&B by migrating it to Oracle Cloud Infrastructure and installing updates, patches, and customizations issued since CC&B's initial deployment; and

WHEREAS, Mythics, Inc. has completed this project and the Department of Public Works is satisfied with the work provided; and

WHEREAS, the City of Jackson Water-Sewer Business Administration will continue to need assistance in working through existing issues of stranded bills, misaligned business processes, and technical assistance, which are designated as OnDemand Functional support and Oracle Utilities Application Operations and Maintenance support; and

WHEREAS, these services are vital to maintaining the progress made to date and moving forward with other projects necessary to fully use CC&B; and

WHEREAS, Mythics, Inc. has offered to provide these professional services and Oracle Cloud Infrastructure for a cost not to exceed \$1,298,592.00 over a term of eighteen (18) months.

IT IS, THEREFORE, ORDERED that an amendment to the agreement with Mythics, Inc. in a total amount not to exceed \$1,298,592.00 for professional services for a term of eighteen (18) months by providing OnDemand Functional support and Oracle Utilities Application Operations and Maintenance support.

IT IS FURTHER ORDERED that the Mayor is authorized to execute an amendment to the agreement with Mythics, Inc. for said professional services and to execute other documents necessary during the course of the professional services being provided under this agreement.

AGENDA DATE: _____
BY: MILLER, LUMUMBA

CITY COUNCIL AGENDA ITEM 10 POINT DATA SHEET **December 27, 2019**
DATE

P O I N T S		C O M M E N T S
1.	Brief Description	ORDER AUTHORIZING AN AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH MYTHICS, INC. TO PROVIDE CONTINUING SUPPORT TO THE CITY OF JACKSON FOR ITS ORACLE CUSTOMER CARE & BILLING AND ORACLE CLOUD INFRASTRUCTURE SOFTWARE (ALL WARDS)
2.	Public Policy Initiative 1. Youth & Education 2. Crime Prevention 3. Changes in City Government 4. Neighborhood Enhancement 5. Economic Development 6. Infrastructure and Transportation 7. Quality of Life	6. Infrastructure and Transportation
3.	Who will be affected	All of the City's utility customers and citizens
4.	Benefits	Will greatly assist with providing customers timely, accurate bills
5.	Schedule (beginning date)	As soon as possible
6.	Location: ▪ WARD ▪ CITYWIDE (yes or no) (area) ▪ Project limits if applicable	Wards 1, 2, 3, 4, 5, 6, and 7 (citywide)
7.	Action implemented by: ▪ City Department <input checked="" type="checkbox"/> ▪ Consultant <input type="checkbox"/>	Department of Public Works
8.	COST	Not to exceed \$1,298,592.00
9.	Source of Funding ▪ General Fund <input type="checkbox"/> ▪ Grant <input type="checkbox"/> ▪ Bond <input type="checkbox"/> ▪ Other <input type="checkbox"/>	\$7,000,000.00 Emergency Loan
10.	EBO participation	ABE _____ % WAIVER yes _____ N/A _____ AABE _____ % WAIVER yes _____ N/A _____ FBE _____ % WAIVER yes _____ N/A _____ HBE _____ % WAIVER yes _____ N/A _____ NABE _____ % WAIVER yes _____ N/A _____



**City of Jackson
Department of Public Works**

To: Chokwe Antar Lumumba, Mayor

From: Robert K. Miller, Director, Department of Public Works

Council Agenda Item Briefing Memo

Agenda Item: **ORDER AUTHORIZING AN AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH MYTHICS, INC. TO PROVIDE CONTINUING SUPPORT TO THE CITY OF JACKSON FOR ITS ORACLE CUSTOMER CARE & BILLING AND ORACLE CLOUD INFRASTRUCTURE SOFTWARE (ALL WARDS)**

Council Meeting: Regular Council Meeting, January 7, 2020

Purpose: To provide the City of Jackson with continuing support for its Oracle Customer Care & Billing and Oracle Cloud Infrastructure Software

Cost: \$1,298,592.00

Funding Source: \$7,000,000.00 Emergency Loan

Background:

The City of Jackson uses Oracle Customer Care & Billing as its utility billing system. Mythics, Inc. recently completed the project to migrate CC&B to Oracle Cloud Infrastructure and to install updates, patches, and customizations to bring the software up to date. The City will need continuing support for CC&B as we work through the continuing problems caused by the implementation and its misalignment with business processes. This will include some of the type of work that has been performed by Origin over the last year and a half. Additionally, Mythics, Inc. will provide support for operating CC&B in the Oracle Cloud Infrastructure environment. Mythics, Inc. has offered to provide these professional services for a cost not to exceed \$1,298,592.00 over an eighteen (18) month term, which is a significant savings over Origin.

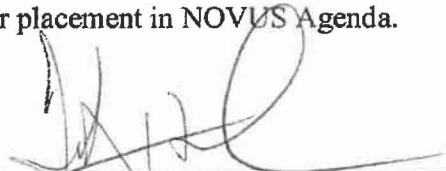
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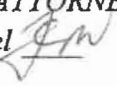
Office of the City Attorney

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Telephone: (601) 960-1799
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12/28/19

OFFICE OF THE CITY ATTORNEY

This **ORDER AUTHORIZING AN AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH MYTHICS, INC. TO PROVIDE CONTINUING SUPPORT TO THE CITY OF JACKSON FOR ITS ORACLE CUSTOMER CARE & BILLING AND ORACLE CLOUD INFRASTRUCTURE SOFTWARE (ALL WARDS)** is legally sufficient for placement in NOVUS Agenda.



TIMOTHY C. HOWARD, CITY ATTORNEY
Terry Williamson, *Legal Counsel* 

12/28/19
DATE

OUTSTANDING
11/2/19
1/2/20

ORDER AUTHORIZING AMENDMENT NUMBER 1/FINAL TO A PROFESSIONAL SERVICES AGREEMENT WITH ORIGIN CONSULTING, LLC FOR BUSINESS OPERATIONS AND DELIVERY SUPPORT OF THE CITY'S CUSTOMER CARE AND BILLING SYSTEM AND AUTHORIZING PAYMENT (ALL WARDS)

WHEREAS, the City of Jackson Water/Sewer Business Administration Division, responsible for using the Oracle Customer Care & Billing enterprise software (CC&B) to generate monthly bills for water/sewer/sanitation customers, is in continuing need of support to implement recommendations in the Risk Remediation Plan; and

WHEREAS, Origin Consulting, LLC (Origin) has previously provided professional services supporting business operations and delivery support for CC&B during the previous fiscal year, Fiscal Year 2018-2019; and

WHEREAS, the support being provided by Origin is needed during the first four months of Fiscal Year 2019-2020; and

WHEREAS, Origin will continue to assist with resolution of issues in bill generation and delivery, payment management, asset management, field work management, meter reading management, and credit and collections management; and

WHEREAS, in order to continue providing the professional services previously described during through January 2020, an amendment in an amount not to exceed \$300,000.00 is needed; and

WHEREAS, the Department of Public Works has identified funding to pay for Origin for these professional services for the first four months of Fiscal Year 2019-2020.

IT IS, THEREFORE, ORDERED that an Amendment No. 1 to the Agreement with Origin Consulting, LLC for Business Operations and Delivery Support of the City's Customer Care and Billing System in an amount not to exceed \$300,000.00 to provide professional services under the Agreement through January 2020 is accepted.

IT IS FURTHER ORDERED that the Mayor is authorized to execute Amendment No. 1 and associated Task Orders for the first four months of Fiscal Year 2019-2020.

IT IS FURTHER ORDERED that payment is authorized as it becomes due and payable for professional services performed during the first four months of Fiscal Year 2019-2020 by Origin Consulting LLC under the Agreement for Business Operations and Delivery Support and its Amendment No. 1.

AGENDA DATE: _____
BY: MILLER, LUMUMBA

CITY COUNCIL AGENDA ITEM 10 POINT DATA SHEET **December 27, 2019**
DATE

P O I N T S		C O M M E N T S
1.	Brief Description	ORDER AUTHORIZING AMENDMENT NUMBER 1/FINAL TO A PROFESSIONAL SERVICES AGREEMENT WITH ORIGIN CONSULTING, LLC FOR BUSINESS OPERATIONS AND DELIVERY SUPPORT OF THE CITY'S CUSTOMER CARE AND BILLING SYSTEM AND AUTHORIZING PAYMENT (ALL WARDS)
2.	Public Policy Initiative 1. Youth & Education 2. Crime Prevention 3. Changes in City Government 4. Neighborhood Enhancement 5. Economic Development 6. Infrastructure and Transportation 7. Quality of Life	6. Infrastructure and Transportation 7. Quality of Life
3.	Who will be affected	All of the City's utility customers and citizens
4.	Benefits	Continues to implement portions of the Risk Remediation Plan for CC&B and allow transition to further implementation
5.	Schedule (beginning date)	As soon as possible
6.	Location: ■ WARD ■ CITYWIDE (yes or no) (area) ■ Project limits if applicable	Wards 1, 2, 3, 4, 5, 6, and 7 (citywide)
7.	Action implemented by: ■ City Department <input checked="" type="checkbox"/> ■ Consultant <input type="checkbox"/>	Department of Public Works
8.	COST	Not to exceed \$300,000
9.	Source of Funding ■ General Fund <input type="checkbox"/> ■ Grant <input type="checkbox"/> ■ Bond <input type="checkbox"/> ■ Other <input type="checkbox"/>	Emergency Loan of \$7,000,000.00
10.	EBO participation	ABE _____ % WAIVER yes _____ N/A _____ AABE _____ % WAIVER yes _____ N/A _____ FBE _____ % WAIVER yes _____ N/A _____ HBE _____ % WAIVER yes _____ N/A _____ NABE _____ % WAIVER yes _____ N/A _____



**City of Jackson
Department of Public Works**

To: Chokwe Antar Lumumba, Mayor
From: Robert K. Miller, Director, Department of Public Works

Council Agenda Item Briefing Memo

Agenda Item: ORDER AUTHORIZING AN AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH ORIGIN, LLC. TO PROVIDE CONTINUING SUPPORT TO THE CITY OF JACKSON FOR ITS PROGRAM CONSULTING AND SUPPORT (ALL WARDS)

Council Meeting:	Regular Council Meeting January 7, 2020
Purpose:	To provide funding for the Origin Agreement during the first quarter of the fiscal year
Cost:	Not to exceed \$300,000.00
Funding Source:	\$7,000,000.00 Emergency Loan
Background:	

The City of Jackson Water/Sewer Business Administration Division, responsible for using the Oracle Customer Care & Billing enterprise software (CC&B) to generate monthly bills for water/sewer/sanitation customers, is in need of continuing support from Origin Consulting, LL to implement recommendations in the Risk Remediation Plan for CC&B prepared by West Monroe Partners, LLC.

Origin Consulting, LLC (Origin) continues to provide the City with support of CC&B. Origin continues to provide staff augmentation at WSBA to assist with stranded bills. Origin also continues to complete tasks in Business Operations and Delivery Support statement of work.

Origin's support is needed through January 2020 to allow for a transition to the next phase of stabilizing CC&B to consistently bill all customers. The additional funding needed to fund the existing Statement of Work with Origin is no more than \$300,000.00

Please let me know if you need any additional information or have any questions.

Office of the City Attorney


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Facsimile: (601) 960-1756

OFFICE OF THE CITY ATTORNEY

This ORDER AUTHORIZING AMENNDMENT NUMBER 1/FINAL TO A PROFESSIONAL AGREEMENT WITH ORIGIN CONSULTING, LLC FOR BUSINESS OPERATIONS AND DELIVERY SUPPORT OF THE CITY'S CUSTOMER CARE AND BILLING SYSTEM AND AUTHORIZING PAYMENT (ALL WARDS) is legally sufficient for placement in NOVUS Agenda.



Timothy Howard, City Attorney

 3 2020

Date