

CITY COUNCIL AGENDA ITEM COVER MEMO

FOR AGENDA OF COUNCIL MEETING/WORK SESSION – DATE: December 3, 2015

ACTION REQUESTED BY: Huntsville Utilities

COUNCILMAN: ALL DISTRICT: ALL

SUBJECT MATTER: Electric Purchase

EXACT WORDING FOR AGENDA: Resolution authorizing the approval for the purchase of software for Customer Care optimization. (PR 10201180) (Utilities: Electric).

ORDINANCE: **RESOLUTION:** X **MOTION:**

(IF AMENDMENT, STATE TITLE AND NUMBER OF ORIGINAL): N/A

ITEM IS TO BE CONSIDERED FOR:

INTRODUCTION: **ACTION:** X **DISCUSSION:**

UNANIMOUS CONSENT REQUIRED? No

BRIEFLY STATE WHY THE ACTION IS REQUESTED; WHY IT IS RECOMMENDED OR NOT RECOMMENDED; WHAT COUNCIL ACTION WILL PROVIDE, ALLOW, OR ACCOMPLISH; ANY ASSOCIATED COST; BUDGETED (?); AND ANY OTHER INFORMATION THAT YOU THINK MIGHT BE HELPFUL.

Approval to purchase and install Promodel Project software for Customer Care optimization. The total estimated cost to Huntsville Utilities is \$75,000.00. This item is a FY2016 Expense budgeted item. **(PR #10201180).**

MAYOR RECOMMENDS OR CONCURS? YES _____ NO _____ N/A _____

SIGNATURE: Jay C. Stowe, P.E., President/CEO

DATE: November 19, 2015

RESOLUTION NO. 15-_____

WHEREAS, the Huntsville Electric Utility Board has approved Purchase Requisition PR-10201180, which allows for the purchase of Promodel Project software, for Customer Care Optimization, which will help refine, complete and support Call Center model along with other areas of Customer Care, at an estimated cost of \$75,000.00; and

WHEREAS, the expenditure of such amount being in excess of the sum of \$25,000.00 requires the consent and approval of the City Council of the City of Huntsville, Alabama.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Huntsville, Alabama, that the purchase of Promodel Project software, for Customer Care Optimization, at an estimated cost of \$75,000.00, be, and the same is hereby approved, and the written consent and approval of the City Council of the City of Huntsville, Alabama, is hereby given to the Huntsville Electric Utility Board for the expenditure of sufficient funds from the proper fund belonging to the Huntsville Electric Utility Board.

ADOPTED this the _____ day of _____, 2015.

President of the City Council of
The City of Huntsville, Alabama

APPROVED this the _____ day of _____, 2015.

Mayor of the City of Huntsville,
Alabama



HUNTSVILLE UTILITIES

Electricity – Natural Gas – Water

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REQUEST FOR APPROVAL

Purchase Requisition #10201180

Purchase Requisition #10201180 – Promodel Project

Request the purchase and installation of Promodel Project software for Customer Care optimization. This software will help refine, complete, and support the Call Center model along with other areas of Customer Care. This is an Expense budgeted item, Cost Center #844000, Cost Element #501404.

Total Estimated Cost: \$75,000.00