




Interoffice Memorandum

BCC Mtg. Date: July 12, 2016

June 21, 2016

TO: Mayor Teresa Jacobs
and the Board of County Commissioners

FROM:  Carrie Woodell, Manager, Procurement Division

CONTACT: Tim Armstrong, Assistant Director, Utilities Customer Service
Division
407-254-9745

SUBJECT: Approval of Purchase Order M79564, Upgrades to Utilities
Customer Service Billing System

ACTION REQUESTED:

Approval of Purchase Order M79564, Upgrades to Utilities Customer Service
Billing System, with First Data Government Solutions in the amount of \$135,184.

PROCUREMENT:

To provide upgrades to the existing Utilities Customer Service Billing System to
meet Payment Card Industry (PCI) standards.

FUNDING:

Funding is available in account number 4420 038 1409 3197.

APPROVALS:

The Utilities Customer Service Division concurs with this recommendation.

REMARKS:

First Data Government Solutions is the sole provider for all upgrades to the
existing Utilities Customer Service Billing System. First Data Government
Solutions was awarded the contract as part of the original billing system
conversion in 2003 through a competitive Request for Proposals process. In April
2015, the Payment Card Industry (PCI) Standards Council issued initial guidance
stating that the security protocol currently in use at Utilities Customer Service via
our payment vendor could no longer be used as a security control after June 30,
2018. The County's Security Audit Contractor, Dragon Security Systems, has
identified that the current protocol represents an unreasonable risk to the
County's customers.

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The upgrades will provide for a viable solution to meet new requirements while remaining PCI compliant during the interim of developing a new Request for Proposals that will secure a modernized billing system prior to the 2018 deadline.

Price reasonableness has been determined based on price comparison performed on County projects that required similar professional services from other vendors.