

SOUTHEAST METRO STORMWATER AUTHORITY
acting by and through
SEMSWA WATER ACTIVITY ENTERPRISE

RESOLUTION NO. 08-16

(Authorization to Execute Agreement with AMEC for Continued 2008 Customer Service
Technical Support and Development of 2009 Billing Data Base)

WHEREAS, AMEC developed the stormwater rate structure and drainage fee billing database for 2007 and 2008 and assisted the County Assessor and County Treasurer in incorporating the drainage fee on the Arapahoe County property tax statements; and

WHEREAS, AMEC has the data files and GIS information for all properties that were sent a drainage fee bill which includes parcel number, parcel size, and amount of impervious area; and

WHEREAS, SEMSWA now takes all customer service calls and responds to as many as possible at the staff level, but AMEC still provides technical support when requested such as preparing stormwater fee determination reports including screen shots, evaluating technical issues concerning the billings, field visits, and in limited cases dealing directly with the customer; and

WHEREAS, SEMSWA staff has received over 100 customer calls since May 2007 and AMEC has assisted in responding to approximately 20% of the inquiries; and

WHEREAS, the need for AMEC customer support to SEMSWA staff will continue as long as customers continue to call regarding their billings; and

WHEREAS, it is anticipated that fewer customer calls will be received in 2008 and less AMEC assistance will be required and that the customer support cost will be less than estimated; and

WHEREAS, continued support is needed in 2008 for analyzing large property consolidation requests, delinquency tracking, refund reconciliation, and reporting as well as GIS/mapping support using AMEC developed data; and

WHEREAS, it is imperative that AMEC be authorized to develop the 2009 stormwater database for submittal to the County Assessor and County Treasurer which has to be delivered to the County Treasurer by November 1, 2008 which work will include adding new construction to the database; and

WHEREAS, AMEC will provide to SEMSWA under their previous contract a billing system report including associated data that will fully describe all information regarding billing system operation and which will include all information SEMSWA will need to eventually assume operation of billing databases and processes; and

WHEREAS, AMEC has estimated the cost to provide continued support services in 2008 and developing the billing database for 2009 to be \$135,266; and

WHEREAS, these services are essential to the continued operation of SEMSWA in terms of dealing with customer issues in 2008 and insuring proper and timely development of billing data for 2009, and the Board desires to contract with AMEC for these services.

NOW, THEREFORE, BE IT RESOLVED THAT:

1. The Board authorizes the Executive Director to execute an Agreement with AMEC for the services generally outlined as follows:
 - a. Customer service and GIS support for 2008 including: assisting with customer billing issues, providing stormwater fee determination reports, handling escalated customer issues, continued database support and updating based on changes from customer service activities, contiguous parcel evaluations, and technical support regarding requests for mapping using AMEC developed data (such as service area, impervious surfaces, parcels, stormwater basins, streams, master plan information, developable area, etc).
 - b. Billing system support for 2008 including: assistance with analysis of Airport fees, confirming fee payments for properties placed on the list of potential refunds, large property consolidation analysis, and assisting with delinquent payments.
 - c. 2009 database development including: preparing parcel data, extracting improvement/construction data from building permits to add new impervious area, preparation of 2009 fee, and submittal to the Treasurer's Office for integration into their billing system by no later than November 1, 2008.
 - d. Total cost for the work authorized herein is not to exceed \$136,000 without prior authorization of the Board.
2. Total cost for the work authorized herein is not to exceed \$136,000 without prior authorization of the Board.

3. The time of performance for the work authorized herein extends from January 1, 2008 through December 31, 2008.

SOUTHEAST METRO STORMWATER AUTHORITY
acting by and through
SEMSWA WATER ACTIVITY ENTERPRISE

Date: _____

ATTEST:

Secretary

Chairperson

APPROVED AS TO FORM:

Attorney for
Southeast Metro Stormwater Authority

By _____
Edward J. Krisor

Tucker, Scott

From: McCrea, Carrie V [carrie.mccrea@amec.com]
Sent: Thursday, April 03, 2008 3:34 PM
To: Dave Agee Contact
Cc: Tucker, Scott; Sorensen, Jon H
Subject: AMEC billing rates billing rates for billing support contract

Dave,

The billing rates we will use for the 2008 billing support contract are as follows:

Senior Engineer / Project Reviewer (Jon Sorensen) \$175/hr
GIS Analyst / Project Lead (Carrie McCrea) \$115/hr
GIS/Database Technician (Dave Watson) \$70/hr
GIS Technician \$60/hr
Office/Admin \$60/hr

These rates are applicable for this specific project and are lower than AMEC's standard billing rates.

As requested, the rates for 2007's billing support contract are listed below:

Jon Sorensen \$185/hr
Carrie Thompson \$110/hr
GIS/Database Tech \$65/hr
GIS Tech \$60/hr
Admin Staff \$60/hr

Please let me know if you have any questions or need more info.

Carrie V. McCrea, CFM
303-742-5312

*GIS Analyst
Stormwater
Water Resources*


Earth & Environmental
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