

NEW YORK CITY WATER BOARD

May 14, 2007

RESOLUTION

WHEREAS, pursuant to Section 1045-g(8) of the New York City Municipal Water Finance Authority Act (the "Act"), the Board is authorized to enter into contracts and to retain private consultants on a contract basis for the purpose of obtaining professional or technical services to assist the Board in carrying out its responsibilities; and,

WHEREAS, on November 17, 2006, the Board authorized the execution and delivery of a contract between the Board and Booz Allen Hamilton ("BAH") in an amount not to exceed \$496,711 to provide assistance in designing and implementing a "Best Practices Model" for the New York City Department of Environmental Protection ("DEP"), Bureau of Customer Services ("BCS") in the interest of providing superior services to customers, efficient revenue collection and the promotion of water conservation; and

WHEREAS, on December 20, 2006, the Board entered into a Consulting Agreement with BAH (the "Consulting Agreement") to provide such assistance; and

WHEREAS, on February 26, 2007 upon the recommendation of DEP, the Board authorized an amendment to the Consulting Agreement in an amount to not to exceed \$286,875.84 to provide for two additional tasks that were determined to be required in order to address improvements in both collections and customer service delivery; and

WHEREAS, DEP has identified the need for additional services involving: i) a best practices review of BCS' internal lien sales process; ii) the development of a classification matrix for aged receivables; and, iii) an evaluation of

BCS's capacity to implement an outbound calling program and the feasibility of utilizing 311 technology in such a program; and

WHEREAS, DEP has reviewed a proposal submitted by BAH to provide the additional services described above for an amount not to exceed \$173,279 and has requested the Board to approve an amendment to the Consulting Agreement in such amount for such services; and,

WHEREAS, in accordance with the Water Board's Policy on the Procurement of Goods and Services, in particular, Section 5.i (prior Board approval of contracts where the cumulative value exceeds \$100,000) and Section 6.iv (waiver of competitive solicitation where the procurement is a continuation of existing services and it is desirable for purposes of continuity and compatibility), the Board finds such justification reasonable and appropriate in the present circumstances; it is therefore,

RESOLVED, that the Executive Director is hereby authorized and directed to execute an amendment to the Consulting Agreement, upon such terms and conditions as he may deem reasonable and appropriate, so as to increase the maximum compensation payable to BAH by \$173,279 to an amended amount not to exceed of \$956,866.