



DEPARTMENTAL  
CORRESPONDENCE

TO: RuthAnne Hall  
Purchasing Agent

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FR: Austin McFarlane  
Interim Director

**RE: Sole Source for CIS Infinity V3 Expedient Cloud Hosting**

Lake County uses Advanced Utility Systems CIS Infinity Version 3 for Customer Billing and to collect fees from over 30,000 retail customers. To improve security and to make the software compatible with Office 365, the current version of CIS Infinity Software must be upgraded or replaced. As a critical part of our customer support and budget and finance system it is imperative that we do not lose functionality in the upgrade and moving to a hosted version of CIS Infinity Version 3 as an immediate solution will provide this functionality.

Moving the current version of the software to a hosted version, which is compatible with Office 365, eliminates the current IT security risk and need for on-site servers. As part of the New Program Request for FY2021 this hosted option was identified as the preferred first step giving the timing and reduced implementation challenges, i.e. training and integration with Advanced Metering. The follow-on RFP to replace the current version with an updated version or new solution will take over 18 months from solicitation to implementation leaving a significant vulnerability for the existing system.

As Advanced Utility Systems is the sole source provider of the current CIS Infinity Version 3 hosted solution, and that there exists a long standing, successful relationship for professional services, and the knowledge gained through this relationship adds value integral to the services provided, it is my recommendation that bid exemption be given to this vendor to provide the hosted solution.