

**CITY COUNCIL AGENDA TOPIC**

A RESOLUTION authorizing execution of Amendment No. 10 to the Software as a Services (SaaS) Agreement (PO #2250136), dated 07/18/2022, between the City of Bellevue and N. Harris Computer Corp., to increase the contract amount by \$124,929.00, for a total not to exceed \$3,407,500.01, plus applicable taxes.

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*Utilities*

**EXECUTIVE SUMMARY**

This Resolution authorizes the execution of Amendment No. 10 to the SaaS Agreement between the City of Bellevue and N. Harris Computer Corporation (Cayenta) in the amount of \$124,929.00, plus all applicable taxes.

This amendment provides additional scope and funding to support the City's new Customer Information Billing System (CIBS) as follows:

**ACTION**

1. **Bill Presentment Feature:** VertexOne will integrate with Cayenta's GetBillImage Application Programming Interface (API) to provide customers with access to historical bills.
2. **Recurring Donations Feature:** System updates will allow customers to set up recurring donations through the new Customer Engagement Portal (CEP) for the Utilities Neighbors Helping Neighbors (NHN) bill assistance program.
3. **Customer Information System (CIS) Enhancements:** Additional funding to support CIS enhancements will ensure we can address unforeseen issues, optimize user experience, and maintain bill accuracy.

**RECOMMENDATION**

Move to adopt Resolution No. 10489

**BACKGROUND/ANALYSIS**

In June 2024, The City of Bellevue Utilities Department (Utilities) implemented Cayenta, a new billing system. The Cayenta billing system is a critical component of utility operations, enabling accurate billing and easier account management. As Utilities continues to evolve, it is essential to invest in system enhancements and improvements to maintain reliability, optimize processes, and provide a better customer experience.

This amendment provides for specific improvements as well as time and material funding to support necessary enhancements, ensuring the system remains adaptable as City systems expectations change. By investing in these improvements, Utilities can enhance service efficiency, reduce operational complexities, and strengthen customer satisfaction. Maintaining and improving the billing system is vital for delivering high-quality service while supporting the long-term sustainability of utility operations.

### 1. Bill Presentment Feature:

Providing customers access to view bill history through the VertexOne Customer Engagement Portal (CEP) requires an Application Programming Interface (API) with the Cayenta billing system. The API establishes communication between the two systems, exchanging data and information in real time. This integration will provide enhanced functionality, allowing customers to easily access any historical bill in Portable Document Format (PDF). The cost for adding the bill presentment feature includes a one-time implementation fee and ongoing SaaS API fees for integration licenses, support, and maintenance for the period of April 2025 to August 2027.

### 2. Recurring Donations Feature:

Utilities Neighbors Helping Neighbors (NHN) donation program supports community members in need of bill assistance. Currently, customers can use the VertexOne CEP to submit one-time donations to fund the NHN program. As part of the new CEP, Utilities will provide a form for customers to request recurring donations be added to their bills, enhancing functionality and service offerings beyond one-time donations.

### 3. Customer Information System (CIS) Enhancements:

Periodic updates to the billing system are necessary to address implementation and operational issues, optimize user experience, and uphold the highest standards of billing accuracy and service quality. The amendment allocates funding for time and materials hours to support ongoing system improvements, respond to customer feedback, refine processes, and resolve inefficiencies. This flexibility will enable Utilities to adapt to evolving needs while maintaining customer satisfaction and trust. Anticipated enhancements include, but are not limited to:

- System modifications to support upcoming Utilities Bill Assistance Program refinements
- Custom report development

This increased funding will only be used for payment based on actual hours worked and materials used for system enhancements.

#### Contract Cost Summary:

<b>Agreement</b>	<b>Dollar Value</b>
<b>Original Contract</b>	<b>\$ 2,843,995.00</b>
<b>Total of Previous Amendments/Renewals: Amendments 1-9</b>	<b>\$ 438,576.01</b>
<b>This Amendment / Renewal</b>	<b>\$ 124,929.00</b>
<b>Total Contract Value</b>	<b>\$ 3,407,500.01</b>

#### Next Steps:

- Complete Cayenta and VertexOne integration – Q2 / 2025
- Complete CIS enhancement work – Q1/2025 – Q2/2026

## **POLICY & FISCAL IMPACTS**

### **Policy Impact**

Per the City's procurement policies, Council approval is required when additional services provided by the vendor exceed 10% of total contract amount.

### **Fiscal Impact**

This action will amend the current contract with N. Harris Corporation to include:

- Professional services fees for implementation and enhancement work:
  - \$5,000.00 for Professional Services Fees and SaaS fees associated with the bill presentment feature, including an API between the billing system and CEP;
  - \$2,080.00 for Professional Services Fees associated with the recurring donations feature in support of the NHN donations program; and
  - \$105,750.00 for Professional Services Fees associated with time and materials hours for periodic system enhancements.
- \$12,099 SaaS API fees for integration licenses, support, and maintenance for the period of April 2025 to August 2027.

Sufficient funding exists in the 2025-26 Utilities Department Operating Budget to fully fund the costs for this contract.

## **OPTIONS**

1. A RESOLUTION authorizing execution of Amendment No. 10 to the Software as a Services (SaaS) Agreement (PO #2250136), dated 07/18/2022, between the City of Bellevue and N. Harris Computer Corp., to increase the contract amount by \$124,929.00, for a total not to exceed \$3,407,500.01, plus applicable taxes.
2. Do not adopt Resolution and provide alternative direction to staff.

## **ATTACHMENTS**

Proposed Resolution No.10489

## **AVAILABLE IN COUNCIL LIBRARY**

Software as a Service (SaaS) Agreement, PO # 2250136, dated 07/18/2022, between the City of Bellevue and N. Harris Computer Corporation (Cayenta)  
Amendment No. 10