

CITY COUNCIL AGENDA TOPIC

Resolution authorizing execution of Amendment 9 to the Software as a Services (SaaS) Agreement, PO # 2250136, dated 07/18/2022, between the City of Bellevue and N. Harris Computer Corporation, to increase the contract amount by \$204,059.00, for a total contract amount not to exceed \$3,282,571.01, plus all applicable taxes. The executed amendment shall be substantially in the form of the amendment located in the Council Library.

Scott Edwards, Deputy Director, 452-2041
Matt Thurber, Assistant Director, 452-2034
Mahesh Kamath, Business Systems Manager, 452-5375
Utilities

EXECUTIVE SUMMARY

This Resolution authorizes the execution of an Amendment No. 9 to the SaaS Agreement between the City of Bellevue and N. Harris Computer Corporation (Cayenta), in the amount of \$204,059.00 plus all applicable taxes.

This amendment provides additional scope, funding, and support to facilitate systems integrations between Cayenta, VertexOne, and City software as follows:

ACTION

1. **Customer Engagement Portal (CEP):** Allows the Utilities Department to complete a file transfer integration between the Customer Information System (CIS) provided by Cayenta and the Customer Engagement Portal (CEP) with leak detection feature provided by VertexOne, including deliverables, professional service fees, and three years of annual subscription fees.
2. **Cognos Reports:** Report Development Assistance and Support - Cayenta will assist the City of Bellevue with additional custom report development on the new CIS platform using Cognos Reports based on agreed upon requirements.
3. **New Biller File:** Develop and test new Biller File content / layout to include Payment Arrangement Amount Due (when applicable on the account), Past Due Balance, and (new) Service Address Line 1 and/or 2 to improve user-friendliness.
4. **Geographic Information Systems (GIS) Integration:** Sync process to update information in the GIS with meter and location information from Cayenta.

RECOMMENDATION

Move to adopt Resolution No. 10408

BACKGROUND/ANALYSIS

1. **Customer Engagement Portal (CEP)**

Between Q4 / 2024 and Q2 / 2025, the Utilities Department (Utilities) intends to deploy a fully integrated CEP provided by VertexOne, enabling Utilities to:

- View and compare water consumption (i.e., hourly interval reads)
- Receive meter data analytics and dashboards
- Receive leak analytics, detection, alerts, and letters (e.g., continuous flow, customer push notifications, Utilities representative notifications)
- Allow customers to set up notifications and alerts (e.g., high volume consumption, high dollar)
- Allow customers to pay online via integration with InvoiceCloud, the payment processing vendor
- Implement Electronic Bill presentment and payment: View bills, transactions, and payment history
- Provide self-help features
- Send group messaging

The CEP must integrate with the newly implemented CIS provided by Cayenta to receive timely information on resident accounts, including meter data, bill consumption, and account balance. The integration between the CIS and the CEP will be a file transfer integration for seven files as follows:

File 1: Residence/Account File (Daily);

File 2: Bill Consumption File (Non-AMI Data) (Daily);

File 3: Historical Consumption File (One-time load at initial onboarding);

File 4: Billing File (Daily);

File 5: Current Balance File (Daily);

File 6: Meter Mapping File (Daily); and

File 7: Payment Information (Daily).

Through the integration between the CIS and the CEP, the Utilities Department will implement a robust customer portal that will enable a leak analytics, detection, and notification program. This new portal and program will enhance Utilities' service management, community engagement, and data analytics to improve customer service, access to water consumption data, and transparency.

2. Cognos Reports:

Creating additional custom reports in the new billing system using the existing Cognos reporting platform is required to align with the City's specific workflows and ensure billing transparency to meet regulatory requirements as well as streamline operations.

3. New Biller File:

Developing and testing new Biller File content and layout is essential for ensuring payment accuracy, as it aligns customers and the billing system on payment arrangements, reducing confusion and missed payments. Clear balance communication by prominently displaying past due amounts encourages timely payments and reduces overdue accounts. Adding service addresses enhances the Payment Portal, making it easier for customers to identify bills associated with each property. Additionally,

detailed record-keeping supports compliance, aids in dispute resolution, and ensures that billing practices meet industry standards.

4. Geographic Information Systems (GIS) Integration:

The GIS sync process to update meter and location information from Cayenta requires configuring the GIS link in Cayenta to access the City’s map viewer and provide quick, direct access to visual data, aiding in troubleshooting. Further, keeping the GIS updated with current meter and location data ensures consistent, accurate information across systems, which is vital for billing and service delivery.

With this amendment, the total amendments/renewals fees to the SaaS Agreement, PO # 2250136, dated 07/18/2022, between the City of Bellevue and N. Harris Computer Corporation (Cayenta) exceed the total contract amount by 15.42%, which is above the 10% threshold, and therefore requires Council approval.

Contract Summary:

Agreement	Dollar Value
Original Contract:	\$2,843,995.00
Total of Previous Amendments/Renewals:	\$234,517.01
This Amendment / Renewal	\$204,059.00
Total Contract Value:	\$3,282,571.01

With the integration between the new CIS system and the CEP, Utilities will fulfill our commitment to implement a leak detection and notification program for the Bellevue community. Overall, these enhancements will improve the billing system’s operational efficiency and the customer’s user experience, making the billing process smoother, more transparent, and more effective.

Next Steps:

- Complete Cayenta and VertexOne integration – Q3 / 2024 - Q2 / 2025
- Complete the enhancement work – Q3/2024 – Q1/2025

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:

- Integration services (professional services fees) cost of \$173,150.00 to include:
 - \$49,400 for Professional Services Fees re Vertex One Integration;
 - \$36,000 for Professional Services Fees re Modify CIS- Invoice Cloud Integration;
 - \$20,250 for Professional Services Fees re ESRI Integration; and
 - \$67,500 for Professional Services Fees re Reports Development.
- 3-year SaaS fees for integration licenses, support, and maintenance of \$30,909.00

Item	Cost
Integration Services (Professional Services Fees)	\$173,150.00
Maintenance and Support Service Subscription for 3 years	\$30,909.00

Sufficient funding exists in the 2023-2024 Utilities Department Operating Budget to fully fund the 2024 costs for this contract. Additional funding associated with this contract will be requested in subsequent budgets and will be subject to final budget appropriation.

OPTIONS

1. Adopt the Resolution authorizing execution of Amendment 9 to the Software as a Services (SaaS) Agreement, PO # 2250136, dated 07/18/2022, between the City of Bellevue and N. Harris Computer Corporation, to increase the contract amount by \$204,059.00, for a total contract amount not to exceed \$3,282,571.01, plus all applicable taxes. The executed amendment shall be substantially in the form of the amendment located in the Council Library.
2. Do not adopt Resolution and provide alternative direction to staff.

ATTACHMENTS

Proposed Resolution No. 10408

AVAILABLE IN COUNCIL LIBRARY

Technical 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. 9

Cayenta integration with VertexOne SOW – Attachment D1

Bellevue – Cayenta VertexOne SaaS Order

CBI-16924 Modify CIS- Invoice Cloud Integration_V3

CBI-16989 ESRI Integration_V1

Report Development Assistance and Support_V2