

CITY COUNCIL REGULAR SESSION

Resolution authorizing execution of a five-year Software as a Service (SaaS) Agreement with N. Harris Computer Corporation in an amount not to exceed \$2,843,995, plus all applicable taxes, to replace the customer information and billing system of the City's Utilities Department.

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Utilities Department

EXECUTIVE SUMMARY

This Resolution authorizes Utilities to enter into an agreement with N. Harris Computer Corporation, to purchase, implement and receive ongoing support for a replacement customer information and billing system (CIBS), and customer engagement portal. This agreement ensures Bellevue Utilities can meet business mandates and provide for emerging customer needs such as expanded billing and payment options, a customer donation program, enhanced payment protections, a more intuitive user interface, plus an overall improved experience for customers and system users. A separate memorandum and Biller Agreement is also submitted for Invoice Cloud, Inc., the provider of payment processing services necessary to support the proposed new customer information and billing system.

RECOMMENDATION

Move to adopt Resolution No. 10119

BACKGROUND/ANALYSIS

The current Utilities' customer information system (CIS) was purchased and implemented in 2004. A customer portal was added in 2007. At the time, these systems satisfied most of Bellevue Utilities' business requirements for a portal and customer billing solution. However, the systems have now become dated and need to be updated to meet current business needs and respond to emerging functionality requirements, such as improved billing, payment options, and a better customer experience.

Below is a list of some of the key enhancements and improvements that will be realized through the new system.

- CIS Improvements
 - General:
 - Opportunity to implement business improvements, such as a donation program, budget billing, and monthly billing;
 - Address existing issues to facilitate the billing process, such as improved rate calculation, exceptions management, and seeing a bill from the perspective of the customer;
 - Integrate payment processor with the system, providing real-time updates of customer payments and account status;

- Future capabilities, such as integrated interactive voice response and out-bound calling capabilities for information campaigns and emergency notifications;
- Improved integration with other Utilities business systems and tools, such as GIS and Utilities' asset/work management system (Maximo); and
- Allows for miscellaneous/ad hoc customer billing, such as for hydrant meters, cell tower leases, etc.
- Portal:
 - Display AMI data and water usage reporting, allowing customers to manage water consumption and receive leak alerts
 - Provide an enhanced and more complete customer experience
 - Improved customer communications; and
 - Serve customers with device- and browser-agnostic services

Cost

Item	Cost
Implementation Services	\$1,274,360
Maintenance and Support Service Subscription (5 yrs)	\$1,569,635
Total	\$2,843,995

In addition, the Utilities Department is also replacing its payment processor, which is detailed in a separate agenda memo. A payment processor provides Payment Card Industry (PCI) compliant functionality embedded in a customer portal to securely receive and process customer payments.

POLICY & FISCAL IMPACTS

Policy Impact

Per Bellevue City Code 4.28.230 and the City's procurement policies, Council approval is required to enter into SaaS agreements that exceed \$90,000.

This agreement allows Bellevue Utilities to replace its customer information and billing system to achieve improved efficiency, customer experience, and overall customer service.

Fiscal Impact

The total cost of this contract is \$2,843,995, and has two cost components:

- 1) an initial implementation cost of \$1,274,360, and
- 2) an annual support and maintenance cost (software as a service, or SaaS) of \$295,648 in 2022 and inflated annually by 3 percent for a total of \$1,569,635 over five years, the first term of the contract.

The project implementation cost and the first year of SaaS cost, totaling \$1,570,008, were anticipated and are fully funded from reserves in Utilities' asset replacement account.

The annual SaaS cost will be partially offset by current system support and maintenance costs. The net cost increase of the new system, approximately \$150,000 annually, will be funded through utility rates.

OPTIONS

1. Adopt the Resolution authorizing execution of a five-year Software as a Service (SaaS) Agreement with N. Harris Computer Corporation in an amount not to exceed \$2,843,995, plus all applicable taxes, to replace the customer information and billing system of the City's Utilities Department.
2. Do not adopt the Resolution and provide alternative direction to staff.

ATTACHMENTS

Proposed Resolution No. 10119

AVAILABLE IN COUNCIL LIBRARY

Software as a Service (SaaS) Agreement with N. Harris Computer Corporation
Supporting Contract: Biller Agreement with Invoice Cloud, Inc.