

CITY COUNCIL REGULAR SESSION

Resolution authorizing the execution of an amendment to add EXHIBIT E(20) to Addendum D (the Software Maintenance Agreement) of the System Purchase Agreement with Advanced Utility Systems Corporation in an amount not to exceed \$410,000 plus all applicable taxes, to 1) add three additional years of software maintenance for the Utility Billing Customer Information System and bill-pay portal, and 2) extend the System Purchase Agreement through December 31, 2023.

Nav Ota, Director, 452-4445

Todd Dahlberg, Business Services Manager, 452-6968

Utilities Department

EXECUTIVE SUMMARY

This Resolution authorizes a three-year extension of the software maintenance agreement for CIS Infinity, the Utilities Department's Customer Information System (CIS) and payment portal for utility billing and customer service functions. The system is provided by Advanced Utility Systems Corporation, the sole provider of maintenance and support for the software.

RECOMMENDATION

Move to adopt Resolution No. 9849

BACKGROUND/ANALYSIS

CIS is the City's utility billing system used to manage over 38,000 customer accounts and collection of \$147 million in annual revenues. This complex and critical software database is essential for the Utilities Department's billing and customer service functions, and requires continued software maintenance, support and updates. Failure to secure this needed system support would impact the Utilities Department's ability to effectively perform billing functions and provide core customer service activities such as managing customer bill inquiries, and providing payment arrangements, utility rate relief and emergency bill assistance, potential water leak notifications, and other key customer care needs.

POLICY & FISCAL IMPACTS**Policy Impact**

Bellevue City Code 4.28 provides for the fair and equitable treatment of all persons involved in the purchasing process. Council approval is required to award contracts where the cost exceeds \$90,000.

This maintenance agreement extension is required to secure necessary system maintenance, support, and updates of the Utilities CIS system, which can only be provided by the software product vendor Advanced Utility Systems Corporation.

Fiscal Impact

Funding for this contract extension is planned in the proposed 2021-2022 Utilities Budget. Funding for the third extension year will be planned as part of future budget processes.

OPTIONS

1. Adopt the Resolution authorizing the execution of an amendment to add EXHIBIT E(20) to Addendum D (the Software Maintenance Agreement) of the System Purchase Agreement with Advanced Utility Systems Corporation in an amount not to exceed \$410,000 plus all applicable taxes, to 1) add three additional years of software maintenance for the Utility Billing Customer Information System and bill-pay portal, and 2) extend the System Purchase Agreement through December 31, 2023.
2. Do not adopt the Resolution and provide alternative direction to staff.

ATTACHMENTS & AVAILABLE DOCUMENTS

Proposed Resolution No. 9849

AVAILABLE IN COUNCIL LIBRARY

Amendment #20 to System Purchase Agreement with Advanced Utility Systems Corporation