

## CITY COUNCIL REGULAR SESSION

Resolution authorizing execution of the renewal of a purchasing agreement with Dell Boomi (Boomi) to provide Information Technology (IT) integration platform services for the years of 2021 and 2022, in an amount not to exceed \$210,000 plus all applicable taxes.

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## EXECUTIVE SUMMARY

This Resolution will authorize the renewal of a purchasing agreement with Boomi to provide IT integration platform services for the years of 2021 and 2022. The City leverages Boomi to seamlessly connect applications, data and people across our service lines to improve customer service and employee efficiency.

## RECOMMENDATION

Move to adopt Resolution No. 9884

## BACKGROUND/ANALYSIS

In 2016, the IT department recognized a growing need to interconnect city applications and data. Through a competitive process IT selected the Boomi integration platform to interconnect applications and data efficiently and securely. Initially the usage was limited as IT developed expertise and evaluated the efficiency and effectiveness of the technology.

Over the past five years, the department has increased its use of the Boomi integration platform. The City has leveraged Boomi to interconnect the point of sale application with lines-of-business applications (i.e. permitting, utility billing, probation and financial enterprise resource planning (ERP) application) to ensure customer payments are applied quickly and accurately. Fast and accurate payment receipting is essential to customer service, sound financial controls and the City's revenue recognition. Without this technology, significant staff resources would be required to manually enter \$95M in payment transactions into multiple systems.

In support of Smart City objectives, IT uses Boomi to update the City's Geographic Information Systems (GIS) and the Utility Customer Information and Billing system as new automated water meters are installed. As automated water meters are activated throughout the City, Boomi sends water usage data to the Utility Customer Information and Billing System. Soon Water Utility customers will be able to view water consumption data online. All of this is accomplished using the Dell Boomi integration platform.

This increased usage of Boomi has resulted in annual costs that now exceed \$90,000. IT seeks Council's approval for one year of Boomi integration platform services and spending authority for a subsequent year's renewal. IT and other departments anticipate continuing to leverage this technology during the next two years.

## **POLICY & FISCAL IMPACTS**

### **Policy Impact**

City Council's Two-Year Priorities for High Performance Government: Identify and implement technologies that improve customer service.

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 the bid where the cost exceeds \$90,000.

### **Fiscal Impact**

Total expenditures for Boomi are monitored by ITD and ITD will continue to submit for approval future on-going subscription costs in its budget requests. This expenditure is accommodated within the 2021-2022 Information Technology Maintenance and Operations budget.

## **OPTIONS**

1. Adopt the Resolution authorizing execution of the renewal of a purchasing agreement with Dell Boomi (Boomi) to provide Information Technology (IT) integration platform services for the years of 2021 and 2022, in an amount not to exceed \$210,000 plus all applicable taxes.
2. Do not adopt the Resolution and provide alternative direction to staff.

## **ATTACHMENTS & AVAILABLE DOCUMENTS**

Proposed Resolution No. 9884

## **AVAILABLE IN COUNCIL LIBRARY**

Dell Boomi Renewal Quote