

Agenda Item # 8.3
For Board Meeting of: July 16, 2026

CITY OF SANTA ROSA
BOARD OF PUBLIC UTILITIES

TO: CHAIR AND BOARD MEMBERS
FROM: JEANNINE SARRAGOSSA, DEPARTMENT INFORMATION
TECHNOLOGY SUPERVISOR, SANTA ROSA WATER
SUBJECT: SECOND AMENDMENT TO PROFESSIONAL SERVICE
AGREEMENT NUMBER F002004A WITH ITPIPES OPCO, LLC

AGENDA ACTION: MOTION

RECOMMENDATION

It is recommended by Santa Rosa Water that the Board of Public Utilities, by motion, approve the Second Amendment to Professional Services Agreement Number F002004A with ITpipes Opco, LLC, a Delaware Limited Liability Company to purchase licenses for ITpipes software in the amount of \$325,550.00, authorize a total contract amount of \$569,550.00 and extend the time of performance to July 31, 2031.

EXECUTIVE SUMMARY

ITpipes Opco, LLC (ITpipes) has provided implementation services and software licenses for the Water Department's Closed Circuit Television (CCTV) ITpipes software since May 21, 2020, when the Board approved Professional Services Agreement No. F002004A. The City's current ITpipes license will lose support on July 31, 2026. To maintain necessary security support, the City must upgrade to ITpipes' new cloud-based service. This second amendment to Professional Services Agreement No. F002004A would extend the current ITpipes license term through July 31, 2031.

BACKGROUND

In 2019, the Water Department determined it needed to replace the old CCTV system and hired Soft Resources Software Consulting to help scope the project and manage the Request For Proposals and selection process. The result of that process selected ITpipes as the preferred software and the initial agreement, F002004A, in the amount of \$145,000.00 was approved by the Board on May 21, 2020. The City Manager approved the first amendment to F002004A for renewal of the license in 2024, increasing the not-to-exceed amount by \$99,000 and extending the term of the agreement to July 31, 2026.

PRIOR BOARD OF PUBLIC UTILITIES REVIEW

On May 21, 2020, the Board approved F002004A for new software for CCTV with ITpipes.

ANALYSIS

On May 11, 2026, ITpipes provided a proposal to extend the time of performance on the current license until July 31, 2031, contingent upon the City of Santa Rosa purchasing licenses and upgrading to the ITpipes cloud-based platform. The second amendment is to approve additional funding of \$325,550.00 and extend the performance date through July 31, 2031.

The upgrade to the cloud-based platform is part of the current trend in software services. Many software providers are requiring customers to move to their cloud-based offering to prevent the need to create software patches for security. Cloud-based solutions also reduce the need for customers to maintain local servers and perform software upgrades through their Information Technology teams.

The cloud-based platform provides enhanced security, improved functionality, and access to the latest software features and updates. Because the transition is expected to reduce Information Technology support requirements for server maintenance and software upgrades, there are expected cost savings over the term of the agreement.

FISCAL IMPACT

Funding for this project has been appropriated in the fiscal year 2026-27 Operations and Maintenance budget for Santa Rosa Water. These costs will continue to be budgeted for each year as a regular operating expense. There are no additional fiscal impacts to Santa Rosa Water or the General Fund.

ENVIRONMENTAL IMPACT

Pursuant to CEQA Guidelines Section 15378, the proposed action is not a “project” subject to the California Environmental Quality Act (CEQA) because approval of the software license amendment is an administrative and fiscal activity that does not have the potential to result in either a direct physical change in the environment or a reasonably foreseeable indirect physical change in the environment. In the alternative, the proposed action is exempt from CEQA pursuant to CEQA Guidelines Section 15061(b)(3), because it can be seen with certainty that there is no possibility that the action may have a significant effect on the environment.

BOARD/COMMISSION/COMMITTEE REVIEW AND RECOMMENDATIONS

Not applicable.

NOTIFICATION

Not applicable.

ATTACHMENTS

- Attachment 1 – Second Amendment to F002004A
- Attachment 2 – Exhibit C2 to the Second Amendment to F002004A

PRESENTER

Jeannine Sarragossa, Department Information Technology Supervisor