

CITY OF SANTA ROSA
BOARD OF PUBLIC UTILITIES

TO: CHAIR AND BOARD MEMBERS
FROM: KIMBERLY ZUNINO, DEPUTY DIRECTOR ADMINISTRATION
SUBJECT: NINTH AMENDMENT TO AGREEMENT 08-8830 BETWEEN CITY
OF SANTA ROSA AND N. HARRIS CORPORATION

AGENDA ACTION: MOTION

RECOMMENDATION

It is recommended by Santa Rosa Water Staff and the Board of Public Utilities Contract Review Subcommittee that the Board of Public Utilities, by motion, approve the Ninth Amendment to Agreement 08-8830 between the City of Santa Rosa and N. Harris Corporation and authorize additional compensation of \$276,592.

EXECUTIVE SUMMARY

Santa Rosa Water (SRW) has been using Advanced Utilities (Advanced) Customer Information System (CIS) software for billing water and sewer customers since 2009. Advanced is a subsidiary of the N. Harris Corporation. The billing platform has been modified multiple times to add functionality, integrate with other software, and provide additional uses for other divisions of SRW. The proposed amendment will provide ten (10) additional licenses, add new processes, develop water shortage rates, and support the implementation of an interface with the City's new asset management software, Cityworks. Additional support and maintenance will be required for the new licenses and the reactivation of an application programming interface required for the Cityworks / CIS interface.

BACKGROUND

Santa Rosa Water and the Finance Department selected Advanced CIS through a competitive process in 2008 when the City was moving away from the internally developed Legacy billing system.

After implementation of CIS, SRW implemented other software platforms such as the previous asset management system, Hansen, and the meter data management system used for advanced meter infrastructure, Smartworks. The new software required interfaces with CIS; therefore, amendments to the agreement with N. Harris Corporation were created to accommodate the development of the interfaces.

In addition, multiple amendments were executed to develop new rate structures for tiered rates and construction meter billing, increased functionality for Water Use Efficiency rebate program tracking, and upgrades to newer versions of the CIS platform.

The proposed amendment will now develop a process to move arrearage charges incurred during COVID to active accounts and implement water shortage rates, support implementation of an interface with Cityworks, add ten (10) additional licenses and provide technical support and report writing on an as needed basis.

PRIOR BOARD OF PUBLIC UTILITIES REVIEW

The BPU reviewed and approved the original agreement on August 7, 2008, the 3rd Amendment on November 18, 2010, the 4th Amendment on April 4, 2013, the 5th Amendment on June 10, 2021. The 1st, 2nd, 6th, 7th, and 8th Amendments were within the signing authority of the City Manager, Assistant City Manager and/or the Director of Santa Rosa Water.

ANALYSIS

The proposed Ninth Amendment will provide additional functionality and support several projects as well as increase the support and maintenance as required with the new licenses and Cityworks interface. The following items are included in the amendment:

- Creating a process to move arrearage charges from closed accounts to active accounts.
 - During the COVID emergency, the State required water utilities to cease turn offs for delinquent bills.
 - In 2022 the State reversed the order and allowed water utilities to begin turning off service for delinquent bills.
 - SRW closed the accounts with overdue charges and started new accounts for those customers while funding sources were available to assist customers with the overdue balances. This allowed SRW to return to normal delinquent processes on the customer's current charges.
 - Customers were notified of the process and that arrearage balances would continue to be their responsibility and subject to disconnect in the future.
 - With the State declaring there is no longer an emergency and no additional funding sources becoming available, the arrearages will be moved to the active account. To lessen the impacts to customers a process will be developed to move those charges over, for 12 consecutive billing cycles, in 12 equal amounts, to the active accounts.
 - The charges moved will now become part of the active account and subject to disconnect for nonpayment.
- Developing Water Shortage Rates.

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- The Urban Water Management Plan (UWMP) was adopted by City Council June 8, 2021 and the Water Shortage Contingency Plan was adopted on November 30, 2021.
 - The Water Shortage Contingency Plan of the UWMP, identifies the process and implementation of water shortage rates and penalties.
 - New water shortage rates and penalties will be developed to be implemented as designed and adopted.
- Ten (10) additional licenses are needed to accommodate additional staff working in the system.
 - With the additional functionality added since 2009, more divisions of SRW are using the system on a daily basis. This has created issues for Water Billing staff's ability to log into the system for billing and customer service. Therefore, we are adding ten (10) additional licenses to accommodate more users.
- Support and maintenance fees are required for the additional licenses. In addition, the implementation of Cityworks will require an interface that uses a representational state transfer application programming interface application programming interface (REST API). SRW was previously using this interface and paying for support; however, it was deactivated, and support payments were discontinued when Water Billing implemented a new electronic bill payment system that did not require the API. The API also requires additional support and maintenance fees.
- Technical support is needed to assist with the various projects being implemented and to develop new reports.
 - The move from Hansen to Cityworks will be require the water meter inventory be installed and maintained in CIS. SRW will require assistance to set up the inventory and develop a process to electronically load the inventory into the system.
 - The Cityworks interface is being developed by an outside consultant but will still require technical assistance from Advanced to complete the interface.
 - With new systems being implemented, reports that are now generated will need to be rewritten allowing data to be pulled from CIS and the new systems to monitor various activities.
 - SRW will also be upgrading to the newest build of CIS, which includes an updated look and feel and functionality that will require on call assistance for processes that were developed for SWR and are non-standard.

FISCAL IMPACT

Santa Rosa Water has existing funding available for the statements of work being proposed and the 100 hours of technical support. Support and maintenance costs are incorporated into the Information Technology Allocation Model and approved each fiscal year. The future support and maintenance increases will be incorporated into the allocation model and fiscal year budgeting process.

ENVIRONMENTAL IMPACT

This action is exempt from the California Environmental Quality Act (CEQA) because it is not a project which has a potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment, pursuant to CEQA Guidelines Section 15378.

BOARD/COMMISSION/COMMITTEE REVIEW AND RECOMMENDATIONS

On June 6, 2023 the Contract Review Subcommittee unanimously approved the proposed Ninth Amendment between City of Santa Rosa and N. Harris Corporation.

NOTIFICATION

Not Applicable

ATTACHMENTS

- Attachment 1 – 08-8830 Amendment 9 signed by vendor
- Attachment 2 – Exhibit B-8 - Statement of Work for Delinquent Transfer Amounts
- Attachment 3 – Exhibit B-9 - Statement of Work for Drought Stage Billing Factor
- Attachment 4 – Exhibit B-10 - Statement of Work for CIS Licenses
- Attachment 5 - 08-8830 Original Agreement
- Attachment 6 – Amendments 1-8

PRESENTER

Kimberly Zunino, Deputy Director Administration