

# Mayor and Council Communication

DATE: 05/12/26

M&C FILE NUMBER: M&C 26-0381

LOG NAME: 13PRFP25-0128 WATER CUSTOMER INFORMATION SYSTEM SOFTWARE WTR HO

## SUBJECT

(ALL) Authorize Execution of an Agreement with Itineris NA, Inc. for Customer Information System Software, Licensing, and Implementation Services in an Amount Up to \$43,361,513.00 for the Initial Five-Year Term and Authorize Three Five-Year Renewal Options for the Water Department; Authorize Execution of a Sole Source Agreement with SHI Government Solutions, Inc. as Microsoft's Authorized Distributor for Microsoft Dynamics Licensing as Defined by Itineris, for an Amount Up to \$2,764,864.00 for the Initial Five-Year Term and Authorize Three Five-Year Renewal Terms for a Combined Total Initial Five-Year Cost of \$46,126,377.00; Adopt Resolution Expressing Official Intent to Reimburse Expenditures from Proceeds of Future Debt; and Adoption of Appropriation Ordinance to Effect a Portion of Water's Contribution to the Fiscal Years 2026-2030 Capital Improvement Program

## RECOMMENDATION:

It is recommended that the City Council:

1. Authorize execution of an agreement with Itineris NA, Inc. for Customer Information System software, licensing, and one-time implementation services in an amount up to \$43,361,513.00 for the initial five-year term and authorize three five-year renewals for the Water Department;
2. Authorize execution of a sole source agreement with SHI Government Solutions, Inc. as Microsoft's authorized distributor for Microsoft Dynamics licensing as defined by Itineris, for an amount up to \$2,764,864.00 for the initial five-year term and authorize three five-year renewals ;
3. Adopt the attached resolution expressing official intent to reimburse expenditures with proceeds of future enterprise fund debt for the Water Customer Information System Meter to Cash Program project; and
4. Adopt the attached appropriation ordinance adjusting estimated appropriations in the Water & Sewer Commercial Paper Fund, in the amount of \$23,740,044.00, by increasing estimated appropriations in the Water Customer Information System Meter to Cash Program project (City Project No. 104667) and decreasing estimated appropriations in the Commercial Paper project (City Project No. UCMLPR) by the same amount and to effect a portion of Water's contribution to the Fiscal Years 2026-2030 Capital Improvement Program.

## DISCUSSION:

The purpose of this Mayor and Council Communication (M&C) is to authorize an agreement with Itineris NA, Inc for implementation services, Software-as-a-Service, licensing, and managed services for a new Customer Information System (CIS). The CIS will replace the current CIS Billing System, the Customer Relationship Management (CRM) System, and the Mobile Workforce Management System. The Water Department will be the primary user of the system and its supporting applications. The Transportation and Public Works-Stormwater Division, and Environmental Services Department-Solid Waste and Environmental Protection Division, will also rely on the system to carry out their customer activities. The new CIS platform will streamline the lifecycle of water and wastewater account management. It will provide a unified view of customer history, preferences, and interactions, resulting in enhanced customer service and will also integrate with the automated remote-read meters, Geographic Information System, Customer Contact Center technology, and mobile dispatch tools. This transition empowers citizens via a sophisticated web portal, while offering self-service capabilities for real-time usage monitoring and frictionless payment processing.

Approval of this M&C will also authorize a sole source agreement with SHI Government Solutions, Inc.,(SHI) Microsoft Corporation's authorized distributor, which will provide the required Microsoft Dynamics 365 licensing as defined in the Itineris NA, Inc. bid response.

The Water Department approached the Purchasing Division to secure an agreement for CIS Software. To procure these services, Purchasing issued Request for Proposal (RFP) 25-0128, which outlined detailed requirements, including project goals and objectives.

The RFP was advertised in the *Fort Worth Star-Telegram* on July 16, 2025, July 23, 2025, July 30, 2025, August 6, 2025, August 13, 2025, August 20, 2025, and August 27, 2025. The City received fourteen (14) responses. One vendor was deemed non-responsive for failing to provide the requested documents.

An evaluation panel consisting of representatives from the Water and Environmental Services Departments reviewed and scored the submittals using Best Value criteria.

The individual scores were averaged for each of the criteria and the final scores are listed in the table below:

Proposer	Evaluations				Total	Rank
	First Evaluation	Second Evaluations	Demos	Price		
Itineris, NA	84.13%	83.43%	94.26%	88.16%	88.44%	1
Oracle Utilities	79.85%	79.98%	80.91%	100%	80.61%	2

VertexOne	76.29%	79.24%	Withdrew Bid	Withdrew Bid	79.24%	3
Delaware North America, LLC	72.82%	70.49%	**		**	4
Cayenta	71.28%	70.22%	**		**	5
360S2G	73.84%	71.30%	**		**	6
SpryPoint Services Inc.	70.38%	70.01%	**		**	7
Infor Public Sector, Inc.	71.77%	69.93%	**		**	8
Systems & Software	70.32%	69.55%	**		**	9
Open Intelligence	68.69%	66.14%	**		**	10
INRY (IntegRhythm LLC)	55.13%	53.11%	**		**	11
Inovi Solutions, Inc.	54.32%	51.85%	**		**	12
FSH Tech	0%	*	*		*	13

\* FSH Tech did not score at least 50% of the total points available for technical criteria, therefore, cost was not evaluated.

\*\* Was not selected for demos. The three highest scores were offered a chance to demonstrate their products.

After evaluation, the panel concluded that Itineris NA presented the best value to the City. Therefore, the panel recommends that Council authorize an agreement with Itineris NA. No guarantee was made that a specific amount of these services would be purchased. Staff certifies that the recommended vendor's proposal meets specifications.

Agreement with SHI Government Solutions, Inc., Microsoft Corporation's authorized distributor, will provide the required Microsoft Dynamics 365 licensing as defined in the Itineris NA, Inc. bid response.

Phase 1 of the implementation is estimated to cost \$23,740,044.00. Upon successful completion of Phase 1, an additional \$22,386,333.00 in Commercial Paper and Operating Budget funds will be appropriated for Phase 2 implementation and managed services to sustain the CIS after go-live. The combined five-year cost of both phases for Itineris and SHI will not exceed \$46,126,377.00, as authorized by this M&C.

It is the practice of the Water Department to appropriate its Capital Improvement Program plan throughout the Fiscal Year (FY), instead of within the annual budget ordinance, as projects commence, additional funding needs are identified, and to comply with bond covenants.

Available cash within the Water and Sewer portfolio and the City's portfolio along with the appropriation authority authorized under the Callable Commercial Paper Program (CP) will be used to provide interim financing for this project until debt is issued. Once debt associated with this project is sold, bond proceeds will be used to reimburse the Water and Sewer portfolio and the City's portfolio in accordance with the attached Reimbursement Resolution. Federal regulations require the City to express its intent to reimburse its expenditures from proceeds of bonds.

Funding is budgeted in the Commercial Paper project within the W&S Commercial Paper Fund for the purpose of funding the Water Customer Information System Meter to Cash Program project and will be budgeted for years three through five of the contract in the General Operating & Maintenance category in the Water & Sewer Fund for the Water Department.

Appropriations for Water CIS Meter to Cash Program project are as depicted below:

Fund	This M&C	Future Fiscal Year Appropriations	Project Total*
W&S Capital Projects - Fund 56002	\$0.00	\$0.00	\$0.00
W&S Commercial Paper - Fund 56026	\$23,740,044.00	\$8,002,336.00	\$31,742,380.00
General Operating & Maintenance - Fund 56001	\$0.00	\$14,383,997.00	14,383,997.00
<b>Project Total</b>	<b>\$23,740,044.00</b>	<b>\$22,386,333.00</b>	<b>\$46,126,377.00</b>

\*Numbers rounded for presentation purposes. The Operating & Maintenance is for years three through five of the contract and will be available in the Fiscal Year operating budget as appropriated.

There are two pending M&Cs that will appropriate additional funds to this project: 60 WATER CIS INTERNAL STAFFING SUPPORT in the

amount of \$1,718,500.00 in Commercial Paper and \$90,000.00 in PayGo and M&C 60 WATER CIS PROFESSIONAL CONSULTING SERVICES in the amount of \$1,084,285.00 in Commercial Paper.

**ADMINISTRATIVE CHANGE ORDER:** An administrative change order or increase may be made by the City Manager up to the amount allowed by relevant law and the Fort Worth City Code and does not require specific City Council approval as long as sufficient funds have been appropriated.

**AGREEMENT TERMS:** Upon City Council approval, the initial term of each individual agreement will commence upon the date the City's Vendor Service Agreement and the City's Cooperative Purchase Agreement are signed by the Assistant City Manager with each expiring five (5) years therefrom.

**RENEWAL TERMS:** Both the Itineris NA, Inc. agreement and the SHI agreement allow three (3) additional five-year renewal terms. Exercising these renewal options does not require specific City Council approval provided the City Council has appropriated sufficient funds to satisfy the City's obligations during the renewal term.

**SMALL BUSINESS –** This bid was issued before September 1, 2025, preceding the implementation of the Small Business Program. Therefore, a Small Business Goal was not assigned.

This project will serve ALL COUNCIL DISTRICTS.

---

**FISCAL INFORMATION / CERTIFICATION:**

The Director of Finance certifies that funds are available in the Commercial Paper project within the W&S Commercial Paper Fund and upon approval of the above recommendations and adoption of the attached appropriation ordinance, funds will be available in the Commercial Paper Fund for the WATER CIS METER TO CASH PRGM project to support the execution of the contracts and upon adoption of the Fiscal Year 2028, 2029 and 2030 Budget by the City Council, funds will be available in the Fiscal Year 2028, 2029 and 2030 operating budget, as appropriated, in the Water and Sewer Fund. Prior to expenses being incurred, the Water Department has the responsibility to validate the availability of funds.

<b><u>Submitted for City Manager's Office by:</u></b>	Reginald Zeno	8517
	Jesica McEachern	5804
<b><u>Originating Business Unit Head:</u></b>	Reginald Zeno	8517
	Christopher Harder	5020
<b><u>Additional Information Contact:</u></b>	Haven Wynne	8525
	Heather Oakes	8354