

# Mayor and Council Communication

DATE: 09/10/19

M&C FILE NUMBER: M&C 19-0122

LOG NAME: 60SUPERION 2019

## **SUBJECT**

Authorize Execution of Amendment No. 2 to City Secretary Contract 45635 to Increase the Contract Amount by up to \$340,000.00 Annually for Additional Licensing and Professional Services Under the Sole Source Agreement with Superior, LLC, for the Customer Information and Billing System for the Water Department (ALL COUNCIL DISTRICTS)

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## **RECOMMENDATION:**

It is recommended that the City Council authorize execution of Amendment No. 2 to City Secretary Contract No. 45635 to increase the contract amount by up to \$340,000.00 annually for additional licensing and professional services under the Sole Source Agreement with Superior, LLC, for the Water Department's customer information and billing system.

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## **DISCUSSION:**

The Water Department acquired the current customer information and billing system in 1993 (M&C C-13986). On September 30, 2003 (M&C P-9864), December 20, 2005 (M&C C-21214), October 13, 2009 (M&C C-23849) and again on January 7, 2014 (M&C C-26623), the City Council approved the purchase of continued software maintenance and support for the customer information and billing system.

The City originally entered into an Agreement with SunGard HTE, Inc., in September 2003 (M&C P-9864). The vendor's name was subsequently changed to SunGard Public Sector, Inc., in January 2008. SunGard Public Sector, Inc., was later purchased by Ramundsen Holdings and Ramundsen Holdings changed its name to Superior, LLC in April 2017. In September 2018, Superior, LLC was acquired by CentralSquare Technologies, LLC, which conducts business under the name Superior, LLC.

Continuation of this Agreement was approved by the City Council on December 5, 2017 (M&C P-12140), at a cost of \$149,203.00 per year for software maintenance and support, licensing, and professional services. This agreement supports the Water Department's customer information and billing system to enable the collection of nearly \$500 million annually in revenues for water, sewer, recycling, solid waste, storm water, and environmental protection services, as well as voluntary contributions.

Amendment No. 2 provides for an increase in the annual amount by up to \$340,000.00 for additional professional services required to enable service enhancements within the Water customer information and billing system. These include additional interfaces to the Maximo Asset Management System to enable improved field service activity, integration with the Meter Data Management System to enable billing through the Advanced Metering Infrastructure, implementation of a new customer portal, implementation of the Paymentus Point of Sale systems for enhanced payment processing, and additional professional services required to fully enable the outbound dialer, enhance the Interactive Voice Response system, and ensure confidentiality tracking within the systems. These enhancements necessitate funding for additional licensing, increased maintenance and support, and professional services in the amount of up to \$340,000.00, for a total of \$489,203.00 annually.

Superior, LLC, is the documented sole source vendor for these services.

TERM & RENEWAL OPTIONS- The initial Agreement period began on October 1, 2017 and ended on September 30, 2018. This Agreement allows renewals for up to four additional one-year terms at the City's option. The Water Department exercised the first renewal term, and three renewal options remain. This action does not require specific City Council approval provided that the City Council has appropriated sufficient funds to satisfy the City's obligations during the renewal term.

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## **FISCAL INFORMATION / CERTIFICATION:**

The Director of Finance certifies that funds are available in the current operating budget, as appropriated, of the Water and Sewer Operating Fund.

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