

RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: JUNE 9, 2025

SUBJECT: ELEVENTH AMENDMENT TO INFORMATION SYSTEM AGREEMENT FOR THE CUSTOMER INFORMATION SYSTEMS UPGRADE PROJECT AND IMPLEMENTATION SERVICES WITH SYSTEMS AND SOFTWARE, INC. IN THE AMOUNT OF \$1,358,712 WITH PROJECT IMPLEMENTATION 20% CHANGE ORDER AUTHORITY OF \$208,980 AND WORK ORDER NO. 2521744 IN THE AMOUNT OF \$1,567,692

ISSUE:

Consider approving the Eleventh Amendment to Information System Agreement for the Customer Information systems Upgrade Project and Implementation Services with System and Software Inc. in the amount of \$1,358,712 with project implementation 20% change order authority of \$208,980 and Work Order No. 2521744 in the amount of \$1,567,692.

RECOMMENDATION:

That the Board of Public Utilities:

1. Approve the Eleventh Amendment to Information System Agreement for the Customer Information systems Upgrade Project and Implementation Services with System and Software Inc. in the amount of \$1,358,712;
2. Approve project implementation 20% change order authority in the amount of \$208,980;
3. Approve Work Order No. 2521744 in the amount of \$1,567,692; and
4. Authorize the City Manager, or his designee, to execute the Agreement, including making minor and non-substantive changes.

BACKGROUND:

On June 1, 2012, the Board of Public Utilities approved Work Order No. 1104202 that included funds for the Customer Information System (CIS) replacement project and any enhancements necessary. An agreement with Systems & Software, Inc. in the amount of \$4,748,200 was approved for the purchase and installation of System & Software's enQeusta CIS and the Webconnect online customer facing access portal. Both systems went live on February 14, 2015.

The CIS stores and processes all customer account information, consumption history, utility

billing, and customer payments, while also encompassing interfaces to other relevant utility information and financial systems. Currently, the CIS provides billing services for Electric, Water, Refuse, and Sewer; generating over \$600 million in billings annually, supporting 600,000 customer contacts, issuing over 86,000 service orders each year, supporting 365 users, and producing over 130,000 utility bills each month.

DISCUSSION:

The City of Riverside and System & Software have agreed to engage in the upgrade of the existing enQuesta CIS and ancillary modules. Under this arrangement, Riverside will upgrade from their currently installed release of enQuesta v4 to enQuesta v6, and upgrade current online customer facing access portal WebConnect to the Capricorn web application.

The primary objectives of this project include:

1. Upgrade CIS to the latest version (V6) that replaces outdated technology with a modern platform that enhances cybersecurity, improves business processes, and significantly elevates customer experience. This transformation will empower the user to leverage advanced features and capabilities, ensuring operational efficiency and long-term sustainability.
2. Enhanced and new business functionality, such as the ability to conduct Virtual Net Metering Billing, ability to chat with customers, billing collection enhancements, enhancements related to Single Sign-On authentication, and new notifications such as high bill and high usage warnings.
3. Webconnect online customer access portal upgrade to Capricorn web application which includes enhanced customer self-service features such as a new mobile app, access to interval data consumption, online automated turn on/ shut off request for services, and bill payments.

The duration of this project is expected to be 12 months, including 10 months of implementation until go-live and an additional 2 months of post-go-live support.

The Project Team will include dedicated staff from Systems & Software, Public Utility Business Systems, and City IT. Subject Matter Experts (SME's) from City Finance, Public Works and other divisions of Riverside Public Utilities (RPU) will be called upon at various times throughout the project.

Work Order 2521744 – CIS Upgrade to enQeusta V6 Project		Amount
Project Implementation		\$1,044,900
License Cost		\$163 050
Additional Recurring Yearly Maintenance		\$60,762
Consultant Travel (Estimated if Necessary)		\$90,000
Subtotal Work Order Amount		\$1,358,712
20% Change Order Authority on Project Implementation		\$208,980
Total Work Order Amount		\$1,567,692

Purchasing Resolution 24101 Section 1104 states, "Modifications to a Purchase Order shall be made only by Change Order. Subject to the availability of funds, Change Orders may be utilized

for purposes of (2) modifying unit prices, (3) modifying scope of work/services being provided where the modification is reasonably related to the original scope of work/services.... Unless otherwise specifically authorized by the Awarding Entity, Change Orders which cumulatively exceed the following will require Awarding Entity approval: a) 10% of the original contract price for Contracts and/or Purchase Orders for Goods Services and Professional Services up to \$100,000.”

The Purchasing Manager concurs that the recommended actions are in compliance with Purchasing Resolution No. 24101.

The IT Manager concurs with this request.

STRATEGIC PLAN ALIGNMENT:

This item contributes to the City’s **Strategic Priority 6 - Infrastructure, Mobility and Connectivity** and **Goal 6.2** – Maintain, protect, and improve assets and infrastructure within the City’s built environment to ensure and enhance reliability, resiliency, sustainability, and facilitate connectivity.

This item also aligns with EACH of the five Cross-Cutting Threads of the City’s Strategic Plan described below:

1. **Community Trust** – Riverside is transparent and makes decisions based on sound policy, inclusive community engagement, involvement of City Boards & Commissions, and timely and reliable information. Reliability and consistent system performance are crucial to instilling confidence in customers. This upgrade will be completed with customers’ interest in mind by adding additional features to communicate and provide accessibility for customers.
2. **Equity** – RPU endeavors to provide safe and reliable services to its customers. RPU’s investments improve the reliability of the overall system, thereby providing an equitable benefit to all customers.
3. **Fiscal Responsibility** – Riverside is a prudent steward of public funds and ensures responsible management of the City’s financial resources while providing quality public services to all. This agreement was renegotiated to receive the best prices for the software and services provided.
4. **Innovation** – This item provides the necessary maintenance of critical software to ensure the continuous and reliable day-to-day operations of the City’s meter-to-cash process and will provide added functionality such as the new chat feature, improved customer self-serve feature, and a new mobile application for customers to manage their accounts from anywhere.
5. **Sustainability & Resiliency** – Riverside is committed to meeting the needs of the present without compromising the needs of the future and ensuring the City’s capacity to persevere, adapt and grow during good and difficult times alike. Ensuring accurate, secure data collection and processing is essential for building trust. This item will continue to satisfy the requirement of accurate customer billing.

FISCAL IMPACT:

The total fiscal impact is \$1,567,692. Sufficient funds are available in Public Utilities CIS Upgrade Account No. 6130000-470694.

Prepared by:	Brian Seinturier, Utilities Assistant General Manager/Finance & Administration
Approved by:	David A. Garcia, Utilities General Manager
Certified as to availability of funds:	Kristie Thomas, Finance Director/Assistant Chief Financial Officer
Approved by:	Rafael Guzman, Assistant City Manager
Approved as to form:	Rebecca McKee-Reimbold, Interim City Attorney

Attachments:

1. Eleventh Amendment to Information System Agreement
2. Presentation