

# RIVERSIDE PUBLIC UTILITIES

## Board Memorandum

**BOARD OF PUBLIC UTILITIES**

**DATE:** APRIL 22, 2019

**ITEM NO:** 12

**SUBJECT:** SOFTWARE IMPLEMENTATION SERVICES AGREEMENT FOR INTEGRATION SERVICES, FOR A TERM OF TWO YEARS IN THE TOTAL AMOUNT OF \$249,805; SOFTWARE LICENSE AGREEMENT FOR SYSTEM INTEGRATION LICENSING IN THE TOTAL AMOUNT OF \$55,000; AND SUPPORT AND MAINTENANCE AGREEMENT FOR ANNUAL MAINTENANCE IN THE AMOUNT OF \$17,500 PER YEAR, WITH SYSTEMS AND SOFTWARE, INC., A VERMONT CORPORATION

**ISSUES:**

Approve a one-time Software Implementation Services Agreement for system integration between the enQuesta Customer Information System, the Tantalus Advanced Meter System and the SmartWorks Meter Data Management System for the Advanced Meter Program, for a term of two (2) years, upon execution of the agreement, in the total amount of \$249,805, a Software License Agreement for a one-time system integration licensing in the total amount of \$55,000, and a Support and Maintenance Agreement with an annual renewal date of January 1<sup>st</sup>, in the amount of \$17,500 per year, with Systems and Software, Inc., a Vermont Corporation.

**RECOMMENDATIONS:**

That the Board of Public Utilities:

1. Approve a one-time Software Implementation Services Agreement with Systems and Software, Inc., a Vermont Corporation, for system integration between the enQuesta Customer Information System, the Tantalus Advanced Meter System and the SmartWorks Meter Data Management System for the Advanced Meter Program, for a term of two (2) years, upon execution of the agreement, in the total amount of \$249,805;
2. Approve a Software License Agreement with Systems and Software, Inc., a Vermont Corporation, for a one-time system integration licensing in the total amount of \$55,000;
3. Approve a Support and Maintenance Agreement with Systems and Software, Inc., a Vermont Corporation, with an annual renewal date of January 1<sup>st</sup>, in the amount of \$17,500 per year; and
4. Authorize the City Manager, or his designee, to execute the agreements, including making minor non-substantive changes, and to sign all documents and instruments necessary to complete the transactions.

## **BACKGROUND:**

On January 28, 2019, the Board of Public Utilities approved the Advanced Meter Program (Program) inclusive of funds for system integration services in Fiscal Year 2018-19. However, in order to fully implement the Program, system integration is required between Riverside Public Utilities' (RPU) existing Customer Information System (CIS) and the new Advanced Meter Infrastructure (AMI) System and Meter Data Management System (MDMS) that were approved as part of the overall Program. RPU's existing CIS, enQuesta, is provided by Systems and Software, Inc. (S&S); the new AMI and MDMS systems will be provided by Tantalus (TUNet) and SmartWorks, respectively.

Staff is now seeking approval for a Software Implementation Services Agreement with S&S to provide services to integrate their enQuesta CIS system with the AMI and MDMS systems. The proposed services include project management, data integration mapping, development analysis design and creation, enQuesta product configuration and adjustment to current business processes, integration and business process testing, user acceptance testing and training, and deployment of functionality to proper environments. This integration is necessary to obtain meter read data for utility billing automatically from the MDMS, to issue and complete work orders, and to provide customers with usage information.

## **DISCUSSION:**

RPU is taking a phased approach to implementing the new Advanced Meter Program. Implementation will begin with a two-part proof of concept (POC), an Alpha POC and a Beta POC, followed by full implementation.

The Alpha POC consists of installing 100 new AMI meters and associated communications devices in strategic "clusters" throughout the City. The purpose of the Alpha POC is to establish and test the integration of the TUNet AMI and MeterSense MDMS systems. During the Alpha POC, all integration with the enQuesta CIS system will be through flat file exchanges. S&S will work with RPU and the AMI and MDMS vendors to establish, implement and test the flat file process, as well as to finalize the architectural design in preparation for the next phase.

Following the successful implementation of the Alpha POC, RPU will initiate the Beta POC implementation phase. The purpose of the Beta POC is to mimic a fully integrated and functional metering environment, from transmission of a meter's data through the generation of a customer's bill. During this phase, full integration will need to occur between the CIS, AMI and MDMS systems. S&S will work with the AMI and MDMS vendors in real time to execute on-demand meter reads, to request and display interval meter data for RPU customer service representatives and customers, to present billing cycle data from the MDMS for billing purposes, to facilitate service order requests for move-out and move-in scenarios, and other actions. During the Beta POC, S&S will work with RPU to conduct extensive system testing and go-live activities. S&S will also train key staff on new AMI features and its overall integration with CIS.

The full implementation rollout will commence following successful completion of the Beta POC. RPU will create a full AMI network with the deployment of approximately 25,000 AMI meters. All of the work conducted by S&S will be completed in the Beta POC, and no additional work is anticipated by S&S in this final phase of the Program.

The competitive bidding process was waived for this procurement, per Section 702 (r) of Purchasing Resolution 23256, which provides that competitive procurement through the informal and formal procurement process shall not be required when the procurement is for the renewal of maintenance, license(s), support, or a similar need for existing technology systems, including hardware, and the items are procured from a vendor/reseller that was originally selected based on the City's procurement standards, provided that 1) the vendor has been used consecutively since then and 2) if there are any non-substantive changes to the procurement, the Manager is satisfied that the best price, terms and conditions have been negotiated.

The Purchasing Manager concurs that the recommended actions comply with Purchasing Resolution No. 23256, Section 702 (r).

**FISCAL IMPACT:**

The total fiscal impact of the three (3) agreements is \$322,305, of which \$100,000 is available in the fiscal year 2018-19 budget and \$222,305 is available in the fiscal year 2019-20 budget. All funds are available in the Public Utilities Advanced Metering Infrastructure Account No. 6130200-470823.

The Support and Maintenance Agreement with Systems and Software, Inc. will automatically renew on an annual basis for additional one-year terms in an amount of \$17,500 per year, unless otherwise terminated per the agreement. Sufficient funds will be included in the operating budget during budget preparation for future budget cycles beginning with the biennial budget for Fiscal Years 2020/21 and 2021/22.

Prepared by: Daniel E. Garcia, Utilities Assistant General Manager/Resources  
Approved by: Todd M. Corbin, Utilities General Manager  
Approved by: Al Zelinka, FAICP, City Manager  
Approved as to form: Gary G. Geuss, City Attorney

Certifies availability  
of funds: Aileen Ma, Interim Utilities Assistant General Manager/Finance & Administration

**Attachments:**

1. Software Implementation Services Agreement with Systems & Software, Inc.
2. Software License Agreement with Systems & Software, Inc.
3. Support and Maintenance Agreement with Systems & Software, Inc.
4. Presentation