



AGENDA ITEM FORM

SUBJECT: Utility Billing System

SUMMARY:

- In April 2016, staff issued a request for proposals to companies for a new Utility Billing System to replace our aged internally developed Customer Relationship Management Billing System (CRM).
- Proposals were received from 5 qualified companies.
- Staff conducted multi-day site visits with each of the companies to review their proposed solutions.
- Proposals were reviewed and scored by a cross-functional team. The selection criteria are shown in the attached memo. Advanced Utility Systems (CIS Infinity) received the highest score from each of the evaluators.
- Following is a summary of the proposed costs and overall score:

Proposer	Cost	Score
Itineris - Umax	\$2,853,262	3.06
Advanced Utility Systems – CIS Infinity	\$3,299,263	3.96
Systems & Software – enQuesta 5R	\$3,109,887	3.44
Origin – Oracle CC&B	\$4,878,584	2.76

- Costs above include software licensing, maintenance and all professional services for implementation of the solution.
- DMWW Internal Labor Costs for implementation of any of these systems is \$600,737.
- Advanced Utility Systems has extensive experience with similar projects with water utilities similar to DMWW. Staff conducted several reference checks with other utilities currently utilizing CIS Infinity with positive experiences reported by all.
- Staff recommends the Board authorize the CEO and General Manager to execute a Contract with Advanced Utility Systems for acquisition and implementation of CIS Infinity.

FISCAL IMPACT:

Funds for this project will come from the IT Capital work plan. The approved budget for this work plan included \$1,900,000 for this project in 2017. The remainder of this 18-month project will be 2,000,000 in the 2018 IT Capital work plan. Total budget for the Billing System project is \$3,900,000 of which \$3,299,263 is purchased services and \$600,737 is DMWW internal labor.

RECOMMENDED ACTION:

Staff recommends Board authorize the CEO and General Manager to execute a Contract with Advanced Utility Systems in the amount of \$3,299,264 for acquisition and implementation of CIS Infinity.

BOARD REQUIRED ACTION:

Motion to authorize CEO and General Manager to execute a Contract with Advanced Utility Systems in the amount of \$3,299,264 for acquisition and implementation of CIS Infinity.

_____ / _____ Patrick Bruner (date) IT Services Manager	_____ / _____ _____ (date)	_____ / _____ William G. Stowe (date) CEO and General Manager
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MEMORANDUM

DATE: March 21, 2017

TO: William Stowe, CEO and General Manager

FROM: Peggy Freese, Chief Financial Officer
Amy Kahler, Director of Customer Service
Pat Bruner, IT Services Manager
Wally Gordon, IT Technical Business Analyst

SUBJECT: Recommendation for Utility Billing System Replacement (CRM)

RFI – Utility Billing System Replacement

In April 2015, staff drafted a Request for Information (RFI) for a new utility billing system. The RFI was published to the bids page of DMWW’s website and was sent directly to known utility billing system vendors. We received responses from 11 qualified vendors. In July 2015, we hosted all 11 vendors giving them the opportunity to demonstrate and explain their solutions to a large cross functional team of DMWW employees. Customer Service, Finance, and IT departments were well represented at all levels (Senior Management, Supervisors, Crew Leaders, and front line staff who will be using the product). The vendors that participated and their products include:

- Clevest – Utility Mobil Workforce Management
- Itineris – UMAX
- Infor – CRM
- Cogsdale – CRM
- Advanced Utility Systems – CIS Infinity
- Systems & Software – enQuesta 5R
- Daffron - Daffron
- Oracle – Customer Care and Billing (CC&B)
- Origin – Oracle CC&B
- Blue Heron – Oracle CC&B
- Wipro – Oracle CC&B

Based on what we learned from the site visits, we were able to put together approximate numbers for the 2016 budgeting process. A budget request was made for 2016, but we did not have sufficient justification to successfully pass the 2016 budgeting process.

RFP – Utility Billing System Replacement

In March 2016, staff started the process of justifying the project with the goal of it passing the 2017 budgeting process. Staff drafted a detailed Request for Proposal (RFP) for a new utility billing system and on April 29, 2016 we sent the RFP to the top five RFI respondents from 2015. The top 5 were selected based on the input from everyone involved in the RFI site visits in 2015. All five vendors responded expressing interest and sent us detailed RFP responses based on requirements established within the RFP. Multi-day site visits were scheduled and completed in June 2016. The top five finalists that participated, and their products include:

- Clevest – Utility Mobile Workforce Management
- Itineris – UMAX
- Advanced Utility Systems – CIS Infinity
- Systems & Software – enQuesta 5R
- Origin – Oracle CC&B

In the month following site visits, each member of the core project team evaluated and scored each vendor based on the following criteria:

- Core Business strategic fit
 - Automated notifications & actions
 - Backflow
 - Billing
 - Collections
 - Customer Relationship Management
 - Customer web portal
 - Dynamic configurability
 - Integrations
 - Meter Management
 - Rate setup & management
 - Mobile field service
 - Reporting
 - Business Intelligence & Analytics
- System user experience
 - Simplicity
 - Total user experience
 - Training
- Implementation
 - Project methodology
 - Timeline

- Cost
 - Software licenses
 - Professional services
 - Hardware cost
 - Estimated travel expenses
 - Additional module costs
- Technology stack & fit
 - Technical fit within our existing software stack
 - Security
 - Configurability
 - Scalability
 - Licensing
 - Programming language
 - Updates, patches, releases
 - Best of Breed

Vendor score cards unanimously identified the preferred vendors were Advanced Utility Systems for a customer billing and information system, and Clevest for our mobile field and workforce management system. In addition, staff was able to put together sufficient justification to successfully pass the 2017 budgeting process. The project timeline was modified in order to split the cost between 2017 and 2018 budgets.

Recommendation

Staff recommends Board authorize CEO and General Manager to execute a contract with Advanced Utility Systems CIS Infinity product partnered with the Clevest Mobile Workforce Management product be selected as our Utility Billing System partners. The project includes costs of \$1.9 million for 2017 and \$2.2 million for 2018.