



Legislation Text

File #: ID#20-8102, **Version:** 1

SUBJECT/RECOMMENDATION:

Approve the renewal agreement and purchase order to Cayenta, a division of N. Harris Computer Corporation, for support and maintenance related to the Utility Management System, for a total not-to-exceed amount of \$774,366.15 for the 5-year term beginning November 1, 2020 through October 31, 2025, per Clearwater Code of Ordinances Section 2.564 (1)(e) Impractical to bid and authorize the appropriate officials to execute same. (consent)

SUMMARY:

Utility Customer Service has used Cayenta's software utility management system to bill a wide range of services for water, sewer, reclaim water, stormwater, solid waste, recycling and gas to over 50,000 customers at approximately \$180 million annually. The system is also utilized by various other departments throughout the city (Gas, Public Utilities, Solidwaste, and Police).

Utility Customer Service recommends that the City continue to use Cayenta's Utility Management System because it is a mission critical system, the software is proprietary and thus supported and maintained by Cayenta and reinvesting in our utility system allows us to keep pace with ever changing demands. The regular annual support and maintenance costs total \$574,366.20 over the five-year period. This represents increases at a maximum of 2% annually for the next four years.

UCS also anticipates additional costs to support a major system upgrade beginning in FY20/21. While the base upgrade is covered by the annual support and maintenance costs, Cayenta will provide professional services to support the CIS upgrade and upgrade/replacement of the report writing software. These additional costs are estimated to not exceed \$200,000 over the five year period and will be in the form of billable support services based on the rates in the provided contract.

APPROPRIATION CODE AND AMOUNT:

Funds for fiscal year 2020/21 have been requested in cost code 5559884-530500, maintenance contracts, for the annual maintenance agreement and cost code 5559887-530100, professional services, for annual funding of billable support services.

Funding for billable support services related to the system upgrade are available in capital project 94829, CIS Upgrades/Replacement.

Funding for future years will be requested as part of the annual budget process.

USE OF RESERVE FUNDS: