

City of Gainesville

City Hall
200 East University Avenue
Gainesville, Florida 32601



Meeting Agenda

November 12, 2020

6:30 PM

MODIFIED AGENDA

City Hall Auditorium and Virtual

Utility Advisory Board

Wendell Porter (Member)

Wes Wheeler (Member)

Barry Jacobson (Member)

Carla Miles (Member)

Theresa Spurling-Wood (Non-Voting Member)

Tim Rockwell (Member)

Don Davis (Non-Voting Member)

Fletcher Crowe (Member)

Jason Fults (Member)

If you have a disability and need an accommodation in order to participate in this meeting, please contact the Office of Equal Opportunity at (352) 334-5051 at least two business days in advance. TTY (Text Telephone Telecommunication Device) users please call 711 (Florida Relay Service). For Speech to Speech (STS) relay, please call 1-877-955-5334. For STS Spanish relay, please call 1-877-955-8773. For STS French Creole relay, please call 1-877-955-8707.

CALL TO ORDER**ROLL CALL****ADOPTION OF CONSENT AGENDA****200507. UAB October 8, 2020 Meeting Minutes (B)**

Explanation: Staff has prepared minutes of the October 8, 2020 UAB meeting.

Fiscal Note: None.

RECOMMENDATION

Approve minutes as drafted.

[200507_UAB_10-8-20_Meeting_Minutes_20201112](#)

ADOPTION OF THE AGENDA**STATE OF THE UTILITY****NEW BUSINESS****180140. Approval of a Customer Information System (CIS), Mobile Work Management, and Customer Self-Service Implementation and Hosting Services (B)**

Explanation: The CIS, also known as Customer Care System (CCS) is a critical software system responsible for housing customer data and billing all of GRU's utility customers. It is also used to bill Storm Water and Refuse services for the City of Gainesville. The system currently in use was installed in 2007.

On August 15, 2018, the City Commission requested GRU to move forward with issuing a solicitation to provide accurate pricing for an upgraded CIS. As part of this solicitation, Mobile Work Management and a Customer Self Service solution was included as they are both applications that are outdated and need to integrate with the CIS upgrade. An upgraded CIS is also necessary to be able to integrate with future Automated Metering Infrastructure (AMI) initiatives as the current system is unable to integrate.

On April 16, 2019, Utilities Procurement issued an Invitation to Negotiate (ITN) via the DemandStar electronic bid portal and was broadcasted to 239 providers/suppliers registered with the site. The ITN requested proposals for a Customer Information System, a Mobile Work

Management (MWM) and Customer Self-Service System (CSS) which include implementation services. Proposals from six system integrators were received and were evaluated and shortlisted based on 3 phases. During Phase 1, three vendors considered most qualified based on qualifications and profile, software solutions(s), business outcomes, implementation plan/strategy, functional matrix, technology summary, solution costs, local preference, and small business criteria moved forward to Phase 2 whereby demonstrations and detailed discussions surrounding their proposed solutions were held. Based on the evaluation criteria product demonstrations, implementation and technology discussions, cultural fit and value added, reference checks and solution costs, VertexOne was selected to move forward into Phase 3, the confirmation and validation phase. Upon completion of the Phase 3, VertexOne was requested to provide an enhanced proposal to include updated pricing.

After review of the enhanced proposal, the negotiation team determined VertexOne could provide the best value to GRU and was selected to move forward to negotiate a Software as a Service (SaaS) Agreement. After successful negotiations, GRU recommends the award of the ITN to VertexOne, in general agreement with the current draft dated November 5, 2020, subject to approval by the City Attorney as to form and legality. The final draft of the proposed SaaS agreement dated November 5, 2020 is attached for reference.

Fiscal Note: Total Implementation Cost (\$14,303,359)

Total Cost of Ownership over the 10 year agreement is (\$30,783,923)

Total Cost Avoidance and Benefits over 10 years is \$14,011,277

Net cost of solution (\$16,772,646)

RECOMMENDATION

- 1) *Authorize the General Manager or his designee to execute a Software as a Service (SaaS) Agreement with VertexOne for a term of 10 years and other agreements as required, in general agreement with the draft SaaS dated November 5th, 2020, subject to approval by the City Attorney as to form and legality.*

- 2) *Authorize the General Manager or his designee to execute a new Order Form with SAP for new licenses to support the VertexOne agreement.*

[180140 GRU CIS Agreement Schedules Attachments 20201112](#)

MEMBER COMMENT

CITIZEN COMMENT

NEXT MEETING DATE

December 10, 2020

ADJOURNMENT