

# City of Gainesville

*City Hall  
200 East University Avenue  
Gainesville, Florida 32601*



## **Meeting Agenda**

**October 11, 2018**

**5:30 PM**

**MODIFIED**

**City Hall Auditorium**

## **Utility Advisory Board**

*Mary Alford  
Michael Selvester  
David Denslow  
Wendell Porter  
Wes Wheeler  
Barry Jacobson*

*Persons with disabilities who require assistance to participate in this meeting are requested to notify the Office of the Equal Opportunity at 334-5051 or call TDD phone line at 334-2069 at least two business days in advance.*

**CALL TO ORDER****ROLL CALL****ADOPTION OF THE AGENDA****ADOPTION OF CONSENT ITEMS**[180423.](#)**Approval of the Minutes of the September 13, 2018 UAB Meeting (B)****RECOMMENDATION**

*Approve the minutes of the September 13, 2018 UAB meeting as drafted.*

[180423 UAB 9-13-18 Meeting Minutes 20181011](#)

[180386.](#)**Notice of Intent to award GRU 2018-130 Implementation Services for SAP Contact Center (B)**

*Explanation: Approximately thirteen (13) years ago, GRU implemented the Cisco Contact Center system for the purpose of integrating and automating communication between GRU and its customers. Contact Center and Interactive Voice Response (IVR) systems are used by GRU Customer Operations and Systems Control for customer interaction, outage reporting, and emergencies. The current Cisco solutions are at the end of their useful life and are no longer supported by the vendor. Failure of this system would result in the inability to effectively communicate with GRU customers, or receive outage and emergency notifications from customers.*

*In order to mitigate this risk, GRU seeks to replace its existing Cisco Contact Center and IVR technology with the SAP Contact Center platform and to consolidate all IVRs onto a single IVR platform. As GRU plans to refresh the SAP ERP and CRM technology stack in the future, the long-term goal is to have the Contact Center and CRM systems integrated. This will enable:*

- Automatic identification of the customer (for phone/e-mail/chat)*
- Automatic logging of interaction records against the customer account, limiting manual processes for contact notes*
- Association of Chat transcript with the customer account*
- Association of E-mail correspondence with the customer account*

*Other options that were vetted include upgrading the existing Cisco solution. However, Cisco does not provide native integration to SAP CRM in their current release. Based on GRU's ERP Roadmap, SAP CRM, and Outage Management System, staff felt it was most*

*advantageous to purchase the SAP Contact Center.*

*Implementation of SAP Contact Center will allow for:*

- *Consolidation of Self-Service and Outage Management IVR's into a single platform.*
- *Consolidation of different channel silos (voice, email, IVR, & callback) into a single system.*
- *Consistent processing of different communication channels by agents.*
- *Cradle-grave reporting of calls from IVR-agent*
- *Enhanced insights for Supervisors and Administrators*
- *Real-time insights for agents (see how many callers, etc. in every queue).*
- *Enable future options with the new Billing System when it goes live.*

*Staff does not have the internal expertise to implement the SAP Contact Center so GRU Purchasing issued a Request for Proposals on July 19, 2018 to solicit implementation services of SAP Contact Center. One (1) response was received and four (4) no bids. Staff is seeking to award the contract to the top ranked responsive firm.*

*The implementation phase is expected to begin in October and last a total of thirteen (13) weeks.*

*Fiscal Note: The expected cost for this project is \$168,000, which has been budgeted for in FY19 by the Customer Operations division of Customer Support Services*

**RECOMMENDATION**

*Staff recommends that the City Commission:*

- 1. Approve Contractor for professional implementation services for the Contact Center Implementation Project; and*
- 2. Authorize the General Manager, or his designee, upon successful negotiations, to execute a contract with the top ranked firm, subject to approval of the City Attorney as to form and legality, and final appropriation of funds for each year of the project.*

[180386 Intent to Award 20181011](#)

[180386 Non Submittal Forms 201801011](#)

[180386 RFP Implementation Services for SAP Contact Center 20181011](#)

[180386 SAP Contact Center Vendor List 20181011](#)

[180386 SAP Contact Ctr Bid Record 20181011](#)

## **CITIZEN COMMENT**

**STATE OF THE UTILITY**[180440.](#)**GRU Operational Update for the Month of September, 2018 (B)**

**RECOMMENDATION**      *Hear an update from staff.*

[180440 Ops Update Sept 2018 - All Depts 20181011](#)

**OLD BUSINESS**[180258.](#)**UAB Work Plan (B)**

*Explanation: Among the code revisions made in Ordinance Number 170808, which was approved by the City Commission on second reading at their August 2, 2018, regular meeting, is the requirement that the UAB draft a yearly work plan for approval by the City Commission. The board discussed the issue at their August 9, 2018, regular meeting and concluded that creation of an energy policy for the City should be a top priority. They discussed models of energy policies from various other public utilities across the U.S. at their August 28, 2018, workshop and agreed that the next step is to write their work plan so that it lays out those areas they want to study for the energy policy.*

*The work plan was discussed again at the Board's September 25, 2018 workshop.*

*Fiscal Note: None*

**RECOMMENDATION**      *Continue writing a work plan.*

[180258 UAB Work Plan Draft 20181011](#)

**NEW BUSINESS**[180435.](#)**Discuss Creation of an Annual Energy Supply Report (NB)**

*Explanation: The UAB Chair has requested that the Board discuss the possibility of having staff produce an annual report on GRU's energy supply to be published and distributed to citizens, similar to GRU's annual water quality report. Discuss with staff what costs would be involved in terms of time and money, as well as a possible timeline to produce such a report.*

*Fiscal Note: None at this time.*

**RECOMMENDATION**      *Discuss the possibility of creating an annual energy report and take any other action deemed*

appropriate.

[180284.](#)

**Discussion of 100% Renewable Energy for the City/GRU for all Services (B)**

*Explanation:* At their August 16, 2018 regular meeting, the Commission made a referral to the General Policy Committee to discuss what it would take to get all of the City's energy from 100% renewable resources. Staff prepared a presentation about current sources of renewable energy in GRU's generation fleet and the possibility of a long-term transition to 100% renewable energy sources for the September 27, 2018, General Policy Committee meeting, and also gave the presentation to the UAB at their September 23, 2018, workshop.

After discussion at the September 27th General Policy Committee meeting, the Committee felt that the item warranted further discussion and asked staff to bring the item forward to the October 4, 2018, City Commission meeting for further discussion and direction. The Commission discussed the issue further that day and directed staff to:

- 1) Draft a resolution that the City, through GRU, commits to 100% renewable energy by 2045, including minimizing CO2 emissions and a commitment to green purchasing
- 2) Provide solar energy production options
- 3) Provide steps to reduce reliance on fossil fuel
- 4) Set a goal of having our vehicle fleet be electric by 2045.

The UAB Chair requested that this item be placed on their next regular meeting agenda for discussion.

*Fiscal Note:* None at this time.

**RECOMMENDATION**            Discuss and take any action deemed appropriate.

[180284 GRU's Pathway to Renewable Energy 20180927](#)

[180284 Draft of RESOLUTION 180442 - 20181018](#)

[180284 Renewable Energy for City Presentation 20181011](#)

**MEMBER COMMENT**

**CITIZEN COMMENT**

**NEXT MEETING DATE**

Next workshop - October 23, 2018

Next regular meeting - November 8, 2018

**ADJOURNMENT**

