

## EWEB Board Consent Calendar Request

For Contract Awards, Renewals, and Increases

The Board is being asked to approve a new contract with **Cayenta** for the purchase and implementation of a **Customer Information System (CIS)**.

Board Meeting Date: September 5, 2017

Project Name/Contract#: Customer Information System Replacement Project / RFP 004-2016

Primary Contact: Matt Barton Ext. 7109

Purchasing Contact: Tracy Davis Ext. 7468

### Contract Amount:

Original Contract Amount: \$ 6,400,000 (Includes maintenance and support through June 2024)

Additional \$ Previously Approved: \$ N/A

Invoices over last approval: \$ N/A

Percentage over last approval: N/A %

Amount this Request: \$ 6,400,000

**Resulting Cumulative Total:** \$ **6,400,000**

### Contracting Method:

Method of Solicitation: Formal Request for Proposal

If applicable, basis for exemption: N/A

Term of Agreement: September 2017 – June 2024 (Includes maintenance)

Option to Renew? Annually up to 5 years following system go-live

Approval for purchases "as needed" for the life of the contract No

Proposals/Bids Received (Range): 6 (\$5,484,944 to \$12,886,596)

Selection Basis: Highest Ranked Proposer

### Narrative:

The Board is being asked to approve a new contract with **Cayenta** of Burnaby, British Columbia, Canada, for the purchase and implementation of a Customer Information System (CIS).

EWEB requires software and professional services to replace an aging, unsupported legacy Customer Information System with a modern Customer Information System for continued support of EWEB's electric and water customers. Contract objectives are to delineate EWEB and Cayenta project responsibilities, identify milestones and payments for services rendered and to identify criteria that will be used for system acceptance.

Contracted services include project management, data migration, application configuration, modifications, integrations, testing, reporting, and post go-live support.

In March 2016, staff issued a Formal Request for Proposals (RFP). EWEB received six proposals from: Advanced Utility Systems of Toronto ON, Canada; Cayenta of Burnaby BC, Canada; Cogsdale of Charlottetown PE, Canada; Itineris of Marietta, GA; Systems & Software of Williston, VT; and Vertex of Richardson, TX. The responses were evaluated based on the criteria stated in the RFP which included company qualifications, experience, references, and fees. Staff included reference check site visits, clarification of systems requirements, system demonstrations, and a Best and Final Offer (BAFO) request in the evaluation and contract negotiation processes.

Cayenta was found to be responsive and received the highest score in the evaluation of proposals and demonstrations. Cayenta scored highly on their ability to provide required system functionality, alignment with

EWEB's Information Services long term system plans, the implementation plan, and pricing. Staff has successfully negotiated a contract, and has issued a Notice of Intent to Award, pending Board approval.

**ACTION REQUESTED:**

Management requests the Board approve a new contract with **Cayenta** of Burnaby, British Colombia, Canada, for the purchase and implementation of a **Customer Information System (CIS)**.

Funds for these services are included in the capital improvement plan, the total budget for the project is \$11,150,000 which includes consulting services, this license and implementation contract (\$4.78 Million), internal labor, and project overhead costs.

Ongoing operation and maintenance (O&M) costs associated with this contract (\$1.62 Million) will be around \$275,000 for annual maintenance and support which is approximately \$20,000 more per year than the legacy system. The O&M budget for Information Services for 2017 is \$10.7 Million. Funds for maintenance and support will be budgeted annually.

**SIGNATURES:**

Project Coordinator: \_\_\_\_\_

Manager: \_\_\_\_\_

Purchasing Supervisor: \_\_\_\_\_

Executive Officer: \_\_\_\_\_

Board Approval Date: \_\_\_\_\_