

EWEB Board Consent Calendar Request

For Contract Awards, Renewals, and Increases

The Board is being asked to approve a contract with **Make it Happen, LLC** for **Ventyx Customer Information System Upgrade**.

Board Meeting Date: June 4, 2013

Project Name/Contract#: Ventyx Customer Information System Upgrade/2223

Primary Contact: Matt Sayer Ext. 7721

Secondary Contact: Roger Gray Ext. 7130

Purchasing Contact: Sarah Gorsegner Ext. 7348

Action Requested:

- Contract Award
- Contract Renewal
- Contract Increase
- Other

Contract Amount:

Original Contract Amount: \$100,000

Additional \$ Previously Approved: \$ n/a

Invoices over last approval: \$ n/a

Percentage over last approval: n/a %

Amount this Request: \$100,000

Resulting Cumulative Total: \$100,000

Funding Source:

- Budget
- Reserves
- New Revenue
- Bonding
- Other

Contracting Method:

Method of Solicitation: Direct Negotiation

If applicable, basis for exemption: 6-0270

Term of Agreement: June 7, 2013-December 31, 2014

Option to Renew? No

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

Form of Contract:

- Single Purchase
- Services
- Personal Services
- Construction
- IGA
- Price Agreement
- Other

Narrative:

EWEB's Customer Information System (CIS) hosts customer's account information and generates EWEB billing. The data reported from the Customer Information System is designed to support customer service, operational control, and decision making for utility service providers. EWEB requires an upgrade to the Ventyx Customer Information System to the newest release, version 4.3.2. The upgrade is required as the prior version is no longer supported. A Consultant is required to develop a project plan to effectively complete this upgrade and to manage and execute the plan in 2014 for this critical system.

EWEB has directly negotiated a contract with Make it Happen, LLC of Eugene, Oregon. Make it Happen staff are skilled in project implementation. The methodology used by Make it Happen will assist EWEB in keeping project staff on schedule and budget to effectively complete the upgrade. In the planning phase, the Contractor will develop a statement of work, determine cost and work schedules, and will plan, design and finalize architecture to replace hardware. In the execution phase, EWEB has the option to engage the Contractor to complete underlying software upgrades, replace hardware, migrate existing data, test and install the production environment, and provide post implementation support as needed.

The planning phase is budgeted at \$25,000 in 2013. The execution phase is budgeted at \$75,000 in 2014.

ACTION REQUESTED:

Management requests Board approve a contract with **Make it Happen, LLC** for **Ventyx Customer Information System Upgrade**. Funds for this work were budgeted for 2013 and will be budgeted for 2014.

SIGNATURES:

Project Coordinator: _____

Manager: _____

Purchasing Manager: _____

General Manager: _____

Board Approval Date: _____

Secretary/Assistant Secretary verification: _____