



Staff Report

File #: 18-1131D, **Version:** 1

Agenda Date: 12/30/2018

Approved by the County Administrator on 12/21/2018

Subject:

Increase to the contract with Vertex Data Utility Services LLC pertaining to support services for the Utilities Department customer information system.

Recommended Action:

Approval by the County Administrator of an increase to the contract with Vertex Data Utility Services LLC for support services of the Utilities Department customer information system (CIS).

Contract No. 056-0030-P (RG) increase in the amount of \$250,000.00 for a revised total contract value of \$22,383,579.50 through February 24, 2019.

- Increase to the contract of \$250,000 for the Utilities Department CIS.
- The previous extension amount was understated resulting in this request.
- The increase is required to ensure uninterrupted payment to the vendor.
- This contract provides annual revenues of \$375,000.00 to \$400,000.00.
- This department is in the process of developing a business case for a long term solution.

Strategic Plan:

Deliver First Class Services to the Public and Our Customers

- 5.1 Maximize partner relationships and public outreach
- 5.2 Be responsible stewards of the public's resources
- 5.3 Ensure effective and efficient delivery of county services and support
- 5.4 Strive to exceed customer expectations.

Summary:

This increase is required in order to provide for the immediate payment of a pending invoice for hosting services through February 24, 2019. When the contract was extended for twenty-four (24) months in January 2017, the estimated amount was understated resulting in a contract deficit.

Staff is in the process of extending the current agreement, which will be presented for Board approval in the near future. The required increase will ensure continuation of services without incurring additional fees due to payment delays.

Background/Explanation:

This contract was originally awarded by the Board of County Commissioners on December 5, 2006, which included the purchase of software licenses, installation, implementation, hosting, and support of a new Customer Information System (SAP software). There has been six (6) previous amendments to the agreement, the last of which was a twenty-four (24) month time extension approved by the Board on January 10, 2017.

This contract is critical to the \$200 million revenue collections that the Utilities Department processes yearly for the unincorporated service areas, as well as serving as the billing agent for several cities and private utilities including Belleair Beach, Clearwater, Dunedin/Greenbriar, Indian Rocks Beach, Indian Shores, Kenneth City, Largo, Madeira Beach, North Redington Beach, Pinellas Park, Redington Beach, Redington Shores, St. Pete Beach, St. Petersburg, Treasure Island, and Utilities Inc.

Utilities collects approximately \$375,000 - \$400,000 per year for providing this service

Fiscal Impact:

Current approved expenditure to not to exceed \$22,133,579.50

Increase in funds not to exceed \$250,000.00

Revised contract amount not to exceed \$22,383,579.50

Funding is derived from Utility Enterprise Funds.

Delegated Authority:

Authority for the County Administrator to approve this increase is granted under Code Section 2-188 (1).

Staff Member Responsible:

Georges Gonzalez, Director, Customer Service Division - Utilities

Megan Ross, Director, Utilities

Joe Lauro, Director, Purchasing

Partners:

N/A

Attachments:

N/A