



Pinellas County

Staff Report

File #: 23-0457D, Version: 1

Subject:

Third Amendment to the Agreement with Vertex Data Utility Services, LLC for the upgrade to the customer information system software as a service functionality to provide Advanced Metering Infrastructure capabilities.

Recommended Action:

Approval and execution by the County Administrator of the Third Amendment to the Agreement with Vertex Data Utility Services, LLC for the upgrade to the Software as a Service (SaaS) integration and support services that support the Advanced Metering Infrastructure system.

- Vertex Data Utility Services, LLC is the current provider of the Pinellas County Utilities (PCU) customer information system.
- The Agreement provides for the upgrade of the PCU customer information system for integration of SaaS that will create a customer access portal for enhanced services including billing and payment information, leak detection notifications, and usage data.
- This Third Amendment provides for the upgrade to the existing Pinellas County Utilities customer information system to include the features that support the Advanced Metering Infrastructure (AMI) implementation at no additional cost.
- The Agreement was originally approved by the Board of County Commissioners (Board) as non-competitive on July 23, 2019, for a ten-year term. The County Administrator approved the First Amendment on July 6, 2021, to revise SAP software delivery address to Pinellas County to realize sales tax savings. The Board approved the Second Amendment on June 21, 2022, to provide for increased capabilities and improved system access into the WaterSmart customer self-service portal.
- There is no fiscal impact affiliated with the approval of this amendment.

Contract No. 189-0221-A in the awarded amount of \$22,475,053.01, effective through July 22, 2029.

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 Third Amendment allows for the upgrade to the existing Pinellas County Utilities customer information system to include the features that support the Advanced Metering Infrastructure (AMI) implementation. VertexOne must make necessary system Software-as-a-Service (SaaS) changes to provide the ability for users to utilize a computing device with an Internet Browser to access and

manage their Pinellas County Utilities account data and access the advanced Chatbot Artificial Intelligence technological services.

Background/Explanation:

This contract was originally approved by the Board on July 23, 2019, in the amount of \$18,875,053.01. The County Administrator approved the First Amendment on July 6, 2021, to revise SAP software delivery address from Vertex to Pinellas County to realize sales tax savings. The Board approved the Second Amendment on June 21, 2022, in the amount of \$3,600,000.00, to provide for increased capabilities and improved system access into the WaterSmart customer self-service portal.

Fiscal Impact:

There is no fiscal impact affiliated with the approval of this amendment.

Current approved not to exceed amount: \$22,475,053.01

Delegated Authority:

Authority for the County Administrator to approve and execute this amendment is granted under Code Section 2-188(d).

Staff Member Responsible:

Isaiah Jackson, Business & Customer Services Division Director, Utilities
Jeremy Waugh, Director, Utilities
Merry Celeste, Division Director, Purchasing & Risk, Administrative Services
Joe Lauro, Director, Administrative Services

Partners:

N/A

Attachments:

Third Amendment