



Pinellas County

Staff Report

File #: 22-0964A, Version: 1

Subject:

Amendment No. 2 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. (Companion to Item No. 23)

Recommended Action:

Approval of Amendment No. 2 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.
- The Agreement was originally approved by the Board of County Commissioners as non-competitive on July 23, 2019, for a ten-year term. The County Administrator approved Amendment No. 1 on July 6, 2021, to revise SAP software delivery address to Pinellas County to realize sales tax savings.
- Amendment No. 2 provides for increased capabilities and improved system access into the WaterSmart customer self-service portal for an increase in the not to exceed amount of \$3,600,000.00.
- This Amendment is a companion to Contract No. 21-0057 P (JJ) which is the Badger's Network as a Service component of the Automated Metering Infrastructure Project.
- Funding for the Amendment is derived from the Water and Sewer Enterprise Funds.

Contract No. 189-0221-A; increase in the amount of \$3,600,000.00 for a revised total contract amount of \$22,475,053.01; effective through July 22, 2029; Authorize the Chairman to sign and Clerk of the Circuit Court to attest.

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 Second Amendment provides for the upgrade to the existing customer information system to include the features that support the AMI implementation. VertexOne will coordinate its efforts with

Badger Meter to ensure that the necessary enhancements to the customer information system customer portal are in place and operational. Using the WaterSmart customer portal, customers will have the ability track leak detection, access increased account information, access to enhanced data, and initiate self-service customer notifications.

Background Information:

On July 22, 2019, the Board awarded a Non-competitive purchase agreement with Vertex Data Utility Services, LLC for implementation and support services of the Utilities customer information system platform upgrade. PCU is seeking to add and utilize advanced metering infrastructure technology, SaaS, to improve the customer experience when using the customer portal. This amendment allows for the additional services necessary to provide end-users (customers) with enhanced self-service options and access to detailed utility account information.

This contract was originally approved by the Board on July 22, 2019, in the amount of \$18,875,053.01. The County Administrator approved Amendment No. 1 on July 6, 2021, to revise SAP software delivery address from Vertex to Pinellas County to realize sales tax savings.

Fiscal Impact:

Original approved not to exceed amount:	\$18,875,053.01
Amendment No. 2 not to exceed increase:	<u>\$ 3,600,000.00</u>
Total revised contract amount:	\$22,475,053.01

The increased contract amount of \$3,600,000.00 is through July 22, 2029. This additional contract amount is for projects 001601A Water Meter Replacement and 003769A Reclaimed Water Meters in the Capital Improvement Program, Physical Environment function, funded by the Water and Sewer Funds. The total current proposed budget is \$72,494,000.00 which includes this contract, staff time, and other project costs. As such, this additional \$3,600,000.00 is consistent with the FY22 estimate and FY23 budget request submitted for the Water and Sewer Funds.

Staff Member Responsible:

Megan Ross, Director, Utilities

Merry Celeste, Division Director, Purchasing & Risk, Administrative Services

Joe Lauro, Director, Administrative Services

Partners:

N/A

Attachments:

Second Amendment