ST. CHARLES SINCE 1834	**AGENDA ITEM EXECUTIVE SUMMARY**	Agenda Item number: IIA
	Title:	Recommendation to approve a Resolution for an agreement with Respect Technology, Inc. for $48,600 for Utility Billing Data Migration Services.
	Presenter:	Larry Gunderson, Director of Information Systems

Meeting: City Council	Date: December 5, 2022	
Proposed Cost: $48,600	Budgeted Amount: $17,640	Not Budgeted: ☐

Executive Summary (*if not budgeted please explain*)**:**

The City is currently engaged with NorthStar Utilities to replace the current utility billing application. As part of this project, existing data, such as customer information and consumption history, will be extracted from the current application and imported for use in the new NorthStar utility billing system. This process requires the development of customized software to export the data from the City's current utility billing system and format it so that it can be successfully uploaded into the new system.

Since October 2016, Respect Technology, Inc. (RTI) has successfully assumed support and development functions for the City's utility billing application, and has a unique understanding of the City's utility billing software and data. RTI has experience assisting other customers with migrating data from outdated software into modern utility billing software systems, and it was planned that they would perform the necessary data conversions during implementation of the NorthStar utility billing system. As a result, this will be a sole source procurement.

The increase in the budgeted cost is due to additional complexities identified during the data migration design sessions. The additional amount is available within the project contingency. This item is being brought directly to City Council for approval in order to avoid a delay in the currently ongoing project.

Attachments (*please list*)**:**
Bid Waiver Form final.pdf, Resolution
Executive Summary Utility Billing Support and Development - Years 6 and 7 Extension.pdf

Recommendation/Suggested Action (*briefly explain*)**:**

Recommendation to approve a Resolution for an agreement with Respect Technology, Inc. for $48,600 for Utility Billing Data Migration Services.

CITY OF ST. CHARLES
ILLINOIS • 1834

BID WAIVER ☑ One Time ☐ Today through

Description: Utility Billing Data Migration Services

Requested Vendor: Respect Technologies Inc

Requested by: Michael Drake Date: 11/28/22

Approval: Larry Gunderson _____
Department Head

Bid Waivers are required when there are unique circumstances related to a proposed procurement that has not been competitively solicited.

1. This procurement is valued at $48,600.00 for this one time order, and/or

   $_____ for a 12 month period.

2. This good/service has been competitively solicited within the past 24 months. ☐ Yes ☑ No
   If yes: Was the solicitation published on the city website? ☐ Yes ☐ No

3. **Justification for Bid Waiver**

☐ **Emergency** i.e. declared by the Mayor and applicable to EOC/FEMA procedures.

☐ **Urgent** i.e. required to resolve an unanticipated problem that, if not resolved within 48 hours, may cause undue risk to individuals and/or extensive damage to property.

☐ Need for these goods/services were **not anticipated and procurement through normal channels would take too long**.

☐ A responsible **contractor was on site** performing a related repair, and, based on professional judgement; it was prudent to request this service/repair from said contractor.

☐ These goods are replacement parts for a **warrantied item, and the warranty is still in place**, and purchase of a non-brand item will jeopardize warranty.

☑ These goods/services are **inherently related to, and an ongoing part of**, other goods/services previously provided by the Provider.

☑ These goods utilize a **proprietary**, **patent, trademark, or customized programing** resulting in lack of competition.

☐ These goods are **standardized** for operational safety and efficiency.

☐ These goods are only available through the provider's **local distribution** channels.

☐ Other:

ATTACH THIS FORM TO FORMAL COUNCIL RECOMMENDATION; OR SCAN TO A/P IN LIEU OF QUOTES

ST. CHARLES SINCE 1834	**AGENDA ITEM EXECUTIVE SUMMARY**	Agenda Item number: 4a
	Title:	Recommendation to Approve an Extension to a Utility Billing Software Support and Development Agreement for $76,800
	Presenters:	Penny Lancor, Enterprise Applications Manager

Meeting: Government Operations Committee	Date: September 7, 2021	
Proposed Cost: $76,800	Budgeted Amount: $109,840	Not Budgeted: ☐

Executive Summary (*if not budgeted please explain*)**:**

The City's utility billing software manages billings and payments for the Electric and Water utilities and also for Wastewater, Yard waste and Refuse usage. The software application processed $79 million in bills and payments last fiscal year.

As a means to mitigate the risks associated with the City's aging utility billing and collection software coupled with limited internal support resources, City Council approved a three year agreement, and a subsequent two year extension, to secure software support and software development services with Respect Technology, Inc. The City's utility billing and collection software is outdated and customized resulting in a small pool of outside technology consultants possessing the required knowledge necessary to provide adequate support. Since October 2016, Respect Technology, Inc. (RTI) has successfully assumed support and development functions for the City's Utility Billing application, and has a unique understanding of the City's Utility Billing system.

As a component of the Enterprise Software Selection project, the Utility Billing application has been prioritized for replacement. The City's proposal selection team is currently evaluating options for new software. RTI has experience assisting other customers with migrating data from outdated software into modern utility billing software systems, and in conjunction with the separate implementation project, is expected to perform necessary data conversions during implementation of the selected replacement. However, while the current software is in use, RTI's services will be required for two additional years. This contract extension is for two years with the option to terminate with a 60 day notice. Costs for each year are as follows:

Year 6	$37,920
Year 7	$38,960
Total	**$76,880**

Attachments (*please list*)**:**

Recommendation/Suggested Action (*briefly explain*)**:**
Approve a two year contract for utility billing software application development and support services to Respect Technology, Inc. for a not-to-exceed cost of $76,800.

City of St. Charles, Illinois
Resolution No.

A Resolution to Execute an Agreement with Respect Technology, Inc. for Utility Billing Data Migration Services in the proposed amount

Presented & Passed by the City Council on

WHEREAS, since 2016 Respect Technology, Inc. of Greenville, SC has successfully provided support and development functions for the City's utility billing application, and has a unique understanding of the City's utility billing software and data;

WHEREAS, the Information Systems Department solicited a proposal from Respect Technology, Inc. for Utility Billing Data Migration Services;

WHEREAS, Respect Technology, Inc. proposed Utility Billing Data Migration Services;

THEREFORE, BE IT RESOLVED by the Mayor and City Council of the City of St. Charles, Kane and DuPage Counties, Illinois, an Agreement be approved with Respect Technology, Inc. in the proposed amount.

PRESENTED to the City Council of the City of St. Charles, Illinois, this 5th day of December, 2022

PASSED by the City Council of the City of St. Charles, Illinois, this 5th day of December, 2022

APPROVED by the Mayor of the City of St. Charles, Illinois, this 5th day of December, 2022

_____
Lora Vitek, Mayor

ATTEST:

_____
City Clerk

COUNCIL VOTE:
Ayes:
Nays:
Absent:
Abstain: