



## Legislation Text

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**File #:** 08-0580, **Version:** 1

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Resolution to Approve an Annual Agreement with Cogsdale Corporation for Utility Billing System Annual Maintenance and Services for FY09 (not to exceed \$106,473.00)

The Public Services Area Customer Service Unit requests your approval for an agreement in an amount not to exceed \$106,473.00 with Cogsdale Corporation for the annual maintenance agreement and other software services. The Cogsdale software is primarily used by the Customer Services Unit for Water Utilities, Solid Waste, Airport, and Administration customer account management, billing purposes and financial tracking. During the course of the year software upgrades and annual maintenance are required and as the developer of this proprietary software, Cogsdale is the sole source provider.

This Agreement will cover \$43,473.00 for the annual system maintenance for FY09 and \$63,000.00 for other consulting, training and customization on the utility billing system as needed. The service unit has identified several specific needs for the coming year which include: \$10,000.00 for additional and new-user system administration training; \$8,000.00 for staff training on planned upgrades; and \$45,000.00 for integration of the STAR consumption application (meter reading data) with Cogsdale and Cogsdale software customizations.

As stated above, on-site training will accompany any necessary upgrades and/or migration to a new billing template format. The cost of this seminar(s) will be determined by the number of days that a consultant is on-site. It is expected that total training expenses, including travel, will not exceed \$8,000.00 for the year.

The systems integration and enhancements dollars will be used to customize and further enhance the Cogsdale software in the coming fiscal year. These include adding or improving the following functionality: additional billing template changes; enhanced bill format to make it more "customer friendly" and provide historical usage on customer bills; provide customers with on-line/electronic bill presentment and payment options; customized treatment of payment reminder and collection letters based on individual customer payment history; additional security and billing integrity controls, and the ability to group/bill different sized meters on a single account.

Funds for the annual software maintenance, staff training seminars, and system enhancements are available in the approved FY09 Water Supply System (Customer Service Unit) Operations and Maintenance budget.

Prepared by: Wendy Welser, Manager-Customer Service

Reviewed by: Sue F. McCormick, Public Services Administrator

Approved by: Roger W. Fraser, City Administrator

Whereas, There is a need for on-going annual software maintenance for the Water Utilities Billing System and system enhancements;

Whereas, Cogsdale Corporation, the developer of this proprietary software, is the only vendor that can provide such Utility Billing System maintenance and enhancements; and

Whereas, Cogsdale Corporation received Contract Compliance and Living Wage approval on May 27, 2008;

RESOLVED, Council approve an Agreement with Cogsdale Corporation in the amount not to exceed \$106,473.00 for software maintenance and consulting services for the following categories:

<u>Subtotal Annual System Maintenance (not to exceed)</u>	\$ 43,473.00
Great Plains operating system	
Cogsdale Customer Service Module (including Billing, Auditor Meter Reading, Collection, EFT, Service Orders)	
Staff Training	\$ 18,000.00
Module Customizations, Enhancements and Integrations	<u>\$ 45,000.00</u>
Total Contract Amount	\$106,473.00

RESOLVED, That the Mayor and City Clerk are hereby authorized and directed to execute said Agreement after approval as to form by the City Attorney and approval as to substance by the City Administrator;

RESOLVED, That the City Administrator is authorized to take the necessary actions to implement this resolution; and

RESOLVED, The Agreement with Cogsdale Corporation will be funded from the approved FY09 Water Supply System (Customer Service Unit) Operations and Maintenance budget.