



Department Source: City Utilities - Water and Light

To: City Council

From: City Manager & Staff

Council Meeting Date: June 17, 2024

Re: Amendment No. 4 to the 2017 Master Services Agreement with N. Harris Computer Corporation to develop the bilingual bill prints and notices

Executive Summary

Staff has prepared for Council consideration an ordinance authorizing the City Manager to execute Amendment No. 4 to the 2017 Master Services Agreement with N. Harris Computer Corporation. The City Utility department proposes expanding the scope of work to include services regarding bilingual utility bill prints and notices and integrating them into the utility billing software.

Discussion

To improve community engagement, the Utility department would like to provide customers the option of having their utility bills and notices be available in Spanish rather than in English upon request. Utility staff has worked with a language interpretation service to translate all utility bills and notices. Those documents have been provided to N. Harris and will be incorporated into the utility billing system.

The City's Strategic Plan has five priority areas. The Inclusive & Equitable Community priority area includes an outcome objective to improve community engagement to include all identities, languages and needs. As part of this outcome objective there is an action item to add bilingual opt-in options for 100% of utility bills by 2024. Providing customers with this option will meet this action item and improve community engagement.

This amendment will authorize Advanced Utility Systems, a subsidiary of N. Harris Computer Corporation, to integrate the bilingual utility bill prints and notices into the utility billing software. The cost is estimated not to exceed \$25,500 and will take approximately two months to complete. The funding for this integration will be paid out of the Electric Utility operating budget.

Fiscal Impact

Short-Term Impact: Not to exceed \$25,500

Long-Term Impact: N/A

Strategic & Comprehensive Plan Impact

[Strategic Plan Impacts:](#)

Primary Impact: Inclusive and Equitable Community, Secondary Impact: Not Applicable, Tertiary Impact: Not Applicable

[Comprehensive Plan Impacts:](#)

Primary Impact: Not Applicable, Secondary Impact: Secondary, Tertiary Impact: Tertiary



Legislative History

Date	Action
01/03/2022	Council Bill 408-21: Authorizing Amendment No. 2 to the Software as a Service (SaaS) agreement with N. Harris Computer Corporation to remove the Energy Star Portfolio Manager module.
04/05/2021	Council Bill 102-21: Authorizing Amendment No. 1 to the Software as a Service (SaaS) agreement with N. Harris Computer Corporation for the implementation of a test system module associated with the LINK Enterprise customer portal for management of utility billing accounts; amending the FY 2021 Annual Budget by appropriating funds.
09/08/2020	Council Bill 226-20: Authorizing Amendment No. 3 to the 2017 Master Services Agreement with N. Harris Computer Corporation, on behalf of its division Advanced Utility Systems, to implement changes to the budget billing payment plan calculation as part of the utility billing software.
03/02/2020	Council Bill 41-20: Authorizing an amendment to the master services agreement with N. Harris Computer Corporation for the implementation of the Software as a Service (SaaS) LINK Enterprise solution to create a citizen portal for management of utility billing accounts; amending the FY 2020 Annual Budget by appropriating funds.
02/17/2020	Council Bill 33-20: Authorizing Amendment No. 2 to the 2017 Master Services Agreement with N. Harris Computer Corporation, on behalf of its division Advanced Utility Systems, for the implementation of the community solar program module as part of the utility billing software; amending the FY 2020 Annual Budget by appropriating funds.
07/03/2017	Council Bill 185-17: Authorizing Amendment No. 1 to the 2017 Master Services Agreement with N. Harris Computer Corporation, on behalf of its division Advanced Utility Systems, for the implementation of the conservation module as part of the utility billing software.
04/17/2017	Council Bill 116-17: Authorizing a master services agreement and amendments to the master software implementation services, master software license and master software support and



City of Columbia

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	maintenance agreements with N. Harris Computer Corporation for the licensing, implementation, support and maintenance of utility billing software.
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Suggested Council Action

Approve the ordinance.