



# City of Columbia

701 East Broadway, Columbia, Missouri 65201

Department Source: Community Relations

To: City Council

From: City Manager & Staff

Council Meeting Date: February 17, 2020

Re: Ordinance amending 2017 Master Services Agreement with N. Harris Computer Corporation and appropriating funds.

## Executive Summary

Staff has prepared for Council consideration an ordinance amending the 2017 Master Services Agreement with N. Harris Computer Corporation for the implementation of LINK Enterprise to replace LINK legacy edition. The City of Columbia desires to enter into a new Software as Services agreement with N. Harris Computer Corporation to deliver an enterprise version of a citizen portal to allow utility customers to view bills, pay bills, start/stop/transfer service, manage their utility account and view an outage management map as well as additional future enhancements.

## Discussion

In August of 2016 the City of Columbia implemented new utility billing software provided by N. Harris Computer Corporation. At the time of implementation, the software did not include a citizen portal which would allow customers to view their account, pay bills, start/stop/transfer utility services and otherwise manager their utility account. After two years of development and work by city team members, N. Harris Computer Corporation the city successfully launched a utility billing portal called LINK and branded by the city as MyUtilityBill.CoMo.gov. Before Harris and the city had brought the portal live, N. Harris Computer Corporation announced they would no longer develop or enhance the LINK customer portal. Instead, N. Harris Computer Corporation entered into an agreement with Advanced Innovations which offers a utility customer service portal known as MyMeter. N. Harris Computer Corporation and Advanced Innovations developed and now support LINK Enterprise which is powered by Advanced Innovations MyMeter.

Because N. Harris Computer Corporation will no longer enhance the current LINK portal and may, with little notice, suspend software support for the LINK portal and because the current LINK portal does not support future goals to move to AMI metering, a customer app, and future interface enhancements by the Utilities, it is prudent that we move quickly to replace the current LINK portal with LINK Enterprise. This will allow future enhancements such as connections to Alexa, Google and other AI interfaces as technology matures and changes.

The signed July contract documents have been fully vetted by the Law Department.

## Fiscal Impact

Short-Term Impact: \$129,000 year one, \$76,100 year two

Long-Term Impact: \$76,100 annual maintenance contract



## Strategic & Comprehensive Plan Impact

### Strategic Plan Impacts:

Primary Impact: Operational Excellence, Secondary Impact: Infrastructure, Tertiary Impact: Not Applicable

### Comprehensive Plan Impacts:

Primary Impact: Mobility, Connectivity, and Accessibility, Secondary Impact: Infrastructure, Tertiary Impact: Not Applicable

## Legislative History

Date	Action
July 3, 2017	B185-17 Amending the 2017 Master Services Agreement with N. Harris Computing Corporation, on behalf of its division Advanced Utility System, for the implementation of the conservation module as part of the utility billing software.

## Suggested Council Action

Staff recommends appropriating funds and approving the contract.