



# City of Columbia

701 East Broadway, Columbia, Missouri 65201

Department Source: City Utilities - Water and Light

To: City Council

From: City Manager & Staff

Council Meeting Date: March 15, 2021

Re: Ordinance amending the 2020 Software as a Service Agreement with N. Harris Computer Corporation and appropriating funds

## Executive Summary

Staff has prepared for Council consideration an ordinance amending the 2020 Software as a Service Agreement with N. Harris Computer Corporation for the test system module for LINK Enterprise. LINK Enterprise is a citizen portal that allows 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 manage their utility account. After two years of development and work by city team members, N. Harris Computer Corporation and 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.

In March 2020 the City of Columbia amended the 2017 Master Services Agreement N. Harris Computer Corporation for the implementation of the LINK Enterprise to replace LINK legacy edition by entering into a new Software as Services agreement 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 AML metering, a customer app, and future interface enhancements by the Utilities. This will allow future enhancements such as connections to Alexa, Google and other AI interfaces as technology matures and changes.

After moving forward with setting up this new citizen portal it was discovered that the amendment in March 2020 did not include a separate test system to be active once the system was active. A separate test system will allow testing any upgrades or enhancements without impacting the current production site prior to the upgrades or enhancements going live. The cost for this test system is an initial one time setup fee for \$5,000 and an annual



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\$12,000 maintenance fee. An appropriation in the amount of \$17,000 is included with this request.

## Fiscal Impact

Short-Term Impact: \$5,000 one time setup fee, \$12,000 annual maintenance

Long-Term Impact: \$12,000 annual maintenance

## 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
February 17, 2020	B41-20 Ordinance amending 2017 Master Services Agreement with N. Harris Computer Corporation and appropriating funds for the implementation of LINK Enterprise.
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 amendment.