

Council Memo

Department Source: Finance

To: City Council

From: City Manager & Staff

Council Meeting Date: August 3, 2026

Re: Amendment No. 5 to the 2017 Master Services Agreement with N. Harris Computer Corporation to develop the Data Retention, Purging & Anonymization and IVRNet SMS Integration

Impacted Ward: Citywide

Executive Summary

Staff has prepared for Council consideration an ordinance authorizing the City Manager to execute Amendment No. 5 to the 2017 Master Services Agreement with N. Harris Computer Corporation. The City Utility and Finance departments propose expanding the scope of work to include services regarding the Data Retention, Purging & Anonymization and IVRNet SMS Integration and integrating them into the utility billing software.

Discussion

Data Retention, Purging & Anonymization (Cost estimate not to exceed \$38,250.00)

As the City's utility billing database expands, proper data hygiene and privacy management are paramount. This project (governed by Consultant Quote AT109988, dated May 27, 2026) will introduce specialized system capabilities to safely purge legacy data and anonymize customer records. This ensures compliance with modern data privacy principles and optimizes database performance by clearing out unnecessary historical overhead.

Funding will come from the 5 utilities:

\$9,562.50 – 07010923-504990 Water

\$16,065.00 – 17410923-504990 Electric

\$6,120.00 – 55506310-504990 Sewer

\$6,120.00 – 55706510-504990 Solid Waste

\$382.50 – 55806610-504990 Stormwater

IVRNet SMS Integration (Cost estimate not to exceed \$51,250.00)

To improve customer service and operational efficiency, this enhancement integrates the IVRNet platform with the City's CIS Infinity release 4.1.67 (governed by Consultant Quote AT126957, dated May 14, 2026). Once integrated, the system will support automated, multi-channel outbound communications. Customers will be able to receive: SMS/Text Messages (e.g., billing alerts, outage notices, past-due reminders), Voice/IVR Notifications (outbound automated phone calls) and Email Notifications



701 East Broadway, Columbia, Missouri 65201

Funding will come from Utility Customer Service
\$51,250.00 – 67601070-504990 UCS

This amendment will authorize Advanced Utility Systems, a subsidiary of N. Harris Computer Corporation, to integrate the Data Retention, Purging & Anonymization and IVRNet SMS Integration into the utility billing software. The funding for the data retention, purging and anonymization integration will be paid out of the Electric Utility operating budget and the IVRNet SMS Integration will be paid out of the Utility Customer Service operating budget.

Fiscal Impact

Short-Term Impact: \$89,500.00

Long-Term Impact: IVRNet recurring maintenance fee of \$10,000.00 per year, and monthly variable rates: Channel RateSMS - \$0.03 per message, Voice - \$0.02 per minute, & Email - Included (no charge)

Strategic & Comprehensive Plan Impact

Strategic Plan Impacts:

Primary Impact: Organizational Excellence, Secondary Impact: Reliable and Sustainable Infrastructure, Tertiary Impact: Inclusive and Equitable Community

Comprehensive Plan Impacts:

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

Legislative History

Date	Action
07/01/2024	<u>. Council Bill 145-24: authorizing Amendment No. 4 to the 2017 Master Services Agreement with N. Harris Computer Corporation, on behalf of its division Advanced Utility Systems, to incorporate bilingual bill prints and notices as part of the utility billing software; and fixing the time when this ordinance shall become effective.</u>
01/03/2022	<u>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.</u>
04/05/2021	<u>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</u>

Date	Action
09/08/2020	<u>associated with the LINK Enterprise customer portal for management of utility billing accounts; amending the FY 2021 Annual Budget by appropriating funds.</u>
03/02/2020	<u>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.</u>
02/17/2020	<u>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.</u>
07/03/2017	<u>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.</u>
04/17/2017	<u>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.</u> <u>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 maintenance agreements with N. Harris Computer Corporation for the licensing, implementation, support and maintenance of utility billing software.</u>

Suggested Council Action

Staff recommends that the City Council approve Amendment No. 5, authorizing the City Manager to execute the agreement and the City Clerk to attest.