TO: HONORABLE CITY COUNCIL

FROM: CITY MANAGER  DEPARTMENT: ADMINISTRATIVE SERVICES

DATE: OCTOBER 24, 2005  CMR: 400:05

SUBJECT: APPROVAL TO EXTEND THE ENTERPRISE FUND CONTRACT OF THE TECHNICAL CURRENCY AGREEMENT (TCA) WITH INDUS UTILITY SYSTEMS INC. (FORMERLY SCT) FOR ANNUAL MAINTENANCE OF THE UTILITIES CUSTOMER BILLING SYSTEM UNDER EXISTING CONTRACT NO. C3149377 IN THE AMOUNT OF $179,340

RECOMMENDATION

Staff recommends that Council approve and authorize the City Manager or his designee to pay an invoice in the amount of $179,340 to extend the Technical Currency Agreement with Indus Utility Systems, Inc for maintenance, enhancement and support services for the Utilities Customer Information System for one year (Contract No. C3149377).

BACKGROUND

In 1997, a Request for Proposal (RFP) was issued for a Utilities Customer Information System (CIS). It was prompted by the recognition that the City needed to provide high quality customer service while remaining efficient and effective in an increasingly competitive, deregulated environment. In August 1997, the Council approved a $1.2 million fixed-price contract with SCT Corporation for acquisition and implementation of a CIS (CMR 347:97). In August 2001, Council approved a contract with SCT to implement Customer Web Access as part of the CIS (CMR: 316:01). In December 2002, Council approved the TCA with SCT Utility Systems (now Indus Utility Systems) (CMR 452:02). SCT Utility Systems was purchased by Indus Utility Systems in the first quarter of 2003.

DISCUSSION

The proposed contract extension will allow the continuance of Indus maintenance, enhancement and support services for the CIS for the period of October 2005 to September 2006. The contract also provides for 24 hours per day, 7 days per week telephone support.

Indus Utility Systems will provide the following services:

- Maintenance for enhancements and new releases of each baseline component system in Indus’ Utilities (CIS).
- 24x7 toll free telephone hot-line support excluding City holidays.
**RESOURCE IMPACT**
The appropriated funding for Indus Utility Systems and other outside consultants for the Utilities CIS is in the IT Application Maintenance Internal Service Fund. There is currently funding available to support the extension of the Indus contract.

**POLICY IMPLICATIONS**
This recommendation does not represent any change to existing City policies.

**ENVIRONMENTAL REVIEW**
These services do not constitute a project under the California Environmental Quality Act (CEQA).

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**ATTACHMENTS:**
Attachment A: Technical Currency Agreement Contract (C3149377) with Indus Utility Systems