



DEPARTMENTAL CORRESPONDENCE

TO: RuthAnne Hall, Purchasing Agent
DATE: December 7, 2018
FROM: Rod Worden, Director-Public Works
RE: Bid Exemption Request, Advanced Utility Billing Software Services

The Public Works Department's Utility Billing System (UBS) performs utility user fee billing and collection financial recordkeeping for approximately 26,000 county retail sewer and water customers accounts. The current software system has been licensed and maintained by Advanced Utility Systems (Advanced) since 2012. This agreement will expire effective Dec 31, 2018.

Due to technological advances and increased security requirements, the County determined a replacement billing system was necessary. In June 2018 Tyler Technologies was awarded a contract agreement to implement and provide maintenance on a new replacement billing software system. The new Tyler Incode software system is currently in the early data conversion stage and is slated for implementation mid-year 2019.

In order for the Department to continue to functionally perform its current utility billing processes, it is necessary to parallel operate and maintain the existing software (Advanced) and support until the new billing system (Tyler Incode) is fully implemented.

The Advanced Utility Billing Software is a proprietary software that has been customized to interface with meter reading software, bill print service, and customer access portal. The level of maintenance and support service provided by Advanced throughout the contract term has been exceptional. Based on these factors, a contract extension with Advanced is the least disruptive, cost prohibitive and time efficient measure to providing utility billing service delivery for the county and its customers

The Public Works Department respectfully requests consideration of a bid exemption to authorize execution of a one year contract extension with Advanced Utility Systems, Inc. in the amount of \$44,469.03 for Software Licenses and Maintenance services thru Dec 31, 2019.