



AGENDA MEMORANDUM

First Reading for the City Council Meeting of December 7, 2021
Second Reading for the City Council Meeting of December 14, 2021

DATE: December 7, 2021

TO: Peter Zaroni, City Manager

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Ordinance Authorizing a Service Agreement with Raftelis Financial Consultants, Inc. and Appropriating Funds from the Storm Water Fund Balance

CAPTION:

Ordinance authorizing a software development and support agreement with Raftelis Financial Consultants, Inc., in the amount of \$200,000.00 for a parcel data management software application for the City's Storm Water Drainage Utility System; appropriating \$200,000.00 from the unreserved fund balance in the Storm Water Fund; and amending the FY 2022 Operating Budget.

SUMMARY:

This ordinance authorizes an agreement with Raftelis Financial Consultants, Inc. and appropriates funding for the purpose of the development and deployment of a storm water parcel data management system and maintenance agreement.

BACKGROUND AND FINDINGS:

On January 28, 2020, the City of Corpus Christi executed an agreement with Raftelis Financial Consultants, Inc. to help provide support with the final stages of development and implementation of a Storm Water Utility Fee. The purpose was to develop a stand-alone storm water utility fee separate from the water rate and creating a stable storm water revenue stream while engaging stakeholders in the process.

Effective storm water utilities maintain the accuracy of their billing data over time and deploy systems and tools to support real-time customer service. A storm water parcel data management system provides the most streamlined way to serve these functions. Raftelis Financial Consultants is currently under contract to assist with the implementation of the storm water fee and has been working closely with the City from its inception of the storm water

feasibility and implementation project. Raftelis is most familiar with all aspects of the storm water project including the data and the proposed processes for billing. As such, Raftelis has successfully developed and currently supports parcel data management systems like the one the City of Corpus Christi requires for other large stormwater utilities including Dallas, Baltimore, the Northeast Ohio Regional Sewer District, and the Pittsburgh Water and Sewer Authority.

The requested lump sum funding is for an amendment to the City's current contract with Raftelis and is for the development and deployment of a stormwater parcel data management system. The system's critical functionality is to be deployed in time for staff use when billing goes live on January 1, 2022. Development and deployment of additional functionality will be deployed by March 1, 2022, so that automated interfaces can occur and so regular bulk updates to data can be consumed by the system and generate changes for review by staff. The lump sum amount also includes nine-months of support starting January 1, 2022.

In pursuit of the overall purpose and goal of the January 2020 contract, a summary of the major distinctions between the original scope and additional services requested is below:

- i) Provide a middleware environment in which stormwater parcel data can be updated and undergo regular maintenance in response to changes to accounts recorded in INFOR and passed to the system, parcel size and state code, credits, and appeals. The system will consume any changes to source data (such as parcel updates, recombination, changes to land use and the like) contained in a geographic information system. The system will provide GIS maps for each stormwater parcel / account.
- ii) The application will allow for customer relationship management and stormwater parcel data maintenance functions. The application will be tailored to integrate with current customer service, GIS, and INFOR IPS inputs.
- iii) The application will provide stormwater parcel data management access to multiple staff groups for various functions
- iv) Will provide workflow reporting for staff such as changed parcels or changes needing follow up attention (not INFOR financial reporting), in appropriate formats including excel, pdf, etc. Post go-live it will include the ability for staff to create their own custom reports.
- v) The application will provide a regular defined export of updated stormwater accounts and fee/quantity amounts to the billing system in the specified file format, including credits for UAP (TBD)
- vi) For go-live, the system will be provided with core functionality: search (parcel, account, owner name, address), inset map, county assessor link, summary panel with key parcel data, ability to upload UAP documents and designate approved accounts, workflow management with teams and events, export changed accounts and fees (including, to be determined process for UAP-approved accounts), import changed accounts (file interface), quality control for user changes, basic reports

PROJECT TIMELINE WITH CHANGE ORDER:

Additional services requested will not add any additional time to the original project schedule timeline of for implementation date of January 1, 2022.

ALTERNATIVES:

The City could choose not to move forward with this tool, but this would result in a major piece of software that would result in excessive manual parcel management and could result in poor customer service.

FISCAL IMPACT:

The fiscal impact for FY 2022 in an amount of \$200,000.00 with funding available from the Storm Water Fund. Funds will be appropriated from the Storm Water Fund Balance in the amount of \$200,000.00

FUNDING DETAIL:

Fund: **4300 Stormwater Fund**
Mission Elem: 043
Account: 550050 Computer Equipment
Activity: 32000 Stormwater Administration
Amount: \$200,000.00

RECOMMENDATION:

Staff recommends approval of this amendment and fund appropriation.

LIST OF SUPPORTING DOCUMENTS:

Service Agreement
Ordinance