



## AGENDA MEMORANDUM

Future Item for the City Council Meeting of February 12, 2019  
Action Item for the City Council Meeting of February 19, 2019

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**DATE:** February 12, 2019  
**TO:** Keith Selman, Interim City Manager  
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<p align="center"><b>Subscription and Maintenance of Customer Engagement Software for Utilities Department</b></p>
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**CAPTION:**

Motion authorizing an amendment for a one-year service agreement for subscription and maintenance of customer engagement software with WaterSmart Software, Inc of San Francisco, California for an amount not to exceed \$112,500.

**PURPOSE:**

The service will provide a subscription service for City access to a Dashboard for 100,000 accounts and Customer Portal access for 30,000 accounts.

**BACKGROUND AND FINDINGS:**

WaterSmart software is a leading cloud-based customer engagement and analytics platform for water utilities. WaterSmart allows the City to engage with their customers at key moments to reduce service costs, protect revenue and resources, and increase customer satisfaction. This software will work in conjunction with the City's automatic reading system to provide the water utilities customers access to their daily water usage, alerts for high consumption and conservation tools to reduce water usage. In addition to the customer engagement tools, Watersmart will provide the Water Utility Department with custom designed analytics to support water rate modeling, system design and water conservation efforts.

The City originally contracted to provide to City staff and 30,000 potential customers access to a dashboard plus portal showing the customer's water usage as a pilot program.

At the time, City Staff were not aware that in order to implement this pilot program 30,000 customers would have to be pre-identified. Without access to all 100,000 customer accounts, staff were unable to identify the customers that would most benefit from access to this water usage information. Upon this discovery, Staff began negotiating a new plan with WaterSmart to have the flexibility needed. Therefore, this amendment has been developed to add access to all 100,000 accounts in order to be able to choose as needed the 30,000 accounts to access the customer portal. This is a sole source purchase.

**ALTERNATIVES:**

Not applicable.

**OTHER CONSIDERATIONS:**

Not applicable.

**CONFORMITY TO CITY POLICY:**

This purchase conforms to the City's purchasing policies and procedures and State statutes regulating procurement.

**EMERGENCY / NON-EMERGENCY:**

Non-emergency.

**DEPARTMENTAL CLEARANCES:**

Utilities Department

**FINANCIAL IMPACT:**

Operating       Revenue       Capital       Not applicable

<b>Fiscal Year: 2018-2019</b>	<b>Current Year</b>	<b>Future Years</b>	<b>TOTALS</b>
Line Item Budget	\$1,630,825.81	\$0.00	\$1,630,825.81
Encumbered / Expended Amount	\$436,631.66	0.00	\$436,631.66
<b>This item</b>	\$112,500.00	\$0.00	\$112,500.00
<b>BALANCE</b>	\$1,081,694.15	0.00	\$1,081,694.15

Fund(s): Water

**Comments:**

**RECOMMENDATION:**

Staff recommends approval of the motion as presented.

**LIST OF SUPPORTING DOCUMENTS:**

Amendment  
Service Agreement  
Bid Tabulation