



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: February 28, 2024

AGENDA ITEM: Consider approving a master subscription agreement and statement of work with SpryPoint Services Inc. for utility billing, customer portal, interval data management, and service orders and authorize the General Manager to sign documents.

PREPARED BY: Jean Lane, Business Services Manager

BACKGROUND:

GRPU currently uses Great Plains (GP) Dynamics for accounting software and Cogsdale for customer service management (utility billing), construction management, and work management (service orders) which integrate into GP Dynamics. GRPU has used this software for the past decade and though this software is operational, many features are very “clunky”. GRPU team members have found workarounds, often outside of the software in other products such as MS Excel, to complete their work.

In October 2021, the GRPU accounting team and the City of Grand Rapids Finance team met to share information, discuss how to work better together, ideas for joint projects, consideration of process improvements and streamline functions. The city indicated their current software was quite old and lacked some standard functionality. The teams discussed modern Enterprise Resource Planning (ERP) software and common business functions which are necessary to be performed by both City and GRPU.

GRPU was given notice in late 2021 that GP Dynamics would only be supported for five additional years. A joint City/GRPU ERP team concept was solidified with a primary purpose to replace both the city and GRPU ERP core software.

March 2022 the joint ERP replacement team was formalized and defined steps necessary to move forward. Barb Baird, City Finance Director and Jean Lane, Business Services Manager recommended hiring an external consultant for professional services to guide and assist the City/GRPU ERP team and in April 2022 a contract was approved to Government Finance

Officers Association (GFOA) for professional services for three tasks – (1) project planning and management; (2) process analysis/plan of action; and (3) RFP development.

GFOA would be contracted, in 2023, to assist with the final two tasks (4) system and vendor selection; and (5) contract negotiations.

The joint RFP was released January 6, 2023, to approximately 92 possible vendors. There were four vendors who responded to the RFP. City and GRPU identified five themes for the ERP software: (1) transparency in customer interactions; (2) self-service portals for customers; (3) interface with key other established City & GRPU software (Golf Course, utility billing, Laserfiche, AMI, GIS, etc.); (4) automation of key processes; (5) easy to use, and (6) increased reliability of data.

A mathematical evaluation scorecard was prepared by GFOA and the evaluation results between the vendors were close. The evaluation team (6 City and 10 GRPU members) invited software vendors to the demonstration and discovery evaluation stages.

After the evaluation stage SpryPoint Services Inc. was determined to be the top vendor for the GRPU replacement of Cogsdale software with utility billing (SpryCIS), customer portal (SpryEngage), integrated field services (SpryMobile) and interval data management (SpryIDM).

The cost of this project for GRPU is \$474,200. One-time costs to convert data, develop reports, system processes configured, training, testing, cutover, and stabilization of production and travel cost \$414,200 plus annual subscription of \$60,000. The method of funding is being finalized jointly with the city ERP software decision and includes an approved GRPU capital budget amount and possible joint short-term debt. Once funding is finalized with the City of Grand Rapids, it will be presented to the GRPU Commission.

The SpryPoint Master Subscription Agreement, Exhibit A – Statement of Work, Exhibit B – Pricing Schedule, Service Level Agreement – Exhibit C, Exhibit D – Insurance Coverage, Exhibit E – Security Overview, Exhibit – SpryPoint Data Processing Exhibit have been negotiated by GFOA and reviewed by internal GRPU team members and legal counsel.

RECOMMENDATION:

Approve a master subscription agreement and statement of work with SpryPoint Services Inc. for utility billing, customer portal, interval data management, and service orders, acknowledge other exhibits and authorize the General Manager to sign documents.