



CITY OF NORMAN, OK STAFF REPORT

MEETING DATE: 04/25/2023

REQUESTER: Kari Madden

PRESENTER: Kari Madden, IT Manager – Business Systems & Development

ITEM TITLE: CONSIDERATION OF APPROVAL, REJECTION, AMENDMENT, AND/OR POSTPONEMENT OF AMENDMENT NO. TWO TO CONTRACT K-1718-79: BY AND BETWEEN THE CITY OF NORMAN, OKLAHOMA, AND ADVANCED UTILITIES SYSTEMS, A DIVISION OF N. HARRIS CORPORATION, INCREASING THE CONTRACT AMOUNT BY \$140,250 FOR A REVISED CONTRACT AMOUNT OF \$1,530,484.50 TO PROVIDE AN INTEGRATED WORK ORDER SOLUTION FOR USE IN THE METER SERVICES AND UTILITY CUSTOMER SERVICE DIVISIONS.

BACKGROUND:

In fiscal year 2017-2018 (FYE2018), Council approved an appropriation of \$1,483,650 into the Capital Fund, ERP Replacement Project, Design (account 50195529-46201; project BG0070) for the replacement project of the present Central Square software for Utility Billing.

DISCUSSION:

The City is in need of a work order solution that can integrate with the existing Utility Billing software to create work orders for Meter Services from service orders that presently generate in the Customer Information System (CIS), which is the utility billing software by Advanced Utility Systems. The City tried to implement an alternate solution that has failed to meet the requirements of Meter Services. To-date, Customer Service prints daily service orders manually for Meter Services. Those can be over 200 or 250 per day. Meter Services has to physically come get the print outs and then sort them for each of the staff to work according to the route they will be reading and working that day. Meter Services staff then drive the papers back to Customer Service during the same day so Customer Service can manually close each ticket for them, as they do not have the capability to do that from the field.

Advanced has acquired a new work order solution and has integrated it into their CIS software; the solution has proven to integrate well with CIS. This integrated work order system will significantly improve efficiency of staff. With the implementation of the work order solution every new service will automatically generate a work order for Meter Services. If a customer makes a payment on a bill it updates previously-created work orders for “shut off,” for example, which may avoid a disruption in service for the customer. This integrated work order software is also key to the Advanced Meter Infrastructure (AMI) implementation project, as well. It will be required

to track and keep meter inventory data current and synchronized between Customer Service and Meter Services.

RECOMMENDATION:

Staff recommends the approval of Amendment 2 to Contract K-1718-79 with Advanced Utilities Systems, a division of N. Harris Corporation and the City of Norman, OK in the amount of \$140,250. Funds are available in Capital Fund, ERP Replacement Project, Design (account 50195529-46201, project BG0070) to provide the necessary software licensing, implementation and first year support and maintenance for the work order solution.