



## Agenda Report

24-168

Agenda Date: 3/19/2024

### REPORT TO COUNCIL

#### SUBJECT

Authorize City Manager to Negotiate and Execute Amendment No. 4 to the Agreement with N. Harris Computer Corporation for the NorthStar CIS Utility Billing System for Silicon Valley Power

#### COUNCIL PILLAR

Deliver and Enhance High Quality Efficient Services and Infrastructure

#### BACKGROUND

After a highly competitive process in 1998, the City of Santa Clara selected Harris Computer Corporation (Harris) to provide NorthStar Customer Information System (NorthStar CIS) as the City's utility billing system. The NorthStar CIS is a citywide, integrated, comprehensive customer service solution. It is the backbone of the customer billing ecosystem with ten user applications operating on the platform to enable seamless integration between meter reading, service orders, meter data management, generation of utility bills, collection of various payment channels, and customer service delivery channels including, a call center and on-line self-service web portal. The NorthStar CIS also enables customers to turn on and off their utility services as well as perform other service-related activities.

On September 26, 2017, City Council authorized the City Manager to execute an agreement with Harris to upgrade the NorthStar CIS system from version 6.3 to version 6.4 with a maximum compensation of \$276,648.

On November 10, 2020, City Council authorized the City Manager to execute Amendment No. 1 to extend the term of the Agreement through December 31, 2023, with no change to the maximum compensation of \$276,648, and authorized the City Manager to negotiate and execute future amendments to the agreement with N. Harris Computer Corporation for additional work related to the Smart Energy Water (SEW) project and change of banking services and extend the term, if required, to complete the additional work.

On December 16, 2020, the City executed Amendment No. 2 to increase compensation by \$189,551 for a revised maximum compensation not to exceed \$466,199, for additional work related to the Statement of Work: Smart Energy Water Integration.

In January 2024, the City executed Amendment No. 3 to extend the term through December 31, 2025, to complete the customer self-service portal project.

#### DISCUSSION

Silicon Valley Power (SVP) is updating its meter data management system. Once the updates are complete, SVP will be able to export 15-minute meter data to other systems, significantly reducing

staff time to troubleshoot system communications issues, and better support customer service activities relating to energy usage. Other benefits include use of current and supported technology stacks, reduced staff time for upgrades, and improved dynamic reporting to further find efficiencies in workflows.

To complete the work, SVP will need to upgrade the Honeywell NetSense System (Data Collection), Siemens EnergyIP (EIP) System (Data Management), and the NorthStar CIS. Staff is working with all the vendors and is ready to proceed with the work and contract amendment with Harris.

The proposed work with Harris will proceed in a two-step process. The first step will be a discovery process to identify and evaluate the business and technical parameters that are necessary to achieve the integration of EIP with the NorthStar CIS, including planned upgrades. The second step will be to perform any additional work identified during the discovery process.

The cost of the discovery scope is \$10,857, however, staff is also requesting authorization for an additional \$60,000 for any work identified during the discovery phase. If the additional cost is expected to exceed \$60,000, staff will return to City Council for further authorization. Staff recommends authorization for the City Manager to negotiate and execute Amendment No. 4 to add additional scope and funding for required SVP services to implement needed upgrades. The proposed scope of work includes a task order process to cover additional identified work under the terms of the amendment.

### **ENVIRONMENTAL REVIEW**

The action being considered does not constitute a “project” within the meaning of the California Environmental Quality Act (“CEQA”) pursuant to section 15378 (b)(5) of Title 14 of the California Code of Regulations in that it is an administrative activity that will not result in direct or indirect physical changes in the potential significant impact on the environment.

### **FISCAL IMPACT**

The proposed Amendment No. 4 adds \$70,857 (funded by SVP) to the contract and increases the maximum compensation from \$466,199 to \$537,056. Funding for Amendment No. 4 is available in the SVP Operating Budget.

### **COORDINATION**

This report has been coordinated with the City Attorney’s Office, Finance Department, and the Information Technology Department.

### **PUBLIC CONTACT**

Public contact was made by posting the Council agenda on the City’s official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City’s website and in the City Clerk’s Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk’s Office at (408) 615-2220, email [clerk@santaclaraca.gov](mailto:clerk@santaclaraca.gov) <<mailto:clerk@santaclaraca.gov>>.

### **RECOMMENDATION**

1. Authorize the City Manager or designee to (1) negotiate and execute Amendment No. 4 to the Agreement with N. Harris Computer Corporation for the NorthStar Customer Information System (NorthStar CIS) Utility Billing System to modify the scope of services and increase the maximum

- compensation by \$70,857 from \$466,199 to \$537,056, subject to the review and approval as to form by the City Attorney; and
2. Authorize the City Manager or designee to take any actions necessary to implement and administer the Agreement as amended.

Reviewed by: Manuel Pineda Chief Electric Utility Officer

Approved by: Jovan Grogan, City Manager

**ATTACHMENTS**

1. Scope of Work for Discovery (part of Amendment No. 4)
2. Amendment No. 3
3. Amendment No. 2
4. Amendment No. 1
5. 2017 Harris Agreement