



# WINS Water Billing System Upgrade

Organization, Personnel and Technology Committee

Item 7-9

April 12, 2021

# Current Action

- Authorize an agreement with Morris & Willner Partners Inc. in an amount not-to-exceed \$2,430,000 for the Water Billing System

# Background

- Water Billing System
  - Acre-feet volume sold: 1.1 Million (FY19/20)
  - Processed invoices (Total amount) \$1.13 Billion (FY19/20)
  - Conservation credits: \$23.1 Million
  - Conservation devices sold: 204,000
  - Conservation turf removal: 4.2 Million Sq. Ft.
- Current system in use for 13 years and end of life
- Project included in CIP Appropriation for Fiscal Years 2020/21 and 2021/22

# General Project Scope

- Replace the current and heavily manual billing Water Information System with a modern and efficient custom development. The new system will add automated billing rules and improve data structure and security protocols

# Benefits for Replacement

- Automated water billing rules instead of the current manual process
- User friendly and mobile interfaces to set up new programs and meters
- Automated annual calendar rate change setup
- Self-service capabilities:
  - Easier member agency certification process
  - Ad Hoc reporting capabilities
  - Enhanced data transfer functionality

# Solicitation Process

- RFP-KH-390903 was issued on December 22, 2020
- Qualifications-based selection
- Five respondents
- Respondents evaluated by MWD team
- Shortlisted four highest scoring respondents
- Final selection

# Preliminary Evaluation Results

The Business Outreach Program (SBE/DVBE or RBE) participation goal designated for this solicitation was twenty-five percent (25%). The Evaluation Committee assessed the merits of each respondent's and individually scored each submittal yielding the following results (maximum score 1000):

| <b>Respondent</b>                | <b>Score</b> | <b>SBE/DVBE or RBE</b> |
|----------------------------------|--------------|------------------------|
| Morris and Willner Partners      | 652          | Yes                    |
| TechZavy, Inc.                   | 594          | No                     |
| Information Management Resources | 537          | Yes                    |
| etech-360, Inc.                  | 513          | No                     |
| Western Integrated Systems       | 320          | Yes                    |

# Final Evaluation Results

Four respondents were shortlisted and invited for demonstrations. The Evaluation Committee's final assessment yielded the following results:

| <b>Respondent</b>                | <b>Score</b> | <b>SBE/DVBE or RBE</b> |
|----------------------------------|--------------|------------------------|
| Morris and Willner Partners      | 707          | Yes                    |
| Information Management Resources | 588          | Yes                    |
| etech-360, Inc.                  | 543          | No                     |
| TechZavy, Inc.                   | 523          | No                     |



# Vendor Selection

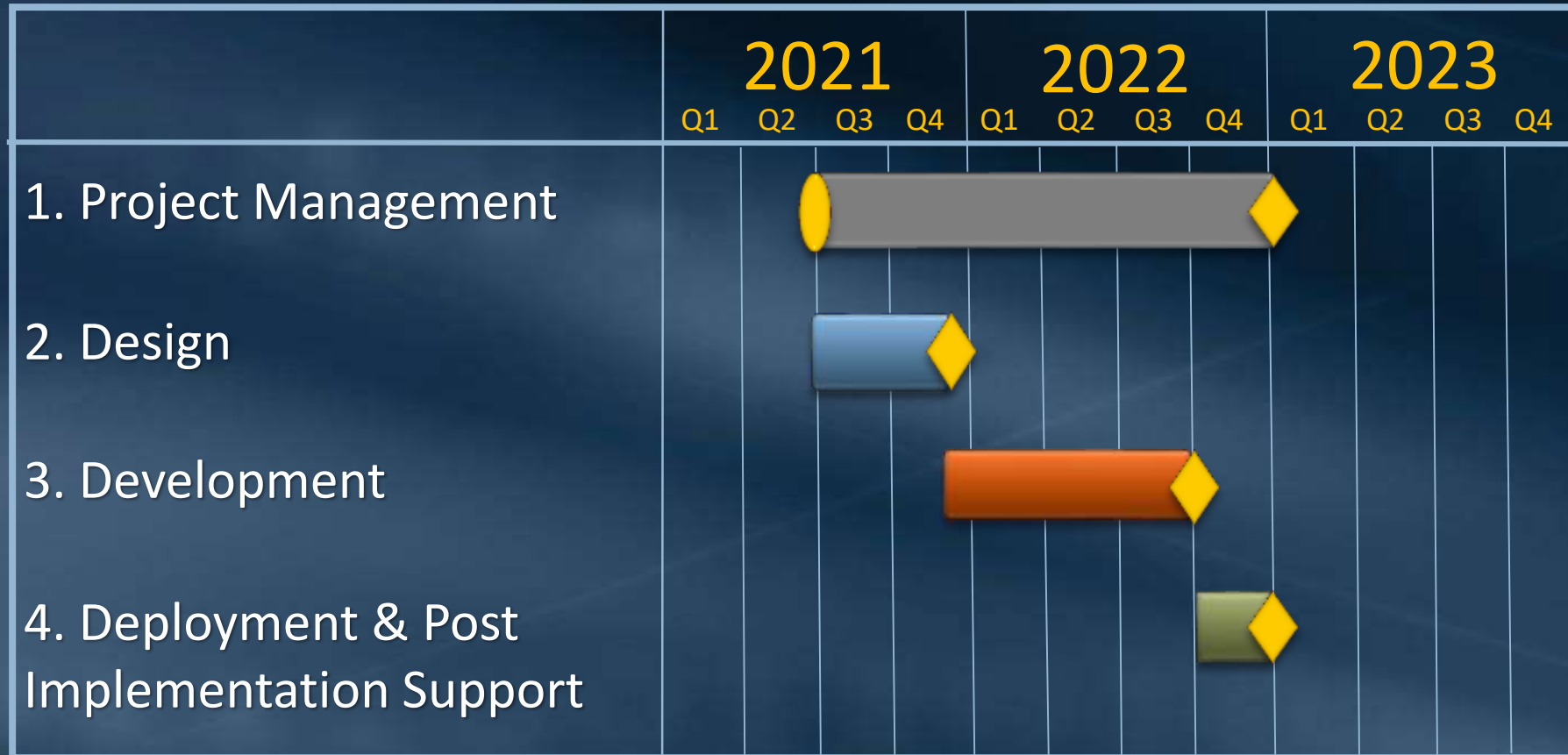
- Staff recommends Morris and Willner Partners based on the panel's post demonstration evaluation of the scoring criteria

# Agreement Scope



- Project Plan & Payment Schedule
- Implementation
  - Business Rules
  - Water Programs
  - Conservation Credits
  - Water Invoicing
- Integration
  - Azure (Cloud) & EBS (Financials)
- Testing
- Deployment
- Post implementation support (5y)

# Overall Schedule



● Board Action ◆ Completion

# Project Cost Breakdown

| Description                            | Cost            |
|--|-----------------|
| Vendor (Morris and Willner Partners) * | \$2.27M         |
| MWD Staff                              | 1.37M           |
| Materials**                            | 150K            |
| Incidentals                            | 5K              |
| Remaining Budget                       | 379K            |
| <b>Total Project Budget</b>            | <b>\$4.175M</b> |

\*Vendor Maintenance & Support \$30K per year

\*\*Estimated Azure Cloud Services \$20K per year

# Board Options

- Option #1
  - Authorize a professional services contract with Morris and Willner Partners Inc., in an amount not-to-exceed \$2.43 million for the implementation (including the first five years of support maintenance) of the custom-developed WINS Information System
- Option #2
  - Take no action at this time.

# STAFF RECOMMENDATION

- Option # 1

