

GENERAL

Ordinance Fact Sheet

210726

Ordinance Number

| | | |
|------------------------------------|--------------------------|---|
| Brief Title | Approval Deadline | Reason |
| Amendment Milestone Portal Support | | To improve existing Water Customer pay-portal |

| Details | Positions/Recommendations | | | | | | | | | | | | | | |
|---|--|----------------|-----------------------------|--|---------------------------|--------------------------------|--|------------------|--|-----------------------------|--|---|--|----------------------------------|--|
| <p>Reason For Legislation</p> <p>The City has an existing contract with Milestone for Customer Self-Service Portal. The Water Services Department is asking to amend the current agreement to add time and scope, detailed below. The Milestone Amendment provides to ongoing support for the existing KC Water corporate website/pay portal and provide for additional modules to be included to the base pay portal application to include; Customer appointment scheduler, eIVR, eAdmin, Kiosk integration, offline pay function) and AWS support/integration to CIS system. Renewal Terms. At any time prior to the expiration of the initial term or any subsequent term, the CITY, in its sole discretion, may renew this Contract for up to two (2) additional three (3) year terms.</p> <p>Configuration and application one-time fee \$300,000.00 Year 1 Infrastructure and managed service \$425,365.00 Year 1 TOTAL. \$725,365.00 Year 2 Infrastructure and managed service \$438,125.95 Year 3 Infrastructure and managed service \$451,269.73 Year 4 Infrastructure and managed service \$464,807.82 Year 5 Infrastructure and managed service \$478, 752.05 Year 6 Infrastructure and managed service \$493,114.62</p> | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Sponsor</td> <td>General Services Department</td> </tr> <tr> <td>Programs, Departments, or Groups Affected</td> <td>Water Services Department</td> </tr> <tr> <td>Applicants / Proponents</td> <td> Applicant Water Services Department City Department Water Services Department Other </td> </tr> <tr> <td>Opponents</td> <td> Groups or Individuals None Known Basis of opposition </td> </tr> <tr> <td>Staff Recommendation</td> <td> <input checked="" type="checkbox"/> For <input type="checkbox"/> Against Reason Against </td> </tr> <tr> <td>Board or Commission Recommendation</td> <td> By <input type="checkbox"/> For <input type="checkbox"/> Against <input type="checkbox"/> No action taken <input type="checkbox"/> For, with revisions or conditions (see details column for conditions) </td> </tr> <tr> <td>Council Committee Actions</td> <td> <input type="checkbox"/> Do pass <input type="checkbox"/> Do pass (as amended) <input type="checkbox"/> Committee Sub. <input type="checkbox"/> Without Recommendation <input type="checkbox"/> Hold <input type="checkbox"/> Do not pass </td> </tr> </table> | Sponsor | General Services Department | Programs, Departments, or Groups Affected | Water Services Department | Applicants / Proponents | Applicant Water Services Department City Department Water Services Department Other | Opponents | Groups or Individuals None Known Basis of opposition | Staff Recommendation | <input checked="" type="checkbox"/> For <input type="checkbox"/> Against Reason Against | Board or Commission Recommendation | By <input type="checkbox"/> For <input type="checkbox"/> Against <input type="checkbox"/> No action taken <input type="checkbox"/> For, with revisions or conditions (see details column for conditions) | Council Committee Actions | <input type="checkbox"/> Do pass <input type="checkbox"/> Do pass (as amended) <input type="checkbox"/> Committee Sub. <input type="checkbox"/> Without Recommendation <input type="checkbox"/> Hold <input type="checkbox"/> Do not pass |
| Sponsor | General Services Department | | | | | | | | | | | | | | |
| Programs, Departments, or Groups Affected | Water Services Department | | | | | | | | | | | | | | |
| Applicants / Proponents | Applicant Water Services Department City Department Water Services Department Other | | | | | | | | | | | | | | |
| Opponents | Groups or Individuals None Known Basis of opposition | | | | | | | | | | | | | | |
| Staff Recommendation | <input checked="" type="checkbox"/> For <input type="checkbox"/> Against Reason Against | | | | | | | | | | | | | | |
| Board or Commission Recommendation | By <input type="checkbox"/> For <input type="checkbox"/> Against <input type="checkbox"/> No action taken <input type="checkbox"/> For, with revisions or conditions (see details column for conditions) | | | | | | | | | | | | | | |
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| <p>Discussion</p> <p>The original Milestone master contract was approved and executed May 1, 2015 for the implementation of Milestone Pay Portal and migration of KC Water Corporate website with option to renew support for five years. This amendment will extend support for the Milestone Pay Portal and corporate website as well as adding Amazon Web Services (AWS) support and provision to add additional customer support modules, including:</p> <p>* Customer Appointment Schedule - (Pandemic Response) This will allow customers to schedule onsite visits in a safe manner and ensure appropriate resources are available for the type of issue.</p> <p>* eIVR (interactive voice response) - an added module built off the base pay portal product that leverages the existing conductivity to allow customers to interact via a telephone keypad or by speech recognition and allow payment, request copy of bill, and some service requests options.</p> <p>* eAdmin - a companion module to allow KC Water Customer Service Representatives to process online requests (move in/out, payment arrangements, special requests) and track full communication and messages with customer.</p> <p>* Kiosk Integration - allows support to integrate kiosk data channels for retrieving customer information and payment processing using existing secure portal channels</p> <p>* AWS support - Provide fill AWS infrastructure support leveraging Milestone skillsets for cloud hosted solutions •</p> | | | | | | | | | | | | | | | |

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Details

M/WBE: At the time of signing this contract it was deemed in the City's best interest to waive solicitation requirements. Milestone Utility Services, Inc. has unique and specialized experience making it exceptionally well situated to perform this work. Their proprietary software has a long history of experience with the Banner Customer Suite and, in fact, has recently formed a strategic alliance with Hansen Technologies, which is Banner's parent company. Milestone Utility Services, Inc. has been engaged with 25 utilities and performed over 60 customer information system related projects and 15 Banner implementations in 16 states. Their customer self service portal is the only such portal which has been independently developed to support the Banner Customer Suite and includes not only access from the web but also the ability to have self-service access from Smartphones.

The Human Relations Department waived MBE/WBE goals on this project on June 10, 2021.

Recommendation: KC Water supports the amendment of the Milestone support contract to maintain systems and enable KC Water to consolidate platforms and move towards cloud-based responsive systems to improve customer interactions.

Policy/Program Impact

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|--------------------------------------|---|
| Policy or Program Change | <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes |
| Operational Impact Assessment | |

| | |
|---|--|
| Finances | |
| Cost & Revenue Projections -- Including Indirect Costs | |
| Financial Impact | |
| Fund Source (s) and Appropriation Account Codes | 22-8010-807710-B-80XX0002 = \$725,365.00 Service Facility Improvement |
| Is this Ordinance or Resolution Good for the Children? | Yes. |

Applicable Dates:

Fact Sheet Prepared by:

Name: Cory Burress

Date: 8/10/2021

Title: Senior Procurement Officer

Reviewed by:

Reference Numbers: EV2087