



43885 SOUTH GRIMMER BOULEVARD • FREMONT, CALIFORNIA 94538  
(510) 668-4200 • FAX (510) 770-1793 • [www.acwd.org](http://www.acwd.org)

**NOTICE OF SPECIAL MEETING OF THE  
ACWD BOARD OF DIRECTORS**

Date: June 8, 2020

Time: 4:00 P.M.

Location: MEMBERS OF THE PUBLIC MAY NOT ATTEND THIS MEETING IN PERSON. DUE TO THE COVID-19 AND IN ACCORDANCE WITH GOVERNOR NEWSOM'S EXECUTIVE ORDER N-25-20 WHICH SUSPENDS PORTIONS OF THE BROWN ACT, THIS MEETING WILL BE CONDUCTED WEBINAR OR TELECONFERENCE ONLY.

MEMBERS OF THE PUBLIC MAY PARTICIPATE IN THIS MEETING VIA WEBINAR <https://us02web.zoom.us/j/83670640778> OR BY CALLING ANY OF THE FOLLOWING PHONE NUMBERS: 1-699-900-9128 OR 1-346-248-7799 OR 1-301-715-8592 FOLLOWED BY 836 7064 0778.

**Please Take Notice** that the Alameda County Water District Board of Directors hereby calls a special meeting on June 8, 2020 at 4:00 P.M., via Webinar/Teleconference, at which time the Board will convene for the following purposes:

1. Roll Call
2. Salute to the Flag
3. Public Comments on Matters on this Notice of Special Meeting
4. Action Calendar
5. General Manager's Report
6. Director's Comments and/or Agenda Item Requests
7. Adjournment

This Notice of Date, Time and Location of this special meeting of the Alameda County Water District Board of Directors is given this 4<sup>th</sup> day of June 2020.

Date this Notice Posted: June 4, 2020

A handwritten signature in blue ink that reads "Gina Markou".

\_\_\_\_\_  
Gina Markou, District Secretary

# ***ALAMEDA COUNTY WATER DISTRICT***

43885 So. Grimmer Boulevard  
Fremont, CA 94538

## SPECIAL BOARD OF DIRECTORS MEETING

### A G E N D A

June 8, 2020

4:00 P.M.

***ACCESSIBLE PUBLIC MEETINGS:*** Upon request, ACWD will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request at least 72 hours before the meeting to the District Secretary, ACWD, 43885 S. Grimmer Blvd., Fremont, CA 94538, or to [gina.markou@acwd.com](mailto:gina.markou@acwd.com) stating your name, mailing address, phone number, and brief description of the requested materials and preferred alternative format or auxiliary aid or service.

MEMBERS OF THE PUBLIC MAY NOT ATTEND THIS MEETING IN PERSON. DUE TO THE COVID-19 PANDEMIC AND IN ACCORDANCE WITH GOVERNOR NEWSOM'S EXECUTIVE ORDER N-25-20 WHICH SUSPENDS PORTIONS OF THE BROWN ACT, THIS MEETING WILL BE CONDUCTED BY WEBINAR OR TELECONFERENCE ONLY.

MEMBERS OF THE PUBLIC MAY PARTICIPATE IN THIS MEETING VIA WEBINAR <https://us02web.zoom.us/j/83670640778>, OR BY CALLING ANY OF THE FOLLOWING PHONE NUMBERS: **1-669-900-9128** or **1-346-248-7799** or **1-301-715-8592** FOLLOWED BY **836 7064 0778**.


MEMBERS OF THE PUBLIC ARE ALSO ENCOURAGED TO SUBMIT COMMENTS TO THE DISTRICT SECRETARY AT [gina.markou@acwd.com](mailto:gina.markou@acwd.com) AT LEAST ONE HOUR PRIOR TO THE SCHEDULED START TIME OF THE MEETING. PLEASE VISIT THE DISTRICT'S WEBSITE ([www.acwd.org](http://www.acwd.org)) REGULARLY TO BE UPDATED ON THE CURRENT SITUATION AS IT AFFECTS PUBLIC MEETINGS.

1. ROLL CALL
2. SALUTE TO THE FLAG
3. PUBLIC COMMENTS ON MATTERS ON THIS NOTICE OF SPECIAL MEETING
4. ACTION CALENDAR
  - 4.1 Authorization of Contract for Software as a Service for a Water-Focused Customer Portal for the Advanced Meeting Infrastructure Project, and Discussion of Implementation of the Advanced Metering Infrastructure Project

5. GENERAL MANAGER'S REPORTS
6. DIRECTOR'S COMMENTS AND/OR AGENDA ITEM REQUESTS
7. ADJOURNMENT

# ***ALAMEDA COUNTY WATER DISTRICT***

## ***MEMORANDUM***

DATE: June 4, 2020  
TO: Board of Directors  
FROM: Robert Shaver   
SUBJECT: STAFF REPORT, ACTION CALENDAR ITEMS JUNE 8, 2020

---

4.1\* AUTHORIZATION OF CONTRACT FOR SOFTWARE AS A SERVICE FOR A WATER-FOCUSED CUSTOMER PORTAL FOR THE ADVANCED METERING INFRASTRUCTURE PROJECT, AND DISCUSSION OF IMPLEMENTATION OF THE ADVANCED METERING INFRASTRUCTURE PROJECT

---

SUMMARY: The Advanced Metering Infrastructure (AMI) Project (Project) will implement an AMI system throughout the District's service area. As part of the AMI Project, customer portal software will be implemented to provide District customers with access to their water consumption data as well as enhanced customer service features. Implementation of the customer portal will include configuration and integration with the District's existing Customer Information System (CIS) system, Electronic Bill Payment and Presentment (EBPP) system, and the selected AMI system.

A Request For Proposals For a Water-Focused Customer Portal in Support of The Advanced Metering Infrastructure Project (Customer Portal RFP) was advertised on October 7, 2019. On October 31, 2019, six proposals were received and evaluated by the District's interdepartmental evaluation team for compliance with the mandatory minimum requirements, technical attributes, financial factors over an assumed 20-year lifecycle, and user functionality. Interviews and demonstrations were conducted by the top-ranked proposers. Following a comprehensive evaluation of proposed customer portals, the highest-scoring proposal based on the evaluation criteria set forth in the Customer Portal RFP was Smart Energy Systems Inc., dba Smart Energy Water (SEW).

At the May 21, 2020, special Board meeting, staff presented its recommendation for the customer portal to be implemented with the Project. The Board also considered information provided by competing proposer WaterSmart, who submitted a proposal but was not the highest-scoring proposer. Following discussion and input from both WaterSmart and SEW, no action was taken by the Board and the item was continued to a future Board meeting.

Upon further evaluation of information submitted by WaterSmart, including information in a letter to the Board dated May 20, 2020, and information provided during the May 21, 2020, special Board meeting, staff continues to recommend that the District enter into an agreement with SEW.

There is adequate funding in the approved two-year budget for this expenditure, and future budgets will include the amounts necessary to maintain the ongoing software subscription. Board

approval of the recommended customer portal will help meet numerous District Strategic Plan Goals including 1.4 – Invest in System Improvements to Increase Customer Water Use Efficiency and Engagement and 5.2 – Enhance Customer Outreach and Engagement with New Tools. Staff, the District’s AMI consultant, EMA, and SEW will supplement this staff report by making a presentation at the Board meeting.

RECOMMENDATION: By motion, authorize the General Manager to enter into a ten-year Contract for Software as a Service with Smart Energy Systems Inc., dba Smart Energy Water, in an amount not to exceed \$2,093,835 for a water-focused customer portal implementation and ongoing software services for the Advanced Metering Infrastructure Project, Job 10062.

DISCUSSION: The Project includes the conversion of approximately 84,500 manually-read water meters into “smart” meters with advanced metering capabilities and the implementation of software and systems to maximize the benefits of the AMI data. Once implemented, District customers, through the use of the customer portal, will be able to take advantage of numerous system features, including the ability to closely monitor their water use and efficiency and water service account information both online and through a smart phone as well as receive alerts regarding potential leaks and other anomalies with their water use. In addition, data from the AMI system will be leveraged to improve the efficiency with which the District performs a number of business processes, including reading meters, customer billing, troubleshooting customer water service issues, and enhancing customer engagement, as well as assist the District in optimizing operational decisions related to water supply and distribution, prioritization for capital improvement projects, and water use efficiency and conservation.

To implement the identified business efficiencies and customer service enhancements, the District’s interdepartmental project team, including the District’s AMI consultant and industry expert, EMA Inc. (EMA), appropriate staff from stakeholder business units including Customer Service, Water Conservation, Information Technology, and Public Affairs, developed a comprehensive Customer Portal RFP identifying performance requirements, customer experience requirements, features, and functionality necessary for the customer portal software. Additionally, the Customer Portal RFP identified the data coordination and encryption requirements necessary for the customer portal software to securely integrate with the District’s existing CIS and EBPP platforms, and the selected AMI system.

On October 7, 2019, District staff advertised the Customer Portal RFP and received six proposals on October 31, 2019. The interdepartmental project team reviewed the proposals for compliance with the Customer Portal RFP mandatory requirements. Each proposal meeting, the mandatory requirements were evaluated by the evaluation team using technical, functional, and financial criteria established in the Customer Portal RFP. Based on a comprehensive evaluation of the proposals received and proposer demonstrations, the highest-scoring proposal was submitted by Smart Energy Systems Inc., dba Smart Energy Water (SEW).

In addition to customer portal features like viewing bills, payment history and consumption data, making a payment, and signing up for automatic payment and e-billing, SEW customer portal features that will enhance the customer experience include 1) real-time integration allowing customers to see live data; 2) a device agnostic platform which is accessible through multiple

devices, including a mobile app, which offers customers a single, easy to use interface; 3) unique features like live chat, access to multiple accounts under one user profile, and co-browsing between customers and the District's Customer Service staff.

SEW's scope of work includes provision of their Smart Customer Mobile (SCM) web and mobile platforms and Smart IQ (SiQ) consumption data analytics package which will be provided by SEW via a cloud-hosted Software as a Service (SaaS) subscription. Additionally, SEW's scope of work includes provision of professional services to configure the new customer portal software platform, and design, develop, and test the necessary data security functions and data integrations. The estimated professional services cost to implement the solution, on a time and expense basis for the work, is \$154,635, and the annual SaaS subscription fee is \$193,920 for a period of ten years. These costs include the implementation of SEW's mobile app "chat" feature which is available in the SCM platform and would enable District customers to communicate with the District in a manner similar to what customers experience with other progressive service-oriented organizations. The total estimated cost for both the implementation services and SaaS subscription fees is \$2,093,835 over the full term of the agreement. This amount reflects an increase of \$136,800 over staff's prior recommended authorization amount due to staff's recommended addition of the mobile app "chat" feature over the ten-year term of the agreement. Staff has negotiated the proposed scope of work, level of effort, and unit pricing with SEW and finds the scope of work, level of effort, and costs to be reasonable for the software and services to be provided.

Having received staff's Notice of Intent to recommend award to SEW, competing proposer WaterSmart submitted a letter to the Board dated May 20, 2020. In that letter, WaterSmart presented its position as to why the Board should not award to SEW and requested that the Board reject staff's recommendation and request further due diligence on SEW and reconsideration of WaterSmart. Following discussion at the May 21, 2020, special Board meeting, the item was continued to a later Board meeting.

Staff considered all information provided before and during the May 21, 2020, special Board meeting and found no new information that changes staff's recommendation to enter into an agreement with SEW.

Staff, the District's AMI consultant, EMA, and SEW will present additional information about the SEW customer portal, including the mobile app, and the District's proposal evaluation process, including the scoring and ranking of proposals which forms the basis of staff's recommendation for the customer portal implementation and ongoing software services, for the Project.

**DRAFT**



**ITEM 4.1 - AUTHORIZATION OF CONTRACT FOR SOFTWARE  
AS A SERVICE FOR A WATER-FOCUSED CUSTOMER PORTAL  
FOR THE ADVANCED METERING INFRASTRUCTURE  
PROJECT**

# Agenda

- Introduction & Background
- SEW Customer Portal Demonstration
- Evaluation Process Review
- Results of Procurement Review
- Alternative Next Steps
- Staff Recommendations



# Purpose: Provide results of procurement for Board consideration

## What's included:

Demonstration and Q&A with SEW.

Detailed Evaluation Process Review.

Consideration of additional information received on and before the May 21 Special Board Workshop.

## What's not included:

Business Case Analysis.

Ultrasonic Test Proposal.

# Partnering to define our AMI future



Mark Germscheid, EMA Project Manager

- 20+ years experience
- **Focus Areas:** Project management; advanced metering infrastructure; request for proposal development; telecommunications architecture and management; telecommunications vendor management; customer service system administration; change management; voice and data services; software and hardware procurement



Joel Carty, EMA AMI Consultant

- 19+ years experience
- **Focus Areas:** Project management; residential & CII water meter applications; AMI/AMR technology; water metering technology; water meter installations; AMI deployment; MDM design; implementation and testing; change management; public outreach; customer service

# SEW DEMONSTRATION

# Demonstration Agenda

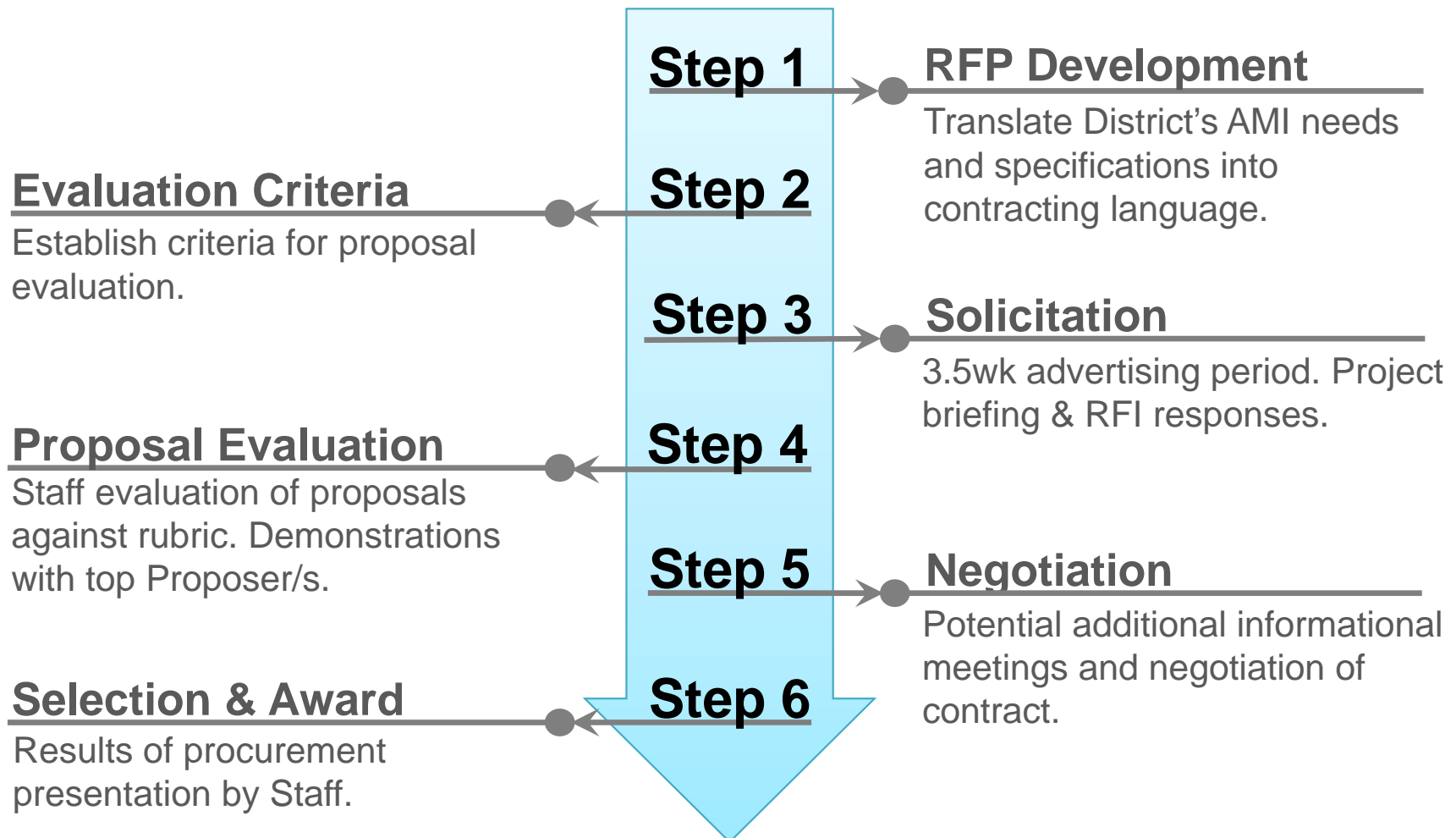
- Introduction
- Customer Experience
- Customer Service Tools
- Analytics
- Q&A

# Demonstration

**SEW**<sup>SM</sup>  
**SMART ENERGY WATER**

# EVALUATION PROCESS REVIEW

# Customer Portal Procurement Process



# The “Highest Points” methodology identifies value.

## Four steps:

1. Technical evaluation.
2. Demonstration evaluation.
3. Financial evaluation.
4. Total points calculation.

## Assurances:

- Prioritize: Apply weighting to identify District priorities.
- Quality: Strong specifications & minimum technical score.
- Financial: Combined implementation & lifecycle costs.



# Technical Evaluation

- Three levels of technical weighting.
- Allows the District to prioritize what is important.
  - Level 1 – focus on the District priorities
  - Level 2 – focus on the sub-component
  - Level 3 – ask questions the Proposer will be asked to respond to (over 50 questions)
- Each level allows for the District to weight what is important.
- Consensus scoring at Level 3 by the Evaluation Team will roll up into total overall score.

# Technical Evaluation

## Level 1 & 2 Matrix

Level 1 Description	Level 2 Description	Level 1 Weighting
Letter of Introduction	N/A	
Solution Overview	Overview and requirements	100
	Benefits of proposed approach	
	Value proposition	
Application Overview	User requirements	200
	AMI Business Drivers	
	Site design requirements	
	Integrations	
Customer Facing Functionality	Single Sign-On	200
	Registration and Basic Information	
	Consumption view and reporting	
	Customer alerts and notifications	
Utility Facing Functionality	Customer Service Requests	150
	Data access	
	Consumption view and reporting	
	Alerts and notifications	
	Analytics	
Implementation and Training	Messages and communication	150
	Project Team	
	Project plan and timelines	
	User acceptance testing	
Experience	training	150
	Industry experience	
	Project Manager Experience	
Value-Added	Resumes	50
Technical Points		1,000

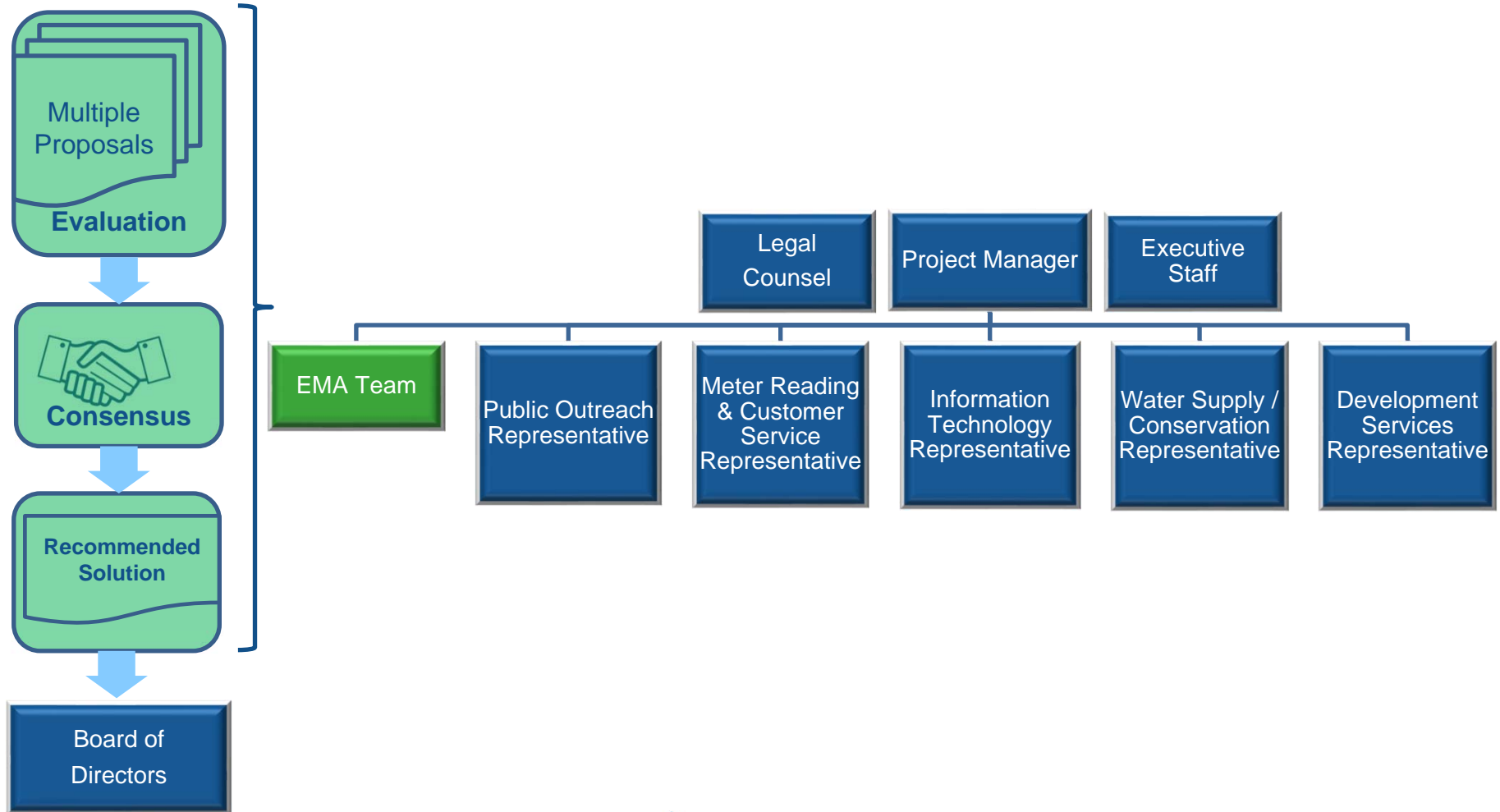
# Technical Evaluation

## Level 3

- Technical proposal scoring is based on vendor responses to a series of questions.
- Responses to questions were evaluated and rolled up to the total technical score.

Question Scoring Criteria	
0	Did not respond to question
2	Some expectations were met
5	Most expectations were met
7	All expectations were met
10	Exceeded expectations

# Proposal Evaluation Team



# Evaluation Responsibilities

- Each member of the evaluation team reviewed the proposals independently.
- Evaluation team met to develop a consensus score.
- Minimum technical score threshold
  - Allowing the highest scoring technical proposals to continue to be considered
  - Quality assurance

# Technical Evaluation

- Highest scoring proposals
  - Moves to demonstrations & interviews.
- Demonstration & Interviews.
  - Provide clarity on the technical proposal and demonstrate the proposed solution.

# Financial Evaluation

- Financial Evaluation includes:
  - Implementation cost
  - Ongoing service cost

# Final Evaluation

Evaluation Component	Total Points
Technical Evaluation	1,000 points
Minimum Technical Threshold	600 out of 1,000 points
Demonstration and Interview Evaluation	600 points
Financial Evaluation	400 points
<b>Total</b>	<b>2,000</b>

- Highest scoring proposal
  - Moves to negotiation
- Staff Recommendation



# RESULTS OF PROCUREMENT REVIEW

# Evaluation Results

				Name of Proposer:	SilverBlaze / Cayenta	Smart Energy Water	AquaHawk	Accelerated Innovations	Water Smart
Level 1 Description	Level 2 Description	Level 1 Weighting	Sub Section Weighting	Level 2 Weighting	Bid 1	Bid 2	Bid 3	Bid 4	Bid 5
Technical Points		1,000		1,000	361.56	711.87	271.99	540.19	658.32
			Minimum	600	NO - BELOW MINIMUM	YES - MET MINIMUM	NO - BELOW MINIMUM	NO - BELOW MINIMUM	YES - MET MINIMUM

- Bidding Statistics:
  - Non-compliant proposals were not scored
    - Badger
    - Sensus
  - 2 passed the minimum score and were invited to perform a 90-minute demonstration
    - SEW and Water Smart were both very good solutions
    - Only industry leading solutions would pass

# Evaluation Results

				Name of Proposer:	Smart Energy Water	Water Smart
Level 1 Description	Level 2 Description	Response Requirements	Level 1 Weighting	Level 2 Weighting	Bid 2	Bid 5
<b>Technical Points</b>			<b>1,000</b>	<b>1,000</b>	<b>711.87</b>	<b>658.32</b>
<b>Minimum</b>				<b>600</b>	<b>YES - MET MINIMUM</b>	<b>YES - MET MINIMUM</b>

<b>On-Site Demonstration and Interview Points</b>				<b>600</b>	<b>451.88</b>	<b>409.25</b>
<b>TOTAL TECHNICAL SCORE</b>	<b>Technical Points + Demonstration and Interview Points (score out of 1,600)</b>				<b>1,163.75</b>	<b>1,067.57</b>

<b>Submitted Solution Cost</b>					<b>\$ 2,157,285</b>	<b>\$ 1,753,429</b>
<b>TOTAL COST SCORE</b>	<b>= 400 * (Lowest Total Solution Cost / Proposer's Total Solution Cost)</b>			<b>400</b>	<b>325.12</b>	<b>400.00</b>
<b>Total Points</b>					<b>1,488.86</b>	<b>1,467.57</b>

# Evaluation Results – Level 1

			Name of Proposer:	Smart Energy Water	Water Smart	
Level 1 Description	Level 2 Description	Level 1 Weighting	Level 2 Weighting	Bid 2		Bid 5
Solution Overview	Overview and requirements	100	30	30.00	95.5	30.00
	Benefits of proposed approach		30	25.50		24.00
	Value proposition		40	40.00		40.00
<b>94</b>						

## Assessment:

- Water Smart – Exceeded expectations.
  - A very good overview of the application and highlighted both English and Spanish
  - Did a good job on explaining backup and restoration plan
  - Was strong water focused application
- SEW – Exceeded expectations.
  - Had both a desktop and mobile applications
  - Highlighted their security and architecture

# Evaluation Results – Level 1

			Name of Proposer:	Smart Energy Water		Water Smart	
Level 1 Description	Level 2 Description	Level 1 Weighting	Level 2 Weighting	Bid 2		Bid 5	
Application Overview	User requirements	200	20	14.00	132.57	14.00	138.57
	AMI Business Drivers		20	-		20.00	
	Site design requirements		60	54.00		38.00	
	Integrations		80	60.57		52.57	
	Single Sign-On		20	4.00		14.00	

## Assessment:

- Water Smart – All expectation were met.
  - Did a great job of correlating the application with ACWD business drivers
  - Good explanation of eliminating Cayenta’s Customer Self Service Module and suppressing Invoice Cloud to the customer
- SEW – All expectation were met.
  - Did a good job on site design requirements
  - Included a detailed description of the “Guest user” functionality
  - Experience integrating with Cayenta

# Evaluation Results – Level 1

			Name of Proposer:	Smart Energy Water	Water Smart		
Level 1 Description	Level 2 Description	Level 1 Weighting	Level 2 Weighting	Bid 2		Bid 5	
Customer Facing Functionality	Registration and Basic Information	200	110	59.40	109.8	46.20	98
	Consumption view and reporting		30	23.40		16.80	
	Customer alerts and notifications		30	15.00		21.00	
	Customer Service Requests		30	12.00		14.00	

## Assessment:

- Water Smart - Most expectations were met.
  - Reliance on Invoice Cloud to perform SSO
  - Lack of detail associated with alerts and alarm, vacation alerts (no screen shots in this section)
- SEW - Most expectations were met.
  - Mobile Application supports all smart devices (IOs, Android, etc)
  - Great job of showing screen shots of what we are going to get – made it easier for evaluators to understand what they were getting

# Evaluation Results – Level 1

			Name of Proposer:	Smart Energy Water		Water Smart	
Level 1 Description	Level 2 Description	Level 1 Weighting	Level 2 Weighting	Bid 2		Bid 5	
Utility Facing Functionality	Data access	150	30	21.00	125.25	25.50	120
	Consumption view and reporting		30	25.50		21.00	
	Alerts and notifications		15	10.50		15.00	
	Analytics		45	38.25		31.50	
	Messages and communication		30	30.00		27.00	

## Assessment:

- Water Smart – All expectations were met.
  - Provided a good summary of Screen shots – leak detection screens showed
- SEW – All expectations were met.
  - Demonstrated responses to these questions with good screen shots that allowed the evaluation teams to understand what they are getting
  - Had co-browsing and chat functionality – it was valued by the team
  - Provided both push and IVR notification

# Evaluation Results – Level 1

			Name of Proposer:	Smart Energy Water	Water Smart
Level 1 Description	Level 2 Description	Level 1 Weighting	Level 2 Weighting	Bid 2	Bid 5
Implementation and Training	Project Team	150	22.5	22.50	15.75
	Project plan and timelines		22.5	22.50	15.75
	User acceptance testing		30.0	15.00	15.00
	training		75.0	47.50	35.00
				107.5	81.5

## Assessment:

- Water Smart – Some expectations were met.
  - Missing Gant chart
  - Team was vague
  - Value added:
- SEW – All expectations were met.
  - Detailed gant chart was provided
  - Provided a detailed Statement of Work
  - Provided a good team and was clear
  - Very good strategies for staying on-time and on-budget



# Evaluation Results – Level 1

			Name of Proposer:	Smart Energy Water		Water Smart	
Level 1 Description	Level 2 Description	Level 1 Weighting	Level 2 Weighting	Bid 2		Bid 5	
Experience	Industry experience	150	75	63.75	116.25	63.75	116.25
	Project Manager Experience		38	26.25		26.25	
	Resumes		38	26.25		26.25	
Value-Added		50	50.0	25.00	25	10.00	10

## Assessment –

- Water Smart – All expectations were met
  - Provided a total number of projects
  - Valued Added: welcome letters, leak alerts
- SEW – All expectations were met
  - Award winning experience and included a list
  - Value Added: change management, Branding functionality
  - Experienced interfacing with Cayenta

# Evaluation Results – Level 1

			Name of Proposer:	Smart Energy Water	Water Smart
Level 1 Description	Level 2 Description	Level 1 Weighting	Level 2 Weighting	Bid 2	Bid 5
On-Site Demonstration and Interview Points			600	451.88	409.25
TOTAL TECHNICAL SCORE			Technical Points + Demonstration and Interview Points (score out of 1,600)	1,163.75	1,067.57

- Assessment
  - Water Smart
    - Invoice cloud integration was clearly understood
    - Uses their own analytics to recommend alerts
    - Good messaging functionality
  - SEW
    - Experience integrating with Cayenta was very clear
    - Great job showing consumption views
    - Very intuitive and well designed interface

# Financial Evaluation Results

			Name of Proposer:	Smart Energy Water	Water Smart
Level 1 Description	Level 2 Description	Level 1 Weighting	Level 2 Weighting	Bid 2	Bid 5
TOTAL TECHNICAL SCORE			Technical Points + Demonstration and Interview Points (score out of 1,600)	1,163.75	1,067.57
				\$ 2,157,285.00	\$ 1,753,429.00
TOTAL COST SCORE			= 400 * (Lowest Total Solution Cost / Proposer's Total Solution Cost)	325.12	400.00
Total Points				1,488.86	1,467.57

- SEW negotiation:
  - Negotiated \$1,957,035
  - Added functionality is \$2,093,835
- The Scoring gap has increase due to the cost dropping

# ALTERNATIVE NEXT STEPS

# Impacts of a “NO” vote

Areas of impact:

- Project delays
- Staff availability and hours
- Costs
- Lost opportunity
- Legal implications

**Result: the outcome of a “no” vote would be a rebid.**

# Rebid Procurement Process

Task Name	June 2020	July 2020	August 2020	September 2020	October 2020	November 2020	December 2020
Project Timeline							
Phase 2A-1							
2A-1.1 Customer Portal Specifications							
2A-1.2 Request for Proposal							
2A-1.3 Proposal Evaluation Criteria							
2A-1.4 Frontend Document and Terms and Conditions							
2A-1.5 Solicitation Package Document							
2A-1.6 Procurement Support							
2A-1.7 Submission Evaluation							
2A-1.8 Negotiation							
2A-1.9 Board Presentation							

- Impact on Schedule
  - Vendor selection complete in December 2020
  - Cayenta & Badger Integrations
  - Customer Portal testing and implementation will not delay AMI implementation or meter installations
- Additional Procurement Cost
- Lost Customer & District efficiencies

# STAFF RECOMMENDATION

## Item 4.1 – Authorization of Contract for Software as a Service for a Water-focused Customer Portal

By motion, authorize the General Manager to enter into a ten-year Contract for Software as a Service with Smart Energy Systems Inc., dba Smart Energy Water, in an amount not to exceed \$2,093,835 for a water-focused customer portal implementation and ongoing software services for the Advanced Metering Infrastructure Project, Job 10062.