

SUBJECT

BOARD RESOLUTION NO. 25-749

Pertaining to master service agreement with Advanced Utility Systems to implement software upgrades, add-ons, and enhancements to the Board's customer information and billing system.

2025 STRATEGIC PLAN GOALS: Infrastructure Strategy and Performance

Staff is seeking approval to enter into a professional services agreement with Advanced Utility Systems to implement software upgrades, add-ons and enhancements to the Board's customer information and billing system.

Staff have identified a need for ongoing improvement of the Board's customer information system in accordance with our information and technology roadmap. The roadmap outlines several projects that will require integrations and enhancements of The Board's customer information and billing system. Advanced Utility Systems, the vendor who supplies and maintains the Board's customer information and billing system is the sole provider to perform this function. To facilitate a more efficient process for future services, staff recommends a master service agreement that is structured to meet the following purpose.

The purpose of this master agreement is to secure services from the Contractor requested by the Board as detailed in "schedules" which become addendums to the agreement. The Board and Contractor have agreed to dedicate, budget, and allocate an amount for future professional services to be agreed upon between the parties based upon submitted Statements of Work (SOWs) entered into between them that shall be detailed as "schedules" during the term of this Agreement. The agreed upon amount of funds to be dedicated shall not exceed \$170,000 (hereinafter, "Pool" of available funds). No amounts will be due and payable from the Pool of funds unless and until services have been agreed upon in a schedule, delivered, and then invoiced pursuant to its terms. Any and all such schedules shall, except as otherwise expressly set forth in said schedule(s), be pursuant to the terms and conditions of this Agreement. The amounts will be due and payable for each schedule.

See attached Agreement.

RECOMMENDATION

Approval