

SUBJECT

BOARD RESOLUTION NO. 23-380

Pertaining to a Professional Services Agreement with Ferguson Enterprises Inc. to provide cloud-based meter reading solutions to support the Board's metering system upgrade to an Advanced Metering Infrastructure system.

STRATEGIC PLAN GOALS: Financial Stability and High Performing Workforce

Staff is seeking approval of a professional services agreement with Ferguson Enterprises, Inc. to provide cloud-based meter reading solutions to support the Board's metering system upgrade to an Advanced Metering Infrastructure system (AMI). AMI will provide near real time water metering data for the Board's customer accounts. The term of the agreement is five years with a cost not to exceed \$508,500.

The scope of work covered under this agreement includes:

- 1) Secure access to the Neptune 360 Platform which includes:
 - a) Neptune 360 Web App
 - b) Neptune 360 Mobile App
 - c) Neptune 360 Sync (required for Trimble Handheld compatibility) and
 - d) Application Programming Interfaces (if applicable)
 - e) Ferguson/Neptune will assist SPRWS/Utility Billing (UB) with creating the new file format that can be used with Neptune 360. If changes are needed on UB's end, the UB company may charge SPRWS for those changes.
- 2) 24x7 Application and security monitoring
- 3) Database preventive maintenance and scalability monitoring
- 4) Software upgrades and updates, with prior notice via email
- 5) Providing all server operating system and hardware updates requirements
- 6) Data back-up and replication
- 7) Data Security and Business Continuity Plan (BCP) processes
- 8) Providing telephone support at 1-800-647-4832 Monday-Friday from 7:00am-5:00pm Central time, excluding corporate holidays, and email support at support@neptunetg.com.

See attached Professional Services Agreement.

RECOMMENDATION

Approval