



CITY OF SANTA BARBARA

COUNCIL AGENDA REPORT

AGENDA DATE: January 15, 2013

TO: Mayor and Councilmembers

FROM: Information Systems Division, Administrative Services Department

SUBJECT: Renewal Of Maintenance And Support For Advanced Utility Systems Software

RECOMMENDATION:

That Council approve a renewal of the technical support and maintenance agreement with Advanced Utility Systems Software for the utility billing system software for five years in an annual amount not to exceed \$49,621 in the first year (Fiscal Year 2013) and increasing by no more than 5% per year in years two through five.

DISCUSSION:

The utility billing software is used by the Finance Department to bill and collect revenue for City water, wastewater, and solid waste services. Annually, maintenance and support for the software is purchased in order to receive needed bug fixes, enhancements, and technical support.

BUDGET/FINANCIAL INFORMATION:

In 2008, Council approved the software implementation contract, authorizing the payment of the maintenance and support fees for five years. Approval for the next five years of maintenance and technical support services is needed at this time. The total amount is budgeted in the Solid Waste, Water and Wastewater Funds.

SUSTAINABILITY IMPACT:

The utility billing software provides access for City utility customers to view information about their billing and water usage and to pay their bills via the Internet. Therefore, the number of utility customers' trips to City offices should be reduced.

PREPARED BY: Rob Badger, Information Systems Supervisor

SUBMITTED BY: Marcelo López, Assistant City Administrator

APPROVED BY: City Administrator's Office