# DEPARTMENT OF PUBLIC WORKS

## MEMO

TO:        Utilities Committee

FROM:      Nate Loper, Deputy Director of Public Works

SUBJECT:   Water Meter Customer Portal Purchase

DATE:      June 1, 2017

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In response to a request for quotes issued by our office, we received three (3) quotes for the Water Meter Customer Portal system. After reviewing the quotes, we have found all companies to be capable of providing the required scope of services. The following is a summary of the submitted quotes for each company:

| | | |
|---|---|---|
| Water Smart | - | $ 54,240 |
| AmCoBi (Aqua Hawk) | - | $ 65,300 |
| Sensus | - | $ 189,900 |

The scope of services for this contract includes system configuration, uploading customer information and data, system training, the first year of monthly fees for each account in the system, ongoing email and telephone support and single sign-on integration with the Utility bill payment system.

Aqua Hawk was chosen as the selected vendor based on the following factors:
- Collaborative purchasing with our partnering communities results in a savings to the smaller communities of approximately $1000 per year for every 4000 customers
- Have the most experience working with Sensus
- Provide many desired features that the competition is not currently offering, including the ability to automatically send post cards for identified leaks for all customers, regardless if they have registered with the portal system
- Provide the option to eliminate other meter software services, if desired by the Utility

The Department of Public Works recommends award of the Water Meter Customer Portal system to American Conservation and Billing Solutions, Inc. (AmCoBi) in the amount of $65,300 with a 10% contingency of $6,530 for a project total cost not to exceed $71,830, which is under the approved budget of $105,000.

Thank you for your consideration.

# BID TABULATION - WATER METER CUSTOMER PORTAL

| Desc. | Qty. | WaterSmart Software San Francisco, CA | | AquaHawk Colorado Springs, CO | | Sensus Statesville, NC | |
|---|---|---|---|---|---|---|---|
| | | Unit Cost | Total | Unit Cost | Total | Unit Cost | Total |
| Setup Fee | 1 | $12,000.00 | $12,000 | $24,300.00 | $24,300 | $87,500.00 | $87,500 |
| Annual Program Fee (year 1) | 28,000 | $1.33 | $37,240 | $1.25 | $35,000 | $3.30 | $92,400 |
| Weather Data | 1 | $0.00 | $0 | $0.00 | $0 | $10,000.00 | $10,000 |
| Single Sign-on (SSO) integration | 1 | $5,000.00 | $5,000 | $6,000.00 | $6,000 | N/A | N/A |
| Year 1 Totals | | | $54,240 | | $65,300 | | $189,900 |
| | | | | | | | |
| Est. Annual Program Fee (years 2-5) | 28,000 | $1.33 | $148,960 | $1.25 | $140,000 | $3.30 | $369,600 |
| 5 Year Totals | | | $203,200 | | $205,300 | | $559,500 |

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